

Course duration

- 1 day

Course Benefits

- Understand SERVE consulting methodology.
- Develop techniques for building client trust and long-term relationships.
- Learn ways to build your professional reputation.
- Learn novel approaches to communicating with internal clients and others.

Course Outline

1. Understand and Apply Five Step Consulting Model
 1. Setting up a Relationship
 2. Establishing Needs
 3. Recommending Solutions
 4. Valuing Objections
 5. Executing - Next Steps
2. Understanding Stakeholders Needs
3. Demonstrating Superior Communication
4. Developing a Personal Reputation as Trusted Advisor
5. Using Interview Techniques to Uncover Needs
6. Successfully Manage Expectations
7. Inspiring Long-term Loyalty
8. Building Collaborative and Team Relationships
9. Food for Thought
10. Various Mini Case Scenarios that Help Illustrate Pains and Payoffs

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.