



rev 6.2

OVERVIEW OF THE *POWERFUL PROFESSIONALS* SKILL-BUILDING WORKSHOP

PARTICIPANTS

Professionals and their leaders—including systems analysts, engineers, financial professionals, human resource advisors, public affairs advisors, etc.—anyone whose role is to deliver an expertise to clients or customers, internal or external. The value-added roles are often termed “*business partnering*” or “*internal consulting*.”

GOALS OF THE SKILL BUILDING

To assist professionals to produce results more successfully by increasing skills such as:

- ❑ using a practical five step process to successfully deliver professional expertise.
- ❑ establishing productive client/customer/manager relationships—internally and externally.
- ❑ developing interpersonal & communication skills for working with clients and others.
- ❑ clarifying the underlying needs and expectations which set up professional recommendations.
- ❑ creating value-added professional roles supporting the direction of the organization.

In addition, an optional but proven, customer/client service 360⁰ survey, the *Powerful Feedback Report*, gives each participant very specific skill feedback on areas of strength and on areas needing improvement. The objective of this confidential feedback is action planning for specifically targeted behavior change and results.

HOW TO TOPICS

Using engaging and participative presentations, discussions, checklists, videos, and application sessions, participants will learn selected skills we know are crucial from over 65,000 client surveys:

- ✓ how to use a five step process for delivering their expertise and results.
- ✓ how to clarify expectations and value-added roles with managers, clients and customers.
- ✓ how to ask effective questions to get at the underlying needs.
- ✓ how to sort out complex situations quickly.
- ✓ how to present their recommendations to increase client commitment to change.
- ✓ how to effectively wrap up projects.

CUSTOMIZATION & APPLICATION

A successful skill building workshop is a great start to the real goal—improved performance and results. The *Powerful Professionals* workshop has, besides the usual skill application sessions in the workshop, a number of innovative tools for long-term learning and application:

- ❑ a choice of 17 integrated modules to meet your specific needs.
- ❑ a customized *Application Fieldbook*, adapted to the needs and priorities of the organization.
- ❑ An electronic copy of the *Powerful Professionals* book—a treasure trove of how-to models, dos and don'ts, checklists, worksheets, ideas, and examples.
- ❑ a series of 1-hour, participative webinars for preparation or follow-up.

LOGISTICS

Duration: Customized, most often 2 days

Class Size: Up to 22 participants

Pre-work: Selection from: the *Powerful Feedback* customer/client feedback survey, pre-reading from the *Powerful Professionals* eBook, meeting with supervisor about expectations, completion of a *Business Challenge*, or webinars.

Post-work: Selected activities as outlined in the *Application Support Systems* document.