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The JHW Consulting Skills Workshop – a Summary –

The JHW Consulting Skills Workshop (CSW) is an intense program designed to improve the people relating skills of professional's engaged in dealing with internal or external "clients".

CSW achieves this through a number of key, interdependent activities that provide the participants with the relevant skills and with fresh insights that help raise their awareness of how they may be perceived by their clients in their dealings with them.

The workshop comprises a number of involving sessions using a mixture of delivery mechanisms (presentation, facilitation, role play, experiential exercises and discussion groups), that cover the skills, attitudes and behaviours common to professionals successfully engaged in dealing with their internal or external "clients".

The business need

The program is designed to address the need for business to;

- *Build enduring client relationships by turning their business specialists into trusted advisors* – All professionals have their core technical expertise, industry knowledge, methodologies etc, that form the basis from which they serve clients. If they are good, they will be considered as a potential candidate when the client requires that particular skill set. With the right "soft" skills that same professional could be perceived by the client as being essential to the success of their project. CSW provides a roadmap to help guide the participants toward that objective
- *Be Client focussed* – Whether the clients are internal or external, clients demand certain levels of service and view their needs from their unique perspective. How we deal with them determines wether they see us as part of the problem or solution. CSW challenges the thinking of participants, and assists in shifting mindsets from "experts" who are task focussed to professionals who are client focussed.
- *Be Consultative in their Client approach* – In the business development and growth cycle, many subject specialists can be perceived as being driven by their own objectives and not by those of their clients. CSW provides participants with the insights and feedback mechanisms that will help them become aware of how they are perceived by the client and so enable them to adopt a more empathetic, consultative approach that sensitive to the client's underlying needs. This type of approach leads to sustainable, productive and much more rewarding business relationships.

Building Engagement Success

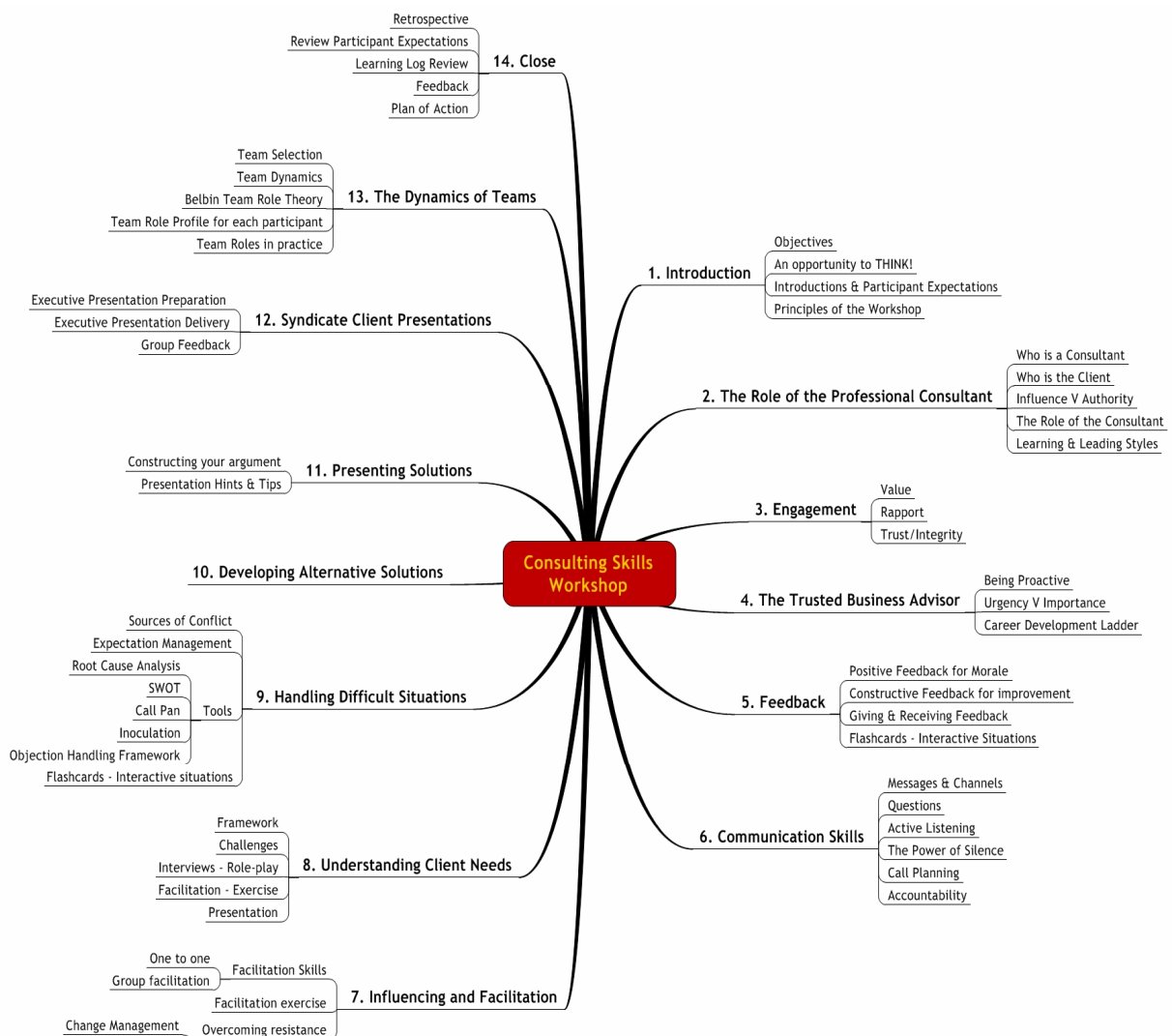
Subject Matter Expertise +	Process, Structure & Methodology +	Engagement Skills	Result (Client's perception)
Exceptional	Exceptional	Poor	Failure
Competent	Competent	Good	Success
Competent	Competent	Excellent	Excel

