

Consulting Skills for Professionals™ Sales Consulting Skills

Consulting Skills Profile Customer/Client Service Survey

What is the Consulting Skills Profile?

The *Consulting Skills Profile* is a well-tested customer/client professional service survey. In our 360° survey, each workshop participant receives *confidential* professional development feedback, from people critical to his/her professional growth and success. Feedback categories include professional skills, expertise delivery/consulting skills, interpersonal skills, teamwork skills, and strategic/business skills. The Profile Feedback is integrated with the skill building of the *Consulting Skills for Professionals* workshop.

Why Use the Consulting Skills Profile?

- The ultimate judge of the success of professionals is the assessment of clients and others significant to their success. The *Consulting Skills Profile* provides clear data to workshop participants.
- The Profile is regularly rated a highlight of the workshop by participants.
- Clear and standardized feedback is often difficult to assess and report. The Profile is an easy-to-use way of providing the feedback necessary for professional growth and success.
- The survey feedback is thoroughly integrated with the skill building of the workshop. The workshop emphasizes those skill areas that over 30,000 clients of/people involved in professional services say are important.
- The Profile contributes to the success of the workshop by highlighting areas needing improvement.
- The Profile encourages more success by clearly showing where participants are already doing well.

Features of the Consulting Skills Profile

- Totally confidential—feedback to participant only, participant cannot identify who gave what input
- Thoroughly tested statistically and over 12 years of field use.
- Used by dozens of organizations from Fortune 500 corporations to government agencies to small professional consulting firms.
- Over 6,500 participants who were assessed by over 30,000 clients, managers, peers and others.
- The easy-to-rate survey includes 64 numerical items plus 2 open-ended written questions.
- Easy-to-interpret 24-page Report facilitates action planning.
- Feedback clearly shows self-rating, client ratings and colleague ratings.
- Each graphical element clearly shows the benchmark, standard or norm for that item, so that participants can rate how they stand with respect to professional peers.
- The workshop materials contain an extensive Action Planning Guide.
- Each workshop group receives a Group Report—a mini needs analysis, highlighting the specific strengths and improvement areas for the group.

Logistics

- The survey is web-based.
- Each attendee should plan to include 11 (more are welcome) respondents: Self, 5 Clients/Customers and 5 Others (managers/peers)
- Each workshop participant asks clients, managers, peers and others whose feedback is important, to go to the web site and respond to the questions and give pertinent information about the workshop attendee.
- The Feedback Report is given to each participant in the context of the workshop with the workshop leader available for consultation.
- Each participant prepares an action plan based on the survey feedback.