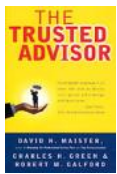


Trusted Advisor: Models, Myths, and Moments of Truth

Description

People in consulting roles are under constant scrutiny to “walk the talk” when it comes to building trust with clients. This adds stress to an already demanding job, whether your clients are internal or external, C-level or front-line.



Based on The Trusted Advisor, a book that many in the professional services industry consider *the* resource for client relationships, *Trusted Advisor: Models, Myths, and Moments of Truth* is a practical

conversation about how to transform your day-to-day interactions with clients. In this mini-workshop, participants will learn how to do what sometimes seems impossible: manage difficult clients, speak hard truths, build trust quickly, and reduce misunderstandings *all while* building extraordinary relationships, improving the perceived value of your services, and loving your job.

Time: 2 hours

Recommended audience size: 20 – 200

Learning Objectives

As a result of the session, participants will be able to:

- Understand the “science” of trust by describing three models that are the foundation of trusted relationships
- Recognize the four essential elements of trust, and boost your personal score on each
- Deconstruct the three myths of trust-building
- Identify the two biggest pitfalls of trust creation and apply specific strategies to overcome them
- Accelerate trust-building by applying a socially acceptable way to put hard truths on the table
- Frame client problem statements in a trust-enhancing manner, and get “unstuck” on at least one thorny client issue that has been a source of struggle and strife for far too long.

"BossaNova's *Trusted Advisor: Models, Myths, and Moments of Truth* was a terrific way to reinvigorate our employees on the topic of client relationships. The best part of the event was that even though we had dozens of people in the room plus over 40 folks attending via teleconference, everyone was engaged in some manner. I would recommend this event to anyone looking for new and innovative ways to interact with their clients that lead to a noticeable difference in business results"—Sahar Javadi, Senior Manager, Client Engagement, Blackboard

Consulting made extraordinary