

# advanced consulting skills

Individuals responsible for acting as catalysts for growth and change have development needs that are unique

and demanding! Are you someone who gets results through influence rather than reporting authority? Are you a catalyst that helps other people in the organization achieve business goals?

Does your effectiveness depend upon developing a shared understanding of your internal clients' situation and desired outcomes, and your ability to balance maintaining rapport with creating change?

The **Advanced Consulting Skills Course** is an intensive three-day training designed to build both the confidence and the skill to be effective as a catalyst working with internal and executive-level clients. Understand how to manage relationships with clients whose style or personality is dramatically different than yours. You will learn the skills and practice the applications using real-life content.

Consultants, through the nature of their charter, are responsible for partnering with operational leaders to deliver a solution or result. But to be effective, they must act as catalysts, that is, enter a business problem, design and implement a changed condition, then exit, on to the next challenge. Mastery of this process requires finely tuned skills. If your success depends on the client's outcome being met, not just on the transaction itself, this course is for you.



## who should attend

- OD, Training and HR Professionals
- External Consultants
- Also senior individuals in: Legal, IT, Finance and those in an "influence" position with senior management.

I have been consulting for more than 15 years, both internally and externally. Andrea used our real experiences to help us understand and practice. I was able to immediately begin using the skills and processes. After the second training day I met with a client and was able to get to a contract and advance the work I was doing with her organization. It was one of the most effective conversations I have had with a client. I would highly recommend this seminar.

**Carol Horner**, President  
Synchronicity Training and Development



Advanced Consulting Skills is approved for 21.0 recertification credit hours toward PHR, SPHR and GPHR recertification through the Human Resource Certification Institute (HRCI).

## curriculum

- Learn to use a client-focused consulting intervention model; how to elicit current reality, desired outcomes; negotiate and contract for clear deliverables; identify success metrics.
- Manage the rapport-demand dynamic; learn to use the tools that affect motivation and influence responsiveness in the client.
- Practice advanced communication skills; understand human "hardware and software;" deal with deletions, distortions and generalizations in the client's communication.
- Develop behavioral flexibility; use multiple perspectives to view the client's problem, system or situation.
- Maintain confidence in a wide range of situations; identify the personal biases that interfere with the ability to produce results.
- Be able to work on multiple levels simultaneously, serving multiple clients and multiple outcomes.

"The Advanced Consulting Skills course helped me see more clearly the essence of the consulting process. And that understanding has helped me focus my communication with clients to more effectively get at the heart of their wants and needs."

**Jill Borgelt**

Manager, Organizational Development  
Physicians Mutual Insurance Company

The biggest changes I've implemented as a direct result of the class are building rapport and preparing for consultative interactions. All of these skills are helping me improve my processes in building consultative relationships for long-term solutions vs. being an order-taker for quick fixes.

**Jamie Kelly**

Sales and Service Development Consultant  
Learning and OD Department  
Commercial Federal Bank

Attending the Consulting Skills Mastery program while employed by Turner Broadcasting System Inc. was a life-changing experience for me. Before, I considered myself good at communicating with others – it seemed to come naturally. What I learned is that real communication and human interaction is both an art and a science. By learning the skills and following a consistent process, communication and consultation can be elegant and effective. I learned how my own biases were getting in my way...I am now better equipped to help clients recognize and achieve their own visions.

**Barbara Ford**

Learning Consultant  
CUNA Mutual Group

**Also, check out these products!**

**Register Online Now!**

CSA – **Consulting Skills Assessment**  
and Facilitator Certification for the **Core Consulting Skills Course**

**Morningstar**  
ventures

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**Andrea Chilcote, founder of Morningstar Ventures**

Andrea has more than twenty years experience in performance-based change management with companies in diverse business sectors. She works with Fortune 500 companies to guide the leadership development aspect of large scale change efforts. She formed Morningstar Ventures to help today's companies create sustainable change in performance by influencing and enhancing leadership. Andrea is recognized industry-wide having authored numerous development programs throughout her career. She received her Bachelor of Science from Millikin University, her Consulting Practices Certification from the Meridian Institute, and she completed graduate studies at University of Kentucky, Lexington.

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