The Consultative Approach: Success Through Partnership

Presented by Guy Sullivan, Learning & Development Specialist, Paylocity
Success Through Partnership
Consultative
Consultative
Consultative

Partnering with others to produce optimum results and simultaneously build trust and commitment.
Being Consultative
The Benefits

- Relationships are developed and strengthened
- Objectives/goals are explored
- Solutions are developed
- Trust and commitment are established
Consultative Interactions

Building Relationships/Partnerships

Asking Questions

Active Listening

Advising/Informing
Partnership
A Partnership is:

Establishing a long-term successful relationship based on mutual trust, respect and teamwork.
Partnership

- trust
- communication
- accountability
- integrity
- reliability
- honesty
- mutual respect
- responsibility
A Balancing Act

Requires you to balance your people skills, the work processes and your expertise
Relationships
Building Strong Relationships
A Strong Foundation

- Positive Attitude
- Exceeding Expectations
- Problem Solving
- Responsiveness
- Exceptional Communication
- Acknowledge people as individuals
- Understand the other person’s needs
Communication Styles

MBTI

DISC

HRDQ
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<tr>
<th><strong>P. L. O. T.</strong></th>
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<tbody>
<tr>
<td><strong>Personality</strong></td>
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<tr>
<td>- How would I describe their personality?</td>
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<td><strong>Language</strong></td>
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<tr>
<td>- What body language, tone of voice, and words do they use?</td>
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<td><strong>Opinion</strong></td>
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<td>- What is their opinion about the work and about me?</td>
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<td><strong>Task Approach</strong></td>
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<td>- How do they get things done?</td>
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Questioning
"I have learned that being consultative means to constantly probe and not take anything at face value. Nine times out of ten the right answer pops up as a result of asking the right questions."

Bill Woodson
Effective Questioning

**Effective questioning helps you:**

- Connect in a more meaningful way
- Clarify and more fully understand the issue
- Gather important information
- Do more solution oriented problem solving
- Reduce mistakes
- Solidify yourself as a partner
Asking Questions
Asking Great Questions

Probing

Closed ended

Open ended
May I ask you another question or two to ensure understanding?
Questioning Activity

Partner up.

One person starts by asking their partner "**where would you go for your ideal vacation?**” Then continue to ask open ended questions until you get a very detailed account of their dream vacation.

Open Ended questions may start with:

- *What makes* ...............  
- *How exactly* ...............  
- *In what way* ...............  
- *Where are* ...............  
- *Why do* ...............
Active Listening
Active Listening

“You ain’t learnin’ nothing’ when you’re doin’ all the talkin.”

*sign in President Lyndon B. Johnson’s office*

“One of the best ways to persuade others is with your ears, by listening to them.”

Dean Rusk

“People who feel deeply listened to and appreciated are the ones that move toward us.”

unknown
Active Listening

YOU HAVE 2 EARS AND 1 MOUTH. USE THEM PROPORTIONALLY!!

couchmanager.com
Active Listening

The Goal

To **truly** hear what the other person is saying
Being an active listener creates an environment where everyone feels safe to share ideas, opinions and feelings.

Active listening leads to creatively solving problems, saving time, avoiding conflict and misunderstandings.
Active Listening

Why Do We Listen?

Obtain Information
Understand
Learn
Offer Assistance
Active Listening

How Do We Listen?

Pay attention

Show that you’re listening

Provide feedback

Don’t interrupt

Respond appropriately
Research shows we remember about **50%** of what we hear. By the next day that drops to **25%**.

*University of Missouri*

So in a conversation, are the important parts captured in the percentage that you will remember?
What Do You See?

Barefoot in the park
Snake in the grass
Busy as a beaver
Multitasking
Multitasking Challenge
Getting Started

Mentally prepare

Don’t interrupt

Paraphrase

What I hear you saying is...........
Active Listening Activity
Advise/Inform
Tell Your Story
Summary

Building Relationships/Partnerships

+ Asking Questions
+ Active Listening
+ Advising/Informing

= Consultative
Questions
Thank You!