WHY *POWERFUL PROFESSIONALS* INTERNAL CONSULTING SKILL BUILDING?

Key Features of the *Powerful Professionals* Consulting Skills Workshop

- ✓ Over 20 years of experience with over 1,000 workshops and 14,000 participants.
- ✓ Experience with almost every type of professional—human resources, IT, engineering, medical, communications/external affairs, finance, legal, scientists, safety, R & D, etc.
- ✓ Multi-cultural experience worldwide—from the Arctic Circle to South America; and from Europe to Asia.
- ✓ Delivery in English, Spanish, French, and German (as well as simultaneous translation)
- ✓ Experience with Fortune 500 companies to not-for-profits to small entrepreneurial consulting firms
- ✓ Support from the *Powerful Professionals* book (now in the 3rd edition) for each participant—full of practical checklists and models for an easy desktop reference.
- ✓ Easily customized learning materials from a number of tested and proven modules.
- ✓ The largest survey database in the world of what clients value from professionals and the benchmarking it represents.
- ✓ What we have learned are discriminating behaviors of the highest rated professionals from our 360 client/customer service survey database of over 60,000 surveys.
- ✓ Strategic models geared to professionals. We help professionals to connect their expertise to business/organizational needs.
- ✓ We are associated with The RBL Group, headed by noted HR and leadership gurus, David Ulrich and Norm Smallwood. They have authored landmark books *Leadership Brand* and *HR Champions*. Visit their website at www.rbl.net Our *Powerful Professionals* materials are embedded in their 4- or 5-day advanced HR development sessions worldwide.
- ✓ Access to the author and experienced instructors.

Typical Benefits for Participants

- ✓ Increased skill at delivering business results to clients—internal and external.
- ✓ Improved consultative skills, and importantly, an opportunity to practice them.
- ✓ A "mental model" for delivering value-added expertise.
- ✓ A benchmark/standard against which to evaluate service delivery.
- ✓ Many practical tools, checklists, worksheets and strategies for leveraging participant's expertise.
- ✓ Each participant receives a copy of *Powerful Professionals* for easy desktop reference.
- ✓ Improvement at client-valued skills—for example, sorting out complex situations verbally and selling one's ideas and proposals.

as well as other specific typical issues and benefits are listed in the table below.

Typical Benefits to the Organization

- ✓ more effective delivery of expertise,
- ✓ professionals thinking and acting more strategically and aligned with the business,
- ✓ a common language for delivering expertise,
- ✓ support of internal customer service orientation,

and other specific typical organizational benefits are listed in the document "Organizational Initiatives."

Typical Skill Issues

Typical professional issues:	Participants will learn:
Professionals are competent at their expertise but may lack 'people skills' and business strategy skills	➢ how to better partner with their clients to produce results.
Professionals have projects going nowhere—but which could greatly benefit their organizations	➢ how to successfully 'sell' their expertise and ideas to their clients or customers.
Professionals are great technical experts, but need 'organizational business savvy'	➢ how to use a 5 step expertise delivery model, questioning skills, and strategic thinking to gain leverage on their expertise.
Due to unclear expectations professionals have made costly mistakes	➢ how to clarify and manage expectations and roles early in a project.
Professionals fear complex or ambiguous projects	➢ how to sort complex situations (from our database, a highly valued skill).
The best solution is not implemented	➢ how to connect professional expertise to organizational needs, sell their ideas to multiple clients, and set up change
Professional work often doesn't have the impact expected	➢ how to understand and market value-added services; how to avoid low impact work