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Trusted Advisor (NL)

Group Training

Training code	CGATRAD-CD
Spoken Language	Dutch
Language Materials	Dutch
Dayparts	4
Price	€1.500,00 excl. VAT No extra costs.

What is Trusted Advisor

The Trusted Advisor training is designed to equip you with the skills and mindset needed to create a win-win-win situation for you, your colleagues and your clients. This comprehensive program combines theoretical concepts with practical applications, enhancing your ability to engage in meaningful conversations with clients. The training covers essential topics such as increasing self-awareness, mastering the Client communication model for effective client interactions, and applying advanced communication techniques. During two interactive days, you will learn how to better serve clients, shape your professional work, and contribute to the overall commercial success of your organization.

Who should attend Trusted Advisor

This training is suitable for anyone working with internal or external clients. Whether you're a consultant, analyst, IT professional, team leader, or project manager, this training helps improve customer relationships by building trust and enhancing understanding. We assume that you already have experience in advising and have previously taken communication training (e.g., empathetic listening, consulting skills - communication, or consulting skills - advising).

Prerequisites

A solid understanding of communication skills is recommended. Ideally, you should have at least three years of work experience in consulting or a similar role. We also expect you to be open to self-reflection and actively participate in group discussions and exercises.

Objectives

At the end of the training you will be able to:

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- Identify and explain the key concepts of a trusted advisor.
- Demonstrate effective communication techniques for meaningful client conversations.
- Apply the Client communication model to real-world client interactions.
- Evaluate your own self-awareness and its impact on client relations.
- Develop strategies to enhance and sustain client relationships.
- Analyze client needs and provide tailored solutions.
- Reflect on personal growth and areas for continuous improvement in trusted advisory skills.

About Capgemini Academy

Capgemini Academy’s professionals offer what people in IT need. Our professionals have a keen eye for motivation, talent and are aware of specific contexts and circumstances. They move people to move. Programmes and courses that originate from daily experience of our both didactical and substantively strong trainers, light a fire within the individual IT professionals.
Real life stories of our professionals’ experience that tell how to solve problems and work with the people around it, do the rest.

An organization, like ours, helps people and their organizations day by day to get the best out of themselves and each other. We prepare them to defy tomorrow’s challenges. We stimulate learning and curiosity. In order for individual IT professionals and their employers, to build better, longer and more intensive relationships. For mutual benefit.

Capgemini Academy. We transform IT professionals
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