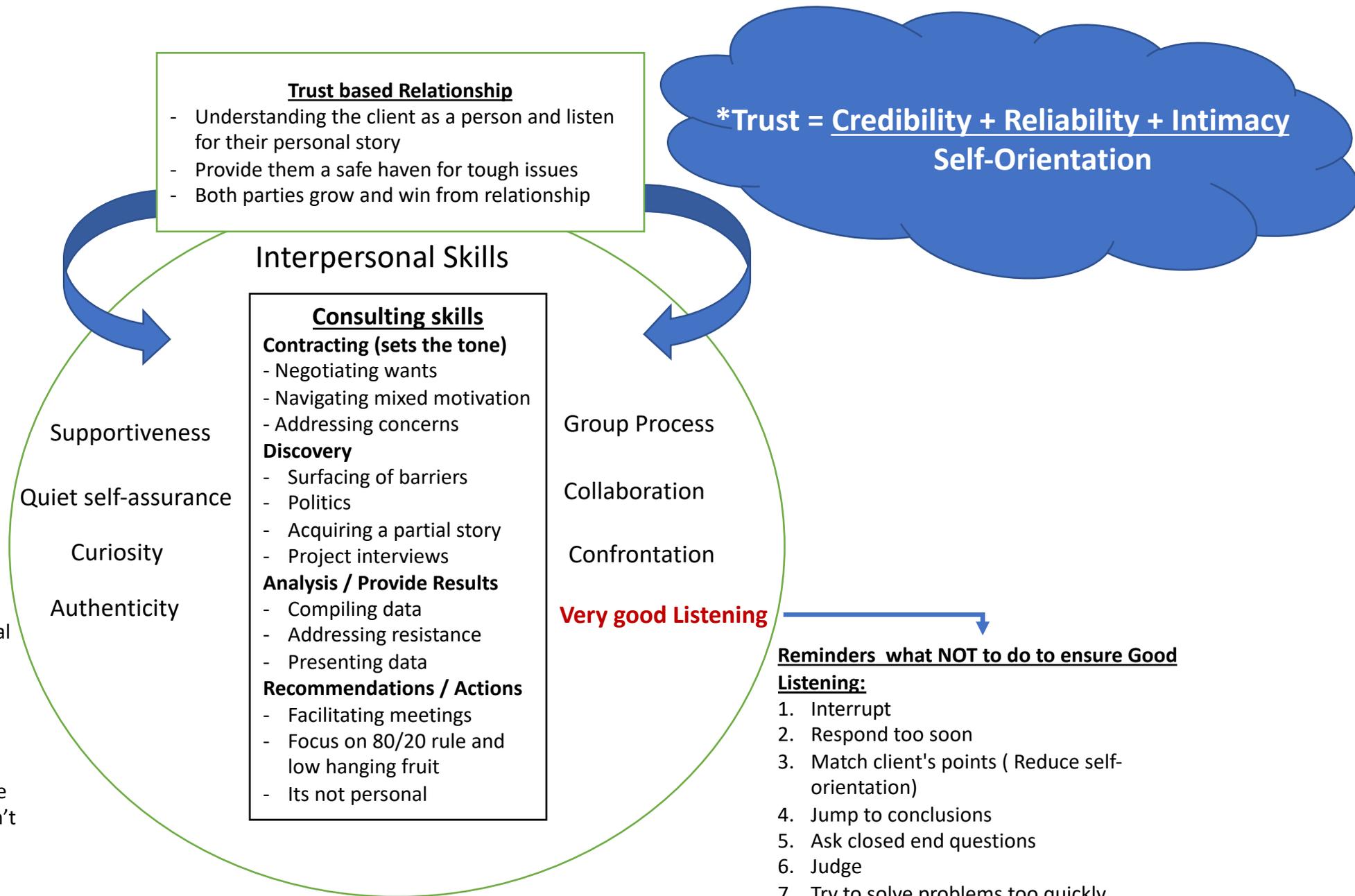


Flawless Consulting Skills:

1. Help my client question their current reality and envision their future
2. Present information as simply, directly and complete the task of each phase of project.
3. Have direct discussion about control, vulnerability, wants, chance of success, how discussions are going.
4. Keep language descriptive, focused, specific, brief and simple
5. Focus on building trust and psychological safety
6. Help create a new conversation
7. Create a platform for honestly and doubt
8. Ensure stakeholder room arranged for community

Elements and Foundations for successful engagements:

1. Most problems have a human element
2. The presenting problem is never the real problem
3. Resistance is not only predictable and natural, but it is necessary part of the learning process
4. Remember the secondary goal of consulting: to teach clients how to solve the problem themselves next time. Don't sacrifice learning objectives in favor of short-term results.



*The Trust Equation by Maister, Green & Galford