



Consulting Skills

Data Coach Training

September 15, 2005

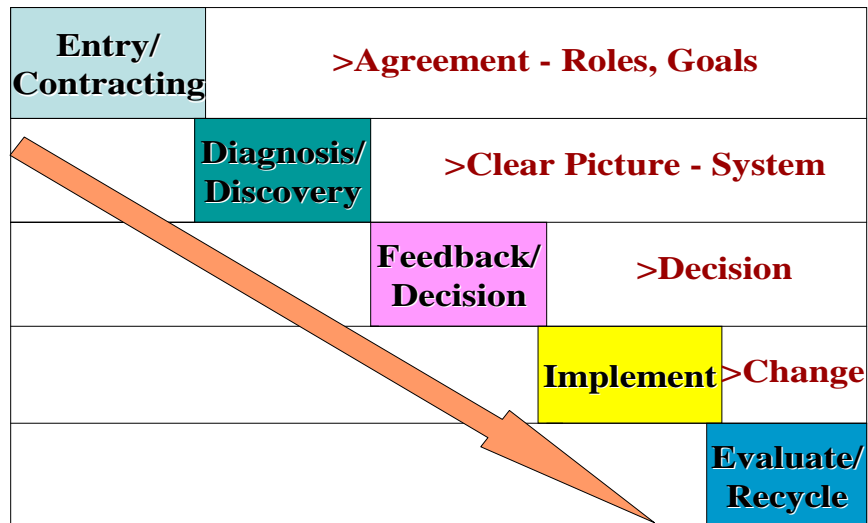
George Reid
Performance Design Group
performgrp@comcast.net

Why Consulting?



- Focus on *results*
- Focus on *change*

Consultant: Person in a position to influence but who has no direct power or control to make changes or implement programs



Burke + Block

The Business of Consulting

- Clarify/agree on the goal or change
- Clarify/agree on roles
 - Express your **wants**
 - Build responsibility on the part of others and yourself
- Connect your **expertise** to the problem and change
- Complete the business of each phase
- You are invited to assist...
 - “**We need** your help with reading in the content area”
- You “sell” your services to others...
 - “**I would like** to show you some ways to disaggregate data for your ninth graders”
- The mandate...
 - “**I have been asked** to meet with your team too look at some data on AP course enrollment”

ENTRY	UPSIDE	CHALLENGE
<i>By request</i>		
<i>Offering your services</i>		
<i>The mandate</i>		

Ways to build on the “upside”

Ways to overcome “challenges”

- What is your **expertise**?
- What **unique skills/approach** do you bring?
- How do you **want to work** with your clients? Who determines how you work?
- What **do you need** from your clients to be effective in your role?

Role Orientations

Expert



Collaborator/Partner



Pair of hands



1. What determines the way you work (the role you play)?

2. What do you need from your clients to be effective in your role?

3. What do you need from (1) your administrator and (2) from district personnel to be effective in your role?

Contracting Model



1. Goal/Expectation

2. What teachers want/need

3. What I have to offer

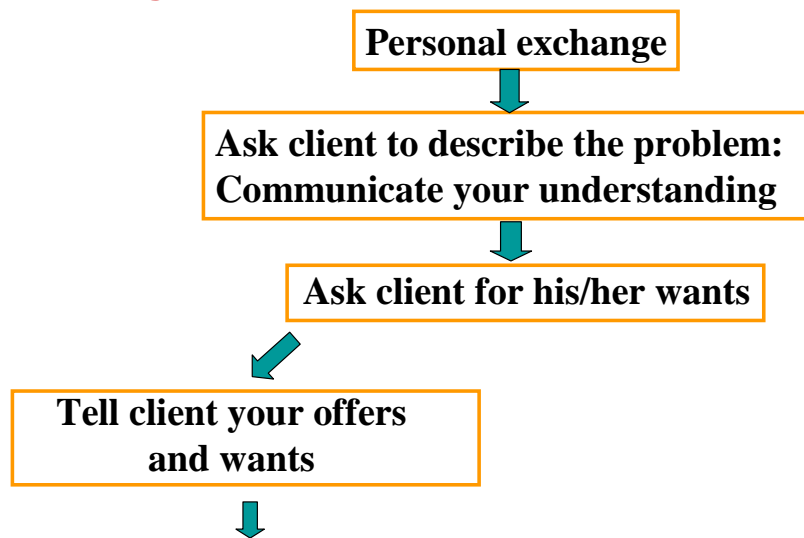
What teachers want	What I have to offer	What I want from the teachers

Consultant Wants...

Conditions:

- put our expertise to work
- do our best work
- get at fundamental solutions

Contracting Model

