

# Increase Your Impact and Influence

## Flawless Consulting Contracting



# Why this workshop?

Learn how to develop leadership skills, build trust and get your expertise used, by working in partnership with clients, colleagues and stakeholders. This is the first two day workshop in the series.

In this world-renowned, two day **Flawless Consulting** workshop you will understand that being a true partner doesn't just happen any more than quality just happens. It has to be learned. Valuing the relationship between you and your client / colleague / stakeholder and defining how to manage that relationship is where **Flawless Consulting** has found its niche.

Leaders become more conscious of the impact they have on others and subsequently on their own leadership style. It's an opportunity to challenge thinking and engage differently as a leader. In **Flawless Consulting (Contracting)**, you will learn:

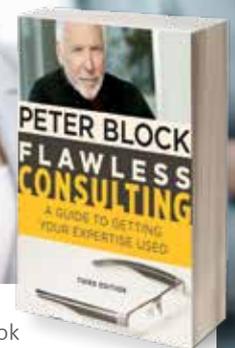
- The skills of relationship-building and influencing others
- To work in a trusting partnership role with clients / colleagues
- To develop commitment from your clients / colleagues through skilled contracting
- The ability to assertively express your needs for a successful partnership
- To define roles and clarify expectations; clearly defining deliverables
- To identify and manage various resistance styles while consolidating relationships
- To negotiate more effective and enduring agreements with clients / colleagues to avoid no-win situations



## Designed for you...

Human resources, Training, Organisational development, Information systems, Finance, Purchasing, Safety, Engineering, Line management, Consultants

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).



# Testimonials

“**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*

“This has been one of the best courses I have attended.”

*Ashley Thaver, Change Consultant, JD Group*

“I believe anyone in a leadership or support function would benefit greatly from this!”

*Henrietta Mojapelo, Supply Chain Development Consultant, SAB*

“**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*

“I attended the **Flawless Consulting** Part 1 course in order to improve my success as a senior leader in enrolling others in initiatives I sought to implement in my area of responsibility. It met that need, and more so. I learnt new things that have been of great benefit, both in my work environment and personally, to the extent that I would not refer to “Flawless” as a ‘course’, but as an ‘experience’.”

*Andy Pitter, Executive General Manager, Metropolitan*

“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.”

*Fadiyah Salie, HR Consultant, Old Mutual*

“This excellent workshop provides the tools to improve relationships with clients from the outset. It teaches valuable influencing skills which one can use in the workplace as well as in your own personal space. Most importantly it guides one into realising that we are solely accountable for the way in which we allow others to treat us.”

*Melanie Ackerman, Reward Consultant | Reward, Engen*

“Apart from the fact that **Flawless Consulting** creates an easily understandable construct, the power of the workshop lies for me in the focus on creating and maintaining the relationship with your client by being authentic and compassionate. I have learned that if you as the consultant shows the courage to be vulnerable and understanding while at the same time making your specific wants very clear to your client the relationship with your client can not be anything else but open, healthy, focused and purposeful. Thank you for an excellent opportunity for learning!”

*Willem van der Merwe, Director, Future Partners*

“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 two day **Flawless Consulting 1: Contracting** 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 thoroughly enjoyed the course and I’m already implementing the stuff you taught me last week. Very pleased I learned about the value of contracting properly and being authentic. It is already paying dividends.”

*Peter Pedlar, Deputy CEO: Operations & Capacity Enhancement, Human Sciences Research Council*

“**Flawless consulting** is an essential skill which I’m glad I can work on. I’ve already seen the benefits. The workshop generates a “kindness of spirit and sharing”, a generosity we all have, but sometimes needs to be sparked/rekindled.”

*Enver Hassen, Head: Specialised Learner and Educator Support, Metropole Central Education District*

“I found the structured approach to contracting very useful. Highlighting the need to identify and address concerns about control and vulnerability. The questionnaire was helpful in identifying my preferred consulting style. I also now know what I need to do to be more collaborative in my approach. A good opportunity to reflect on how I have been consulting in the past and how it matches the **Flawless Consulting** approach. It’s not often I get to go on external training so it was great to meet a really nice group of people.”

*Brian Davies, Head, Group Risk, Learning & Development, Standard Bank Group*

# Our clients



- ABI, The Soft Drinks Division of SAB
- ABSA
- Airports Company South Africa
- Allan Gray
- Amazon Development Center SA
- Animal Physical Rehab
- Apollo Tyres SA
- Auditor-General of South Africa
- Auto and General
- Barloworld Equipment
- Barloworld Logistics
- BMW Finance
- BP Southern Africa
- CapeNature
- Capitec Bank
- Central University of Technology
- Centre for Integrative Law
- Chevron South Africa
- City of Cape Town
- City of Johannesburg
- Clicks Group
- Coca-Cola SA
- Deloitte & Touche
- Department of the Premier, Cape Town
- Development Bank of Southern Africa
- Direct Axis
- Discovery Health
- Edcon
- Eskom
- Exxaro Resources
- Federal Gaming
- First National Bank
- FirstRand
- Foskor
- Hollard Insurance Company
- Imperial Group
- Investec
- Joshua Doore Group
- Liberty Life
- Mazars
- Medi-Clinic
- Medscheme Holdings
- Metropolitan Health Group
- Metropolitan Life
- Microsoft South Africa
- MMI Holdings
- Momentum Asset Management
- MySchool MyVillage MyPlanet
- Nissan South Africa
- Northlink College
- Oceana Group Limited
- Old Mutual
- OMIGSA
- Ooba
- Palama
- Petousis Group
- PetroSA
- Pick 'n Pay
- Pioneer Foods
- PolyOak
- PPECB
- Pragma Africa
- Rainbow Chickens
- Rand Merchant Bank
- RCS Group
- Rhodes Food Group
- SA Home Loans
- Sanlam
- Santam
- Sappi Southern Africa
- SARS
- Sasol
- SIAS Administration
- Sishen Mine, Kumba Iron Ore
- SMIT Amandla Marine
- South African Airways
- South African Breweries
- Stanbic
- Sun International
- Technical Assistance Unit
- Telesure Investment Holdings
- Telkom SA
- Tongaat Hulett Sugar
- TopTV
- Toyota
- Transnet
- TransUnion
- UCT: Graduate School of Business
- University of Cape Town
- University of Johannesburg
- University of KwaZulu-Natal
- University of Free State
- University of Western Cape
- Vodacom
- Volkswagen South Africa
- Wesbank
- Western Cape Education Department
- Woolworths Financial Services



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 [click here](#)

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

## In-house workshops

Our recommendation is that this world-class intervention should be run as part of your in-house management development curriculum for influencing and consulting skills – 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](mailto:kym@symphonia.net)