



rev 6.0

A **TYPICAL** 2 DAY WORKSHOP OUTLINE

WITH THE **POWERFUL FEEDBACK CLIENT SERVICE SURVEY**

Note: This typical outline is always customized to meet the needs of the organization and participants.

DAY ONE	DAY TWO
<p>8:00 Opening</p> <ul style="list-style-type: none"> • changing role of the professional • overview of the expertise delivery model • issues & concerns <p>8:30 A Stimulating Simulation</p> <ul style="list-style-type: none"> • thought-provoking exercise • skills of a consulting/business partnering role <p>9:30 The Expertise Delivery Process</p> <ul style="list-style-type: none"> • overview of the 5-Step Expertise Delivery model <p>10:00 Exploring for the Need</p> <ul style="list-style-type: none"> • the dynamics of a first meeting with a client • how to get at the underlying need • Exploring for the Need practice session <p>12:00 Lunch</p> <p>1:00 Clarifying Expectations</p> <ul style="list-style-type: none"> • why clarify expectations? • what and how to clarify <p>2:45 Gathering Information</p> <ul style="list-style-type: none"> • importance of the skill of sorting out complex situations • simulation • questioning skills strategies <p>4:15 Client/Customer Service Feedback Report</p> <ul style="list-style-type: none"> • why feedback? • overview of <i>Powerful Feedback Report</i> • personal time with the Report <p>4:45 Day One Wrap-Up</p> <ul style="list-style-type: none"> • look ahead to <i>Profile</i> action planning 	<p>8:00 Powerful Feedback Action Planning</p> <ul style="list-style-type: none"> • why and how to plan • personal action planning • group action planning <p>9:45 Being Strategic as a Professional</p> <ul style="list-style-type: none"> • how to look at your role strategically • getting leverage on your expertise • how to say no to low value work <p>11:00 Recommending Change</p> <ul style="list-style-type: none"> • the 'Grand Canyon' skill gap • a professional selling model • presenting features and benefits • dealing with client reservations • setting up change <p>12:00 Lunch</p> <p>1:00 Skill Building Practice Sessions</p> <ul style="list-style-type: none"> • on-job simulations • coaching <p>3:00 Selected Options:</p> <ul style="list-style-type: none"> • leading change • mapping complex stakeholder systems • career growth as a professional <p>4:00 Taking Stock/Closing</p> <ul style="list-style-type: none"> • in general • closing this workshop <p>4:45 Application/Integration Session</p> <ul style="list-style-type: none"> • personal applications • group follow-through applications

TYPICAL PRE WORKSHOP LEARNER PREPARATION

- Optional web-based *Powerful Feedback* customer/client service survey (www.Powerfulfeedback.com) is started about five weeks before workshop. Each participant completes own assessment, then requests clients and others to complete theirs. (Confidentiality assured.)
- Meeting with supervisor about the workshop, expectations and outcomes.
- Prepare a Business Challenge and/or pre-reading from *Powerful Professionals articles*.

TYPICAL FOLLOW-THROUGH

- Discussion with supervisor or manager and additional improvement application planning.
- The practical, 'how-to' ebook *Powerful Professionals*—a reference full of practical models, checklists, etc.
- Access to 1-hour participative webinars
- Selected activities as outlined in the *Application Support Systems* document.