

## Consultancy Skills - Advising (NL)

### Group Training

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| Training code      | CGACS-A3CD                                    |
| Spoken Language    | Dutch   |
| Language Materials | Dutch   |
| Dayparts           | 5   |
| Price              | <b>€1.900,00</b><br>excl. VAT No extra costs. |

### What is Consultancy Skills - Advising

As a professional you give solicited and unsolicited advice to the people for whom or with whom you work. It is not easy to give advice to a layman based on in-depth knowledge of matter. People with a strong analytical attitude often find it difficult to sell their insight to third parties: they go too fast, they get bogged down in details or they do not know how to express the right tone and attitude. The result is resistance and irritation.

In this training we focus on successfully advising clients: how does your advice come about and how do you prepare for it? Being familiar with advisory skills helps you to get your advice accepted. By empathetic listening, understanding the context and analysing the situation you come to proposals for improvement. Getting an advice accepted is then the ultimate benchmark for being successful as an advisor.

Notice: homework will take between 4- and 8-hours study time before and during the course.

### Who should attend Consultancy Skills - Advising

The training is aimed at professionals who, based on their knowledge and experience, must give advice to managers and employees in their own organization (internal advisors) or, upon request, to managers and employees of other organizations.

#### Prerequisites

'Empathic Listening' and 'Consultancy Skills - Communicating' are strongly recommended as preliminary training; mastery of conversational techniques is assumed. 'Recognizing and influencing group behaviour with Insights' is recommended. This training is case-driven, so that the emphasis is on experimenting in exercises and giving and receiving feedback. The necessary theory is provided via a learning platform and a book that is discussed in the training.

A minimum of 1 year of customer experience is required to participate.



## Objectives

After the training, the professional is familiar with the theory and phasing of an advisory process and is able to give full advice based on an analysis and appropriate to the issue. Successful advice means that your advice will be heard and accepted. He / she has applied the necessary techniques for interviewing (interviewing, interview control).

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