



ELITE Consulting Skills

Gain a deeper understanding of your customer's business drivers and articulate the business value that your customers can achieve with your organization.

ELITE Consulting Skills participants learn the thinking, planning, communicating and influencing skills required to shift from transactionally-driven communication to more business value-driven interactions.

This three-day program takes you through each step of the consultative approach:

THINK ► PLAN ► UNDERSTAND ► RESPOND.

During the course participants work on organization-specific customer/ stakeholder scenarios improves the application of skills to the organization's offerings back in the workplace.

COURSE OUTCOMES

- Recognize and adjust to others' thinking and communication styles
- Take a more consultative and holistic approach to customer interactions
- Add customer value through consultative communication skills
- Problem-solve effectively and resolve potential conflict
- Use a discovery methodology to uncover customer needs, priorities, and opportunities
- Reduce the pressure to discount by focusing on value
- Be perceived as a credible individual who adds value
- Shorten customer decision-making time
- Develop and communicate solutions in the most persuasive manner
- Plan meetings, presentations, and other persuasive communications in half the time

PRE-REQUISITES

Complete HBDI thinking preference survey (takes 30 mins)

AUDIENCE

Anyone who engages with customers and stakeholders

DURATION

Three days

DELIVERY

ILT

(Blended also available on request)