

Consultancy Skills

A good consultant has a large number of important characteristics: empathic capacity, determination, and motivating and communicative skills. All those skills are treated in the Blended Training Consultancy Skills. This fascinating training brings the participants' own consultancy skills to a higher level. Participants will be able to consult in a professional, focused, and motivated way. Their advices will be better appreciated, so that they will experience a direct result from this training.



You wish to learn more about this training? +31 (0)541 - 663 029 or info@jahetwerkt.nl

Programme

Interpersonal Skills

- Better understand your consultancy style, and exploring other styles;
- Better understand your first impression, credibility, and persuasiveness;
- Deal with the feeling not having had a real contact after a counselling session;
- Raise your insight in human nature with the most important non-verbal signals in counselling sessions;;
- Better understand how you can identify the real purchase motives: the question behind the question.

Commercial Skills

- Build a partnership with your client;
- Create real game rules for quotations;;
- Deal efficiently with paid and unpaid work, and real time management of acquisition and relation management;
- Better understand how to deal with different (annoying) types;;
- Better understand the kinds of buy signals and decision criteria in delivering services;
- Deal efficiently with purchaser tricks, fake objections, and false arguments.

The consultant as a professional

- Carry a firm message in a soft and desirable way;
- Surface the question behind the question;
- Deal efficiently with the integrity conflict and ethics because of your role as canvasser and consultant;
- Proficiency in reporting and presenting a consultation;
- Examine the stages involved in presentation skills, and positioning yourself, your company, and your services;
- Better understand the do's en don'ts in organization sensitivity within your counselling environment;
- Better understand and get attitude training on the position of consultant within Dutch economy..

Outcome

The Consultancy Skills Training will teach you:

- To hold efficient interpersonal conversations at relational, process, and content level;
- Acquiring business etiquette and -factors that lead to the indefinable turning point;
- Deal with tense situations;
- Examine the inventory questions: make the (whole) issue clear;
- How to better understand the expectation management: what does your interlocutor expect or not, and how can you exceed those expectations?
- Examine advisory selling: consultancy strategies, influencing process, and acceptance techniques;
- Seeking a balance between three roles: that of content expert, consultant, and canvasser.

Specifications

Number of participants

6 to 12 persons

Blended Training forms

- As a 1 day- or 2 day-course, depending on preliminary knowledge
- As a programme in several (4-6) day parts.