



Client Centered Consulting Workshop

A step by step approach to successfully addressing client needs

What: **The Bay Area Organization Development Network (BAODN)** and the **Institute for Leadership Studies at Dominican University of California** in partnership with Barry Grossman, PHD, MBA, will offer a workshop focused on the strategy and practice of consulting.

When: ***Wednesday and Thursday, September 14 & 15, 2005***
9:00 am to 4:30 pm

Where: Dominican University of California
50 Acacia Avenue, San Rafael, California.
Creekside Room

Why: The goal of organization consulting is clear: ensuring clients succeed in their change efforts. Still, getting there can be complicated and confusing. This workshop outlines specific behavioral dimensions that define the conditions consultants must maintain if client efforts are to succeed.

Who: This professional development program is for new and established consultants who want to be purposeful in their approach to practice. For those consultants getting inconsistent results or who must influence others without formal authority, the content and skill practice in this workshop will also address your needs.

Learning Objectives

- Clarify and differentiate between the entry and contracting stages
- Experience consultations from client and consultant perspectives
- Review client and consultant centered behavioral dimensions
- Identify and respond to client resistance
- Review and analyze contract documents
- Try out data gathering techniques for question development
- Review data gathering, action-decision, intervention and ending stages
- Review the infrastructure centered dimensions
- Develop a common language for discussion of consulting issues
- Identify questions created by a shift to the consulting role

Content Description

The focus of the workshop is based on a behavioral model of consulting. Stages of consulting are reviewed including specific goals and outcomes. Also included:

- What the consultant must do to meet client needs, and establish and maintain a positive work relationship.
- Behaviors that the consultant uses to keep work on track.
- How the consultant builds a clear path to completing the work

Time is taken to address infrastructure issues and how to support the consultant's success and added value impact. If time permits, additional topics will be discussed, including strategic positioning, deciding key services, marketing and realigning client role expectations.

Instructor

Barry B. Grossman is an organization consultant who has worked with clients in health care, financial management, retail, high technology and public policy sectors for 23 years. He combines business expertise with an ability to engage managers and executives in reaching breakthrough solutions to complex questions. He specializes in helping groups and individuals overcome barriers to resolving difficult problems that are in urgent need of action. His professional work also includes presentations at national conferences on topics ranging from professional development for consultants to wellness and business strategy. Barry holds BA and MA degrees in English literature, a PHD in Developmental Psychology and an MBA in the Management of High Technology Organizations.

Dr. Grossman has been a long standing supporter of BAODN and has volunteered his time and expertise to deliver this Client Centered Consultant Workshop as a fundraiser for BAODN. Over 5000 people have attended this workshop in both for profit and non-profit setting. It is typically marketed at \$800 per participant.

Cost

This two-day workshop is priced at \$395 for non-BAODN members and \$350 for members of BAODN and faculty, students and staff of Dominican University of California. Note: All participants receive a 150-page workbook outlining all of the topic and resources addressed in the workshop.

“CCC provided my staff with the skills and know how to engage clients quickly and easily. Confidence and control is our mantra in tracking and pacing client needs.”

Donna M. Woche, HRD/Organization Development Mgr.

San Mateo County, Human Services Agency, Human Resources & Development

Register Now!! (seating is limited)

- Call: 415.674.4510 or To register online, go to http://www.baodn.org/mev/evt/client_centered_consulting.html
- DOMINICAN REGISTRANTS: Contact Dr. Denise Lucy darcy@dominican.edu / 415-485-3291 to register if you are from Dominican.