

Increase Your Impact and Influence

Flawless Consulting

Discovery & Feedback



Learn how to discover the underlying problem and offer feedback that people want to hear

This is the second two day workshop in the series. In this workshop you will learn how to develop feedback and decision support skills that will increase your ability to have a strong and positive impact on client's business results.

Only delegates who have attended the Flawless Consulting – Contracting workshop, are able to attend this workshop.

Develop the skills to provide real feedback, feedback in ways that builds the relationship, builds trust and advocates client's own self-discovery and self-sufficiency; feedback that client wants to hear.

You will learn how to work with the client to identify the client's contribution to the problem and together, develop a simple, clear and independent picture of the solution, through methodology and learned skills to:

Learn how to

- Ask questions about the client's personal role in the problem
- Ask questions about the roles of others in the problem
- Practice data collection (the data discovery model)
- Manage resistance during the data collection process
- Conduct interviewing meetings to collect data around a business issue
- Condense data into a limited number of issues
- Conduct a successful feedback meeting
- Present all of the relevant data
- Provide feedback of personal data about the client's behaviour in managing the problem
- Give descriptive rather than evaluative feedback
- Involve the client in interpreting the data and generating recommendations
- Turn recommendations into a decision to act

Contracting

Agreement



Discovery & Feedback

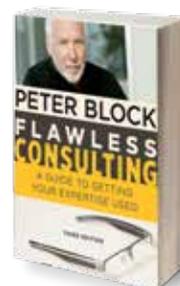
Clear picture / feedback to act

Designed for YOU...

Individuals in support/consulting positions, especially internal support such as Human Resources, Organisation Development, Training & Development, Finance, Engineering, Information Systems, etc. Also incredibly valuable for everyone in Management and Sales.

Anyone who needs to be able to influence horizontally and vertically within and across organisational boundaries.

Peter Block's bestselling book "**Flawless Consulting**" is often called 'The Consultants Bible'. **Symphonia Leadership Development** is the only organisation in South Africa licensed to offer **Flawless Consulting workshops** (developed by Peter Block of Designed Learning).





For more information:

Public workshops

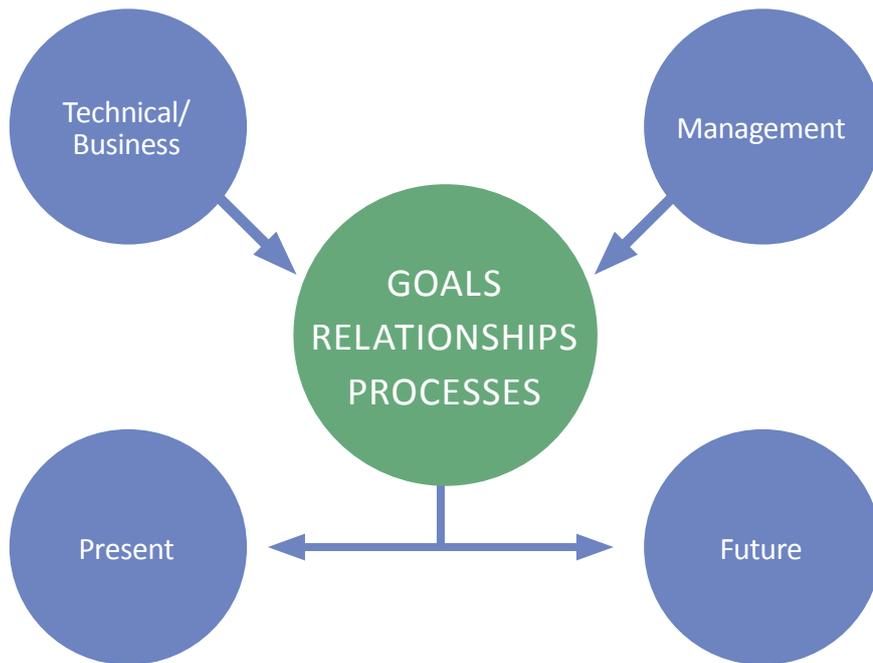
Public workshops are held regularly in both Cape Town and Johannesburg.

Booking is essential.

To book please [click here](#)

For more information please email johleen@symphonia.net

For all other queries, please call **021 913 3507**



Identify the impact that goals, processes and relationships have on the problem.

Our clients



Business Connexion

Sanlam

South African Airways

In-house workshops

Our recommendation is that this world-class intervention should be run as part of your in-house management development curriculum, at a venue and on a date that is convenient for you!

For more information about this cost-effective option, please contact **Kym** on **082 453 9393** or at kym@symphonia.net

www.symphonia.net



"I realised after attending this course, how valuable and important data analysis and feedback is, without thinking of and going into solution mode first."

"The most useful tool that I learnt was how to deal with different stakeholders when responding to them. The environment created was safe and I felt very comfortable to participate in all the activities."

"It was great to learn how I can be more effective and influential in my role as a consultant."

"I enjoyed learning how to identify different personality types and how to engage with them accordingly. And that I could link this into my personal and professional life."

"What was useful for me was seeing how to give feedback and recommendations in a way that is more partner effective."

"How to name resistance was valuable to me, in order for me to understand how to give the feedback I need to give and in doing so supporting my client better."