Without the appropriate engagement skills, professionals with exceptional subject matter expertise and with exceptional methodology skills can still be perceived by the client as having failed to address their real requirements. The appropriate engagement skills guarantee the perception of success.



CSW content emphasis:

Client focus & Engagement	Relationship Building	Trust & Integrity
Expectation Management	Team Dynamics	Influence (vs Authority)
Proactive vs Reactive	Assertiveness	Accountability
Planning & Preparation	Life Balance	Facilitation





Program outline

Pre-Workshop

The program includes face to face (where practical) pre-workshop briefing in order to share the generic workshop objectives and to start the participants considering their specific objectives for attending. This session also provides an opportunity to distribute and discuss pre-workshop work (i.e. reading, completing Belbin profiles etc), discuss the concept of the learning log, and most importantly start the process of rapport building and expectation management.

Post Workshop

Early adoption of the techniques and learnings is essential to the assimilation into everyday practice. The follow-up includes a post-workshop coaching session for each participant (face to face where practical), and a half day workshop reunion to cover new topics of interest to the group. The objective is to share good experiences of using new techniques, and encourage participants to look deeper into their learning logs, and try some further ideas that they have yet to attempt. A strong emphasis on teaming, networking and sharing experiences, as well as providing a further contact back to the facilitators who are available for on-going consultation and coaching on an ad hoc basis.

Public Workshops

JHW schedules public workshops on a regular basis - both residential and non-residential. The public workshop provides an excellent forum for cross company networking, and is provides flexibility and convenience in scheduling participants. It is also a low cost way of "trialing" the workshop.

In-house workshops

JHW runs in-house workshops where the client has discretion over the number of participants, venue, and timing and may even wish to customise content. This can work out a less expensive alternative for large numbers, and it can also serve as an excellent team building environment.

Cost

The standard fee for a residential workshop is \$3,525 (+ GST) per participant and includes facilitation fee, accommodation and all meal costs.

The standard fee for a non-residential workshop is \$2,625 (+ GST) per participant and includes facilitation fee, venue and all meal costs.

In-house workshops are charged on the basis of 10 participants (i.e. \$22,500 per workshop as from 1st July 2008) but allows for up to 18 participants. The client can then organise venue and facilities. JHW will provide all tools and materials.

Payment terms

The facilitation fee is due in advance of the workshop. Cancellations more than two weeks prior to the workshop will attract 50% refund. Cancellations after this stage will not be refundable, but an alternative delegate will be welcome.

See the JHW website (www.jhw.com.au) for dates and on-line registration.