

ERC Consulting

CONSULTING & INTERPERSONAL COMMUNICATION SKILLS

*Strengthen communication and consulting skills
and develop better relationships*



Objective Be a better consultant by talking less, listening more and developing stronger relationships.

Designed for Managers, Supervisors, Internal and External Consultants, Senior Executives, Managers and Customer Service Professionals – Leaders in general.

Benefits Using scenarios from your life, experience success with new communication skills, and:

- Open a clear and focused dialogue
- Listen actively and understand specific needs, worries and hidden agendas
- Ask the right questions
- Uncover motivators
- Create commitments that lead to better decisions and relationships
- Isolate objections to find avenues towards an agreement
- End with a commitment to next steps

Agenda

1. **Initial Assessment:** We role-play how each participant approaches specific exchanges and challenges.
2. **Socratic Opener:** A new way to get your counterpart to talk and specifically share their situation and views.
3. **Active Listening:** A disciplined approach to listening that improves understanding, and builds the relationship.
4. **Probing:** Practice key phrases and probing techniques that uncover motivators and encourage greater understanding.
5. **Surface Motivators:** Listen and observe, to detect feelings known as hidden motivators or agendas.
6. **Present Solutions:** Organize your material to respond to the needs and motivators you uncover.
7. **Handling Questions, Concerns, Complaints and Objections:** Handle questions by finding their source and objections by uncovering specifics, and isolating them from the larger conversation.
8. **Agreement:** A process that uses conditional questions to get sub-decisions and reach agreement with less pressure.