



Contracting is the first and most critical step of the consulting process. This workshop, developed by ground-breaking author Peter Block, focuses on the skills needed to build productive working relationships with clients. Learn how to get a project started on the right track

## Flawless Consulting 1: Contracting

This is the workshop developed by ground-breaking author Peter Block. Through powerful experimental designs, participants will learn how to have a 50/50 relationship with their clients.

Most projects fail not because of the work we do, but because of the weak contracts we agreed to. To deal with this, we must have strong partnerships built through effective contracting from the start.

The key is developing the skill and courage – based on the power of our honesty and openness in the given situation – to act upon the fact that we have a right to make demands on the people we are there to serve. Listening intently; knowing what we want, and how to say “no” to what we don’t want.

### Targeted outcomes include

- Negotiate more effective and enduring working agreements with your clients
- Develop commitment from your internal clients
- Work more in a partnership role with client managers
- Avoid no-win consulting situations
- Develop the ability to assertively express your needs for a successful partnership with the client.



### Who should attend

Individuals in support positions such as human resources, training, organisational development, information systems, finance, purchasing, safety, engineering, etc – anyone in a position of having influence without direct control.

*Through the skills developed in this popular two day workshop, you will learn that there is more room for you to operate as an equal with your clients than you ever thought possible. You can in fact, create organisations where you want to live.*

*You will leave with confidence and renewed optimism in your ability to do the consulting work you love, with clients that you can influence.*

### Comments from attendees

“ Flawless Consulting is without a doubt the best programme I have been on in recent years. It clearly and simply explains what is required to create an authentic consulting relationship. The really practical and interactive workshop enabled all participants to share their wisdom, concerns and challenges. We all left feeling confident and energised. I have since been able to apply the techniques with a very positive effect and that is the measure of a great programme. Thanks Louise for your sharing and support.

Veronica Wantenaar

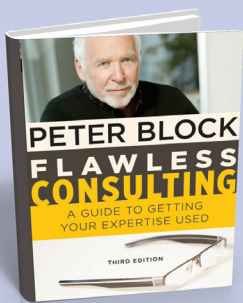
### For more information:

For comprehensive information on the course, please [click here](#). To view a video made at the Flawless Consulting “taster” event earlier this year with Peter Block, please [click here](#).

### In-house workshops

Our recommendation is that this workshop should be run as part of your in-house management development curriculum for influencing and consulting skills. Please contact Karin van Niekerk for more information about this cost-effective option to run this world-class intervention within your own organisation: [karin@symphonia.net](mailto:karin@symphonia.net)

### The Consultant’s Bible



Peter Block’s bestselling book “Flawless Consulting” is often called ‘The Consultant’s Bible’. It is the ultimate guide to getting your expertise used, whether you are an internal or external consultant!

Being a true consultant doesn’t just happen any more than quality just happens. It has to be learned.

Quality consulting means partnering equally with line management and clients. Valuing the relationship between consultant and client and defining how to manage that relationship is where Flawless Consulting has found its niche!

### CAPE TOWN

Thurs, 26 & Fri, 27 January 2012  
Thurs, 16 & Fri, 17 February 2012  
Mon, 12 & Tues, 13 March 2012

### JOHANNESBURG

Tues, 31 January & Wed, 1 February 2012  
Tues, 6 & Wed, 7 March 2012  
Tues, 17 & Wed, 18 April 2012

### DURBAN

Thurs, 16 & Fri, 17 February 2012  
Thurs, 19 & Fri, 20 April 2012

INVESTMENT: R 7,500.00 + VAT • Time: 08:30 - 17:00

Please note: every participant must have a copy of the “Flawless Consulting” textbook.

