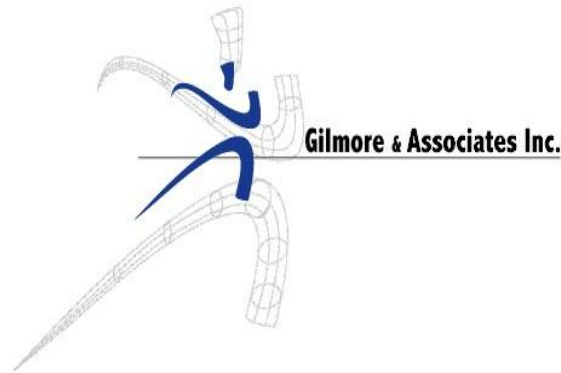


## Consulting Maxims

1. Negotiate Up Front and Over-achieve
2. Warm-up in interviews
3. Sincerity and Respect
4. The Drip Technique
5. Breakthrough Approach
6. First Deliverable and Last Day
7. Recognizing Antennae
8. Carry client problems
9. Suggestions off Platform
10. Publish or Perish
11. Speaking Opportunities
12. Seeking credit, recognizing others
13. W5 for Fuzzy Problems
14. Ann Landers Metrics
15. Listen and Challenge
16. Maintaining Objectivity
17. Communicating on Multiple Levels
18. Planning = A, B, C
19. Reporting = A, B, C
20. Demand System
21. Consultant's Trap
22. Categorize, Quantify and Repeat
23. Asking for Help
24. Being Positive
25. Process versus Content
26. Push and Pull
27. Asking for Permission
28. Magnifying the Network
29. Seeking the underlying concerns
30. Maintaining and Nurturing the Network
31. Speak English
32. Look for Hidden Factors
33. The Six Month Rule
34. The Power of DRAFT
35. Involve the Client
36. Checklists for Panic
37. Six Forms of Evidence
38. Always Tell Why
39. The Magic Wand
40. What is in the Client's Best Interests?
41. Why to the Sixth Power
42. The 80/20 Rule



## Gilmore & Associates Inc.

Suite 240, 815 8th Avenue SW  
Calgary, Alberta, T2P 3P2

Phone: 403-215-9496

Fax: 403-266-7117

[sales@gilmoreassociates.ca](mailto:sales@gilmoreassociates.ca)

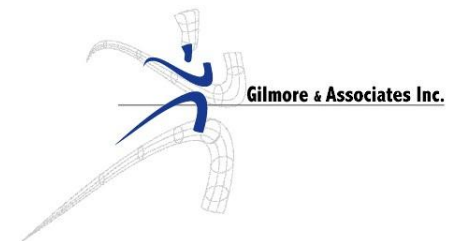
[www.gilmoreassociates.ca](http://www.gilmoreassociates.ca)

## Gilmore & Associates Inc.

### Consulting Skills Training

✦ *This course will arm you with the arsenal of skills and processes to be a consultant by:*

- *Understanding yourself and those around you on any engagement or interaction*
- *Developing the process skills all good consultants use with success*
- *Applying the changes required to make you a successful consultant*



# Consulting Skills Training

## Who We Are

Independent Calgary-based senior consultancy whose principals bring over 200 years of experience to solving significant IT problems applying best practices in project rescues, outsourcing, project quality assurance, ERP effectiveness, information architecture and IT management.

## What Will You Learn

How to succeed where others have failed

- ✦ *The Six Forms of Evidence*
- ✦ *The ABC of Planning*
- ✦ *The ABC of Reporting*
- ✦ *The Consultant's Trap*
- ✦ *The Power of "Draft"*
- ✦ *The Magic Wand*
- ✦ *World's greatest management principle*
- ✦ *The Dirty Dozen communication killers*
- ✦ *The Drip Technique*
- ✦ *The Johari Window*

And a host of proven processes to apply when the answer is not immediately evident.

## Course Delivery Structure

This course is typically delivered in 10 half day workshop sessions to allow for the skills learned to be applied on a weekly basis at work or home. Lessons learned are reviewed each week for all to understand not only the process but themselves in applying these new skills. The course is conducted offsite to maximize the learning experience.

### **Phase One: Awareness Skills**

- ✦ *Assessment & filtering*
- ✦ *Hidden factors, hidden agendas*
- ✦ *Categorization techniques*
- ✦ *Observation techniques.*

### **Phase Two: Process Skills**

- ✦ *Win-win task delegation*
- ✦ *Interviewing & listening*
- ✦ *Planning & reporting*
- ✦ *Analysis & negotiation*
- ✦ *Building relationships.*

### **Phase Three: Applying Change**

- ✦ *Breakthrough strategy*
- ✦ *Dealing with difficult people/ situations*
- ✦ *Marketing of concepts*
- ✦ *Change & networking.*

## Audience

Consultants and information systems professionals are the primary audience for these workshops. Others, such as professional accountants, engineers and administration experts will benefit from the material also. In particular, specialists who have to interact with clients or other segments of the organization will benefit most. Participants will be able to apply the lessons in their personal life and their professional work. Typically, groups of a dozen with similar interest are scheduled together.

## Who Have We Trained

- ✦ *Devon Energy Canada*
- ✦ *PetroCanada*
- ✦ *Calgary Health Region*
- ✦ *Nova Gas Transmission*
- ✦ *Imperial Oil*
- ✦ *WCB Saskatchewan*
- ✦ *Telus Advertising Services*
- ✦ *Pembina Resources*