

# the consulting skills mastery program

The extent to which Training and Organizational Development, Marketing, Human Resources, Finance and Information Technology function in concert with your company's operating units directly impacts profitability, productivity and achievement of desired business results.

The Consulting Skills Mastery Program, from Morningstar Ventures, is about making you an effective and knowledgeable internal consultant. You will attain proficiency in consulting to understand the needs of your company's business units and how to facilitate the design of the right solutions to meet those needs. As a skilled internal consultant, you will help your organization respond to change, creating a framework for success.

What makes the Consulting Skills Mastery Program uniquely effective lies as much in the method as in the content. Utilizing Morningstar founder Andrea Chilcote's own brand of immersion, the focus is on the relevance of subject matter to the actual, everyday experiences of each participant. You employ real practice on real content, as opposed to role-playing. This application of learned skills to current business situations means your own experiences become intrinsic to the curriculum itself. What used to take ten to twenty years to learn through experience on the job, we now accomplish in a fraction of the time.



*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



## who should attend

The Consulting Skills Mastery Program is a must for executives who rely upon their ability to gather and act upon information that is functional and relevant to the future of the organization.

- HR and training professionals, director and above level
- IT, Marketing and Finance, director and above level functional heads
- Senior-level consultants
- Senior-level managers interested in building uncommonly powerful coaching and communication skills
- Senior-level sales executives who rely on consultative selling

## benefits

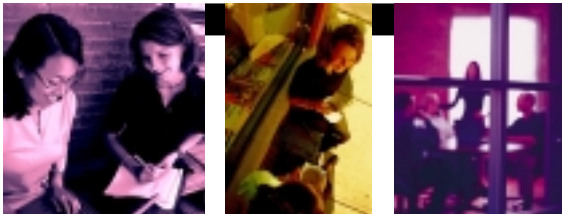
The personal and professional benefits of the Consulting Skills Mastery Program include:

- Increased competency in communication
- Higher productivity with less stress
- Ability to deliver results with increased competence and confidence
- Greater ability to know when you have been effective

## curriculum

Consulting Skills Mastery is a one-year program which includes three days of intensive training every three months. The curriculum provides exposure to all the process skills used in coaching, mediation, conflict resolution, facilitation and consulting. The single dominant purpose of the program is to gain behavioral mastery in:

- The appropriate roles of internal consultants
- A consulting model that is useful and applicable to all levels of your work
- The fundamental communication skills for the consulting process
- The underlying elements of human change and system change
- How the human mental and emotional systems work
- How to work from clear purpose, process and outcome
- Using content as a mechanism for accomplishing change in the system and people
- Unfreezing people and systems and working effectively with resistance
- Recognizing and defining your own biases and how to keep them from interfering with your work
- How to gain credibility and respect through effective consulting
- How to streamline your work for maximum impact for the time and dollars spent



**Morningstar**  
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### Andrea Chilcote, founder of Morningstar Ventures

Andrea has more than 14 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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*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

## tuition

The Consulting Skills Mastery Program is a one-year course, divided into four, three-day sessions. The cost for each three-day session and materials is \$750.

Morningstar