

Introduction to Authentic Consulting

Instructor: Karen Kralios

Naropa University, Nalanda Campus Room 9104

Dates: April 27, May 4, May 11, May 18, and June 1

Time: 6:30-8:30pm

Week by week schedule of topics covered:

Week #1

Overview

- Ice Breaker
- Review the syllabus and areas of focus:
 - Managing Self
 - Managing Clients
 - Managing Your Business

Managing Self Topics – Week 1

- Identify Your Intent for Consulting
 - Is consulting and self employment the right path for you?
 - Identify your skills and consulting niche. How will you stand out?
- What Kind of Consultant Will You Be?
 - Review of the different roles consultants choose; *expert, pair-of-hands, collaborator*.
 - Which should you be, when and why?

Prerequisite reading for the week – Chapters 1 and 2, Chapter 7 (optional if applicable) in Flawless Consulting

Week #2

Managing Self Topics – Week 2

- The Authentic Consultant
 - Barriers to authentic consulting – the 3 fears.
- Establishing Trust –
 - Discussion of the 4 C's of trust model
 - Identify your strengths and development areas and create strategies to address.
- The Art of Collaboration –
 - Discussion of collaboration models
 - Turning conflict into collaboration

Prerequisite reading for the week – Chapter 3 in Flawless Consulting, Peter Block interview handout. Optional reading; Getting Naked, Patrick Lencioni

Week #3

Managing Self Topics – Week 3

-- The Art of Active Listening –

- Identify your listening style/determine the right listening style for specific consulting situations
- Identify and manage your listening filters

-- The Art of Providing Feedback

- Learning the language of consulting
- Deciding what information to present
- Structuring the conversation
- Managing client resistance

Prerequisite reading for the week – Chapters 8, 9, 12 and 13 in Flawless Consulting

Week #4

Managing Clients

-- Setting and Managing Client Expectations

- The expectation management cycle
- Types of expectations you will need to manage

-- The Contracting Process

- Contracting Skills
- Elements of a contract
- Review of sample contract forms

Prerequisite reading for the week – Chapters 4 – 6 in Flawless Consulting

Week #5

Managing Your Practice

-- How to Get (and Keep) Clients

- Strategies for finding clients
- Discussion of network groups and professional associations and the value (or not) of each

-- Pricing Your Services

-- Additional Resources