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Engagement Skills - Workshop Specification

The ESW program comprises of a number of key and interdependent activities, all of which are designed to lift the relationship skills of participants, and all of which are included in the cost of the workshop. The core activity is the off-site 3 day workshop which comprises a number of sessions using a mixture of delivery mechanisms (presentation, facilitation, role play, experiential exercises and discussion groups), covering the key skills, attitudes and behaviours expected of the professional service provider. This is supported by pre-workshop briefing, and post workshop coaching sessions

The business need.

The program is designed to address a number of business requirements;

- *The street smarts of management* – The Engagement Skills Workshop covers aspects that are not included on the standard MBA. Where the MBA focuses primarily on processes and book smarts, ESW addresses the skills and attitudes necessary to execute those processes effectively. With better skills, we may be able to be less dependent on prescriptive processes.
- *Turning specialists into consultants* – All professionals have their core technical expertise, industry knowledge, methodologies etc, which forms the base from which they consult. Many, however, are not so accomplished at the process of deploying that expertise in a manner that is valuable and meaningful to their client. The ESW deals specifically with the deployment skills
- *Becoming Client focussed* – We all have clients. Whether they are internal or external, clients demand certain levels of service. The ESW challenges the thinking of participants, and often assists a shift of mindset from task to people orientation.
- *The more “consultative sell”* – in the business development cycle some consultants appear over zealous, and driven by their own objectives. The workshop will help participants to adopt a more mature, consultative approach based around solutions to client needs leading to sustainable and productive business relationships.

- *Living the Values of the Organisation* – Most organisations have published and articulated their Mission & Values, usually with the objective of cultural change and/or greater staff adoption. Most staff need more than a page in the annual report and a few posters in the meeting rooms and receptions to fully grasp the message. The workshop promotes generically good corporate behaviour, and as part of the preparation and introduction gets participants to think and about and discuss the Mission and Values of their own organisation in the context of the messages of the workshop, with the objective of helping participants to understand how to better live their employers' values.

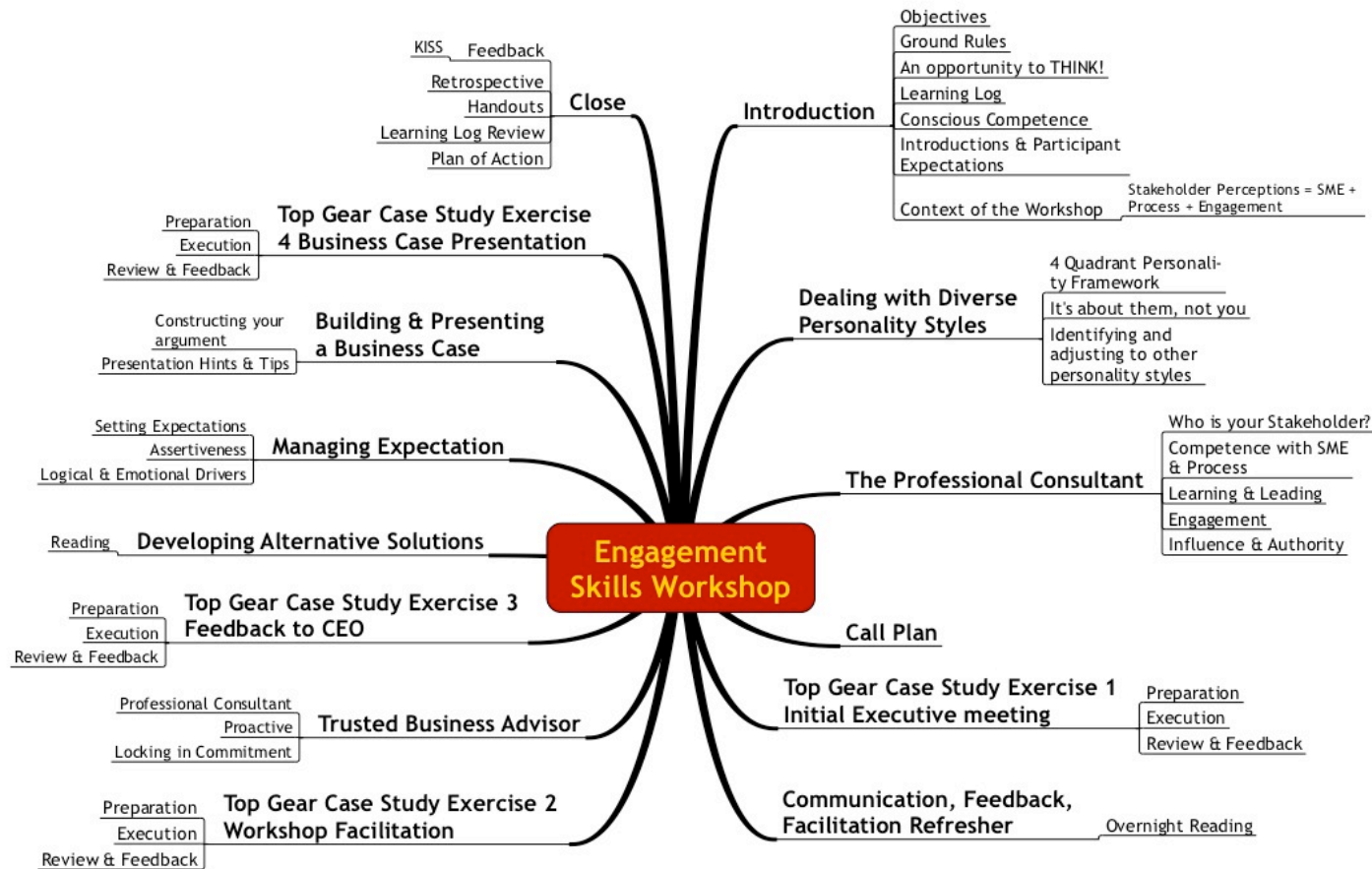
The Workshop

The workshop provides an end to end view of the Engagement Cycle - from first contact, to achieving commitment - with an emphasis on the skills required rather than a process model. It is highly practical and experiential and has a strong emphasis on:

Stakeholder focus & engagement	Building Relationships	Trust & Integrity
Expectation Management	Team Dynamics	Influence (rather than Authority)
Proactive, Reactive, Responsive	Assertiveness	Accountability
Planning & Preparation	Life Balance	Facilitation

Some of these topics may be familiar to some participants, but the program strives to encourage behavioural change and uses a range of techniques to achieve this.

Overview of the workshop



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, discuss 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 (see below for schedule). 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 “trailing” 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. However it does mean that a number of staff will be “off the job” at the same time, which can present logistical challenges

Cost

The facilitation fee is \$2,400 (+ GST) per participant for the standard public workshop. Venue charge for non-residential workshops is \$400 + GST per participant and includes conference room, equipment, refreshments, lunches etc. Total cost for non-residential workshops is therefore \$2,800. Residential workshops can also be organised - accommodation cost on application.

In-house workshops are \$24,000. Ideal group size is 10 - 15 people. The client will 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.