### BOOK NOW!

Contact Johleen on 021 913 3507 or email [johleen@symphonia.net](mailto:johleen@symphonia.net)





## Leaders from the following organisations have attended Flawless Consulting:

- ABI
- ABSA
- Apollo Tyres
- Barloworld
- Brandhouse
- Business Connexion
- Capitec
- DBSA
- Deloitte
- Discovery
- Engen
- FirstRand
- FNB
- Fundamo
- Gijima
- GVI Oncology
- Hollard
- Liberty
- Mazars
- McKinsey
- Media24
- Medi-Clinic
- Metropolitan
- Microsoft
- Momentum
- Nedbank
- Old Mutual
- Pick 'n Pay
- Pioneer Foods
- Pragma
- RMB
- Sanlam
- Santam
- SAB
- SAPPI
- SARS
- Sasol
- Standard Bank
- TAU
- Telkom
- Toyota
- Transnet
- UCT
- Volkswagen
- Wesbank
- Western Cape Education Dept

## Comments from attendees of previous workshops:

“ I recommend Flawless Consulting to external and internal consultants at all levels. The insights and tools equip consultants with the courage and confidence to contract authentically and effectively with clients, in a way that builds a trusting and productive contracting relationship, right from the start.

*Cally Mundy, Independent Consultant*

What struck me was the simplicity, sincerity and authenticity of the content, and also the way that the training was facilitated. After attending Flawless Consulting (Part 1) I was able to immediately and effectively applied the thinking and skills. To me this means that the learning was useful and will stick. As a consultant I am always concerned about the value I bring to my client and whether the client would want what I offer... Flawless Consulting helps to build agreement on that. Thanks for a great experience!

*Francois Venter, Mandevco Consulting*

Attending Flawless Consulting was like a complete metamorphosis – being transformed from unconscious incompetence to conscious incompetence and purposely through to conscious competence. This workshop empowered me to consciously delve into and to ignite the untapped potential to turn every consulting opportunity into a well-structured flawless consulting experience. All consultants and business partners should attend the Flawless Consulting workshop – it is an imperative business tool.

*Vusi Zuke, HR Manager, Durban Factory, Apollo Tyres*

I left the corporate environment for a career in consulting. Once I read Peter Block's book Flawless Consulting, I realised that knowledge and experience isn't enough to make you an excellent consultant. So attending the 2-day workshop had become a necessity. It turned out to be one of the best and most useful I've ever attended.

*Andries Breytenbach, External Consultant*

I thoroughly enjoyed the course and learnt so much in the 2 days. I really enjoyed the diverse group and the value of their experience.

I used my skills the very next day, as I came to the class with a real issue. My meeting was for Friday morning and yes, I contracted well. We have a plan of action and the problem does not seem as big as it initially looked. I am certain that my skills are going to serve me well and it was money well spent.

*Fadiah Salie, HR Consultant, Old Mutual*

This course designed by Peter Block ... serves as a reminder to those who attend that there still is no substitute for authenticity on the part of the consultant, as internal or as external consultant. The course presents you with a process which is both practical and could be infallible when applied correctly, and will help tremendously in building powerful professional relationships between consultant and client.

*Kokkie Erasmus, Mandevco Consultants*

Thank for you for an insightful course ... We intend to get together to look at what need to do going forward to make the most of what we now know. It was truly a great course and it was presented well.

*Benard Mndala, Metropolitan Group Technology Services*

Flawless Consulting takes you back to basics and demonstrates the value of laying a solid foundation for any project that a person will embark on. The concept incorporates both technical and interpersonal skills and allows one to take a helicopter view and access their own areas of strength and development. This workshop is for everyone and it creates a more efficient, effective and productive workforce.

*Natasha Pillay, Head of Wellness, FirstRand*

Whether you're an internal Consultant or an external consultant – it would be imperative for you to learn that one of the fundamentals of becoming a great consultant starts with your ability to contract effectively with a client. You get this wrong, and you inevitably get yourself or your consulting relationship into trouble later on. The ... workshop is a great programme to remind you, step by step, of the importance of getting the contracting process done correctly. It's facilitated in a relaxed, professional manner, and draws on the experiences of the group so effectively. Great to refresh my consulting skills again in this manner. I would highly recommend this programme to both internal and external consultants if you want to be consultants with real impact.

*Derek Eaton, Managing Partner, First Facilitation*

I found the course absolutely beautifully valuable. I think it's given me that bit of inner strength that I needed to know that HR is a valuable profession... As a consultant if gives you clear, constructive insights and guidelines that you can use in everyday conversations. It helps with building those difficult relationships, because I feel equipped to have those hard conversations. It is wonderfully presented, and a workshop that will stay with me always. I refer to my notes almost daily. I look forward to the next one.

*Justine Keene, First Rand*

