

Trusted Advisor: Walking the Talk

Program Overview

BossaNova Consulting Group's partnership with author Charles H. Green brings the best of The Trusted Advisor to your consulting staff.

Description

You've had The Trusted Advisor on your bookshelf for years ... are you walking the talk? The honest answer is probably "sometimes." And yet trust is the glue that holds great client relationships together.

Trusted Advisor: Walking the Talk is a one- to three-month program that develops the mindsets, skills, and day-to-day practices of a Trusted Advisor.

This program is customizable. The standard format includes one to two classroom days plus individual or team coaching to translate learning into results.

Outcomes

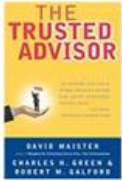
By the end of this program, participants will be able to:

- Describe three models that are the foundation of trusted relationships
- Recognize the four essential elements of trust, and boost personal scores on each
- Identify the two biggest pitfalls of trust creation and apply specific strategies to overcome them
- Apply a socially acceptable way to deal with conflict and put hard truths on the table
- Transform challenging client relationships.

"I wanted to thank you for your work and help with *Trusted Advisor: Walking the Talk*. This program was truly remarkable for both professional and personal growth and it really helped not only me, but those around me. The session was transformative. Several of us attended from the same organization, and we have noticed major changes in each other since then. We've also set up monthly meetings to keep each other accountable for applying what we learned" —Anna D., Senior Consultant

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What's Different

Now more than ever, the ability to trust and be trusted is at the core of business as well as personal relationships.

But becoming a Trusted Advisor requires more than mastering a few behavioral tricks; it demands new mindsets as well as skill sets. To get at both, we use:

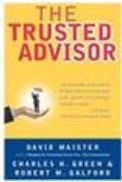
- Intellectually challenging models, paradoxes and stories
- Role-playing—both realistic and real examples
- Out-of-the-box experiential learning
- Customized caselets about relationship management
- Real-time client interactions.

Throughout the program, we apply practical models of trust – including the Trust Equation and five-step Trust Creation Process – to realistic and real-life client situations. Bring your toughest cases with you. We'll show you how to transform your client relationships on the spot.



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Program Roadmap

Pre-Work: Read [Trust in Business: The Core Concepts](#); describe a real-life challenging client situation (template provided); take the online [TQ^{\(sm\)} Self-Diagnostic Test](#) and print results.

Session I: 8:30a – 5:30p

Welcome, Introductions
Three Trust Models
Case Study: The Travel Agent
Three-Level Listening
Handling Conflict: Name It and Claim It
Case Study: The Lunchroom
Session I Closing

Session II: 8:30a – 5:30p

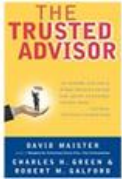
Welcome Back
Re-Framing Client Issues
Envisioning Client Opportunities
Case Study: The Staffing Dilemma
Trust-Based Selling
Key Learnings
Program Closing

The standard program includes follow-on coaching for reinforcement. Options include: (1) Three team teleconference calls (60 – 90 minutes each) or (2) individual one-hour coaching calls to be conducted within one month of the completion of Session II.



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Participant Feedback

“As a result of the Trusted Advisor workshop, I was immediately able to talk more transparently with my client about issues that I had been avoiding. I called him during the workshop and basically had the courage to say, ‘Here's where we are, it's not good news, but let's move on and see where we can go from here.’”

“I spoke to two clients after the session and had a MAJOR moment of truth with one. WOOHOO!”

“The coaching is definitely something to highlight as a key benefit from the workshop. After most workshops, you leave with the workbook and an inbox full of email you couldn't get to for two days. The coaching helps you overcome the inertia to implement the new skills/knowledge.

The coaching was a tremendous benefit of the program.”

“The facilitator modeled the perfect mix of professionalism with personal touch.”

“I'm so thoroughly excited about my next steps with my clients/partners. Thank you for an amazing experience.”



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