

# CONSULTING SERVICE



**A proven pathway to achieving lasting behavioural changes**



Consider this! Your Organisation has identified some key behavioural changes which are necessary to achieve your mission and objectives. You could use our consulting services to assemble a proven pathway to achieve these behavioural changes.

**This consultancy service is deliberately limited to a 3 day service, thus avoiding Consulting Costs Blow Outs.**

## **A Free Initial Service!**

Upon receiving your initial brief, Preferred Consulting Networks will organise for you to meet with a consultant that has a proven track record working with similar projects. After meeting the consultant, you may choose to go forwards or you may choose not to use our services. At this point there is no consultancy cost to you.

## **The 3-Day Consultancy Service is broken down as follows:**

### **Day 1: Problem/Opportunity Identification**

Meetings and briefings with the consultant and prearranged stakeholders to listen to their perspectives.

### **Day 2: Ideas exploration**

Your consultant can share with you some models, real life experiences and concepts of what may work for your organisation. Even though the end point of a behavioural change is agreed it's very important to understand the best way to get there.

### **Day 3: Preparation of report to senior managers**

This report will give the management team a very good insight into likely costs, possible savings and likely hurdles of not pursuing the identified behavioural changes.

### **It's very easy to organise.**

Ideally your consultant will be on secondment, which saves travel times and costs. Your consultant will need a private quiet space with access to the internet.



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## Profile of your Consultant

You can choose the consultant that you believe is the best fit with your organisational needs. All our consultants have Bachelor's degrees. Most have Masters Degrees and some have PhDs. They all have at least 10 years practical experience. Education and experience are rated as the top 2 consultancy credibility drivers by CEO's.

## Cost

Every consultant in our network has different costs. After the initial briefing we can provide you a cost. Alternatively, you might prefer to bypass the initial meetings and just give us a briefing and we can provide you a likely cost range.

## RECENT CASE STUDIES

### Case Study A

A government body identified that it was losing customers due to a perceived poor customer service attitude captured on customer exit surveys. Nobody in the organisation wanted to undergo customer service training. What should they do?

#### Day 1

After meeting with stakeholders most had a fear of what the government might do with this department if the exit surveys did not move from the 2 main findings "Staff is indifferent" and Staff is only process orientated"

#### Day 2

Meeting with HR team to look at learning styles and investigate what training has worked previously and what training hasn't. Senior Management was initially looking at e-learning and it was decided that classroom learning conducted in-house would be more cost effective and practical. The consultant shared some models and ideas that would engage the audience

#### Day 3

Report delivered summing up the 3 day consulting. The main recommendation was to deliver the training in-house and limit it to a 3 hour module with mandatory attendance by every employee. The training was entitled "Creating Pleasing Experiences for our Customers"

#### Outcome

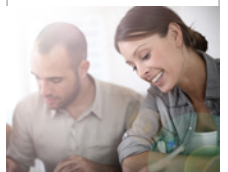
An internal training program was rolled out throughout the organisation. There was less pushback because of the positioning of the program. It was agreed that the consultant's examples from other organisations helped add extra weight to influencing the senior management team.

### Case Study B

A legal division of a large multinational "has lost the plot" They are drinking too much alcohol with long lunches and there is an alarming rate of mistakes being made

#### Day 1

The consultant meets some of the team and a wide range of stakeholders to gain perspectives. Consultant investigates the values and drives of the team. The HR Director would like to fire the whole team but as she remarks, "you can't fire an entire legal team without alerting the media who'll undertake unwanted investigations".



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## Day 2

The consultant shares battle stories with the HR team and is convinced that the team is on the verge of burn out and as a consequence most of the team is clinically depressed. The consultant shares some strategies with the team

## Day 3

The consultant compiles a report recommending the organisation offer a lunch time “useful information” program entitled “How to identify Depression in other people”

## Outcome

Over 40% of the organisation attended this information session. Nobody felt ill at ease as they were there to identify depression in “other people”. Work still continues with the group and the organisation. The organisation was unaware of the depth of depression in the workplace and now has psychologist’s phone numbers on their intranet. Our consultancy contract expired at Day 3 and we wish the organisation our very best for the future

## Case Study C

A family owned large organisation where the family owner is bullying loyal profitable customers who ask for volume discounts. Succession Planning isn’t working and morale is very low

## Day 1

The consultant meets with the owner and the key stakeholders. The consultant also meets with an irate loyal customer who wants to buy from the business as long as there is an apology and that the owner states his intention to leave his post.

## Day 2 (morning)

The consultant spends a day with Sales team and family members employed in the organisation to figure out what’s important to the owner. What’s his reason to be?

The consultant has recently finished a very similar project and shares some models and some strategies

## Day 2 (afternoon)

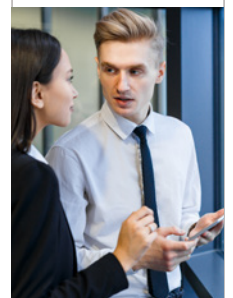
The consultant investigates what activities may appeal to the owner outside the organisation.

## Day 3

Consultant recommends a series of “How to enjoy activities”. Including “How to enjoy Golf”, “How to enjoy Race Meetings” etc.

## Outcome

The owner clung to the business because he didn’t know anything else. His lack of fluent English was a barrier and he felt that people would not understand him outside his business. At his age there was little point in teaching more English as it wasn’t going to work. He now plays golf with 3 other ex-pats twice a week. He also went to his homeland for a one month holiday. He now speaks his native language, loves golf and has no involvement in the company. He also refused to apologise as “I never liked that man anyway as he is too cheap”.



## WHERE TO FROM HERE?

Rome wasn’t built in a day. **For a no obligation free consultation:**

**Please contact our offices 1300 323 752**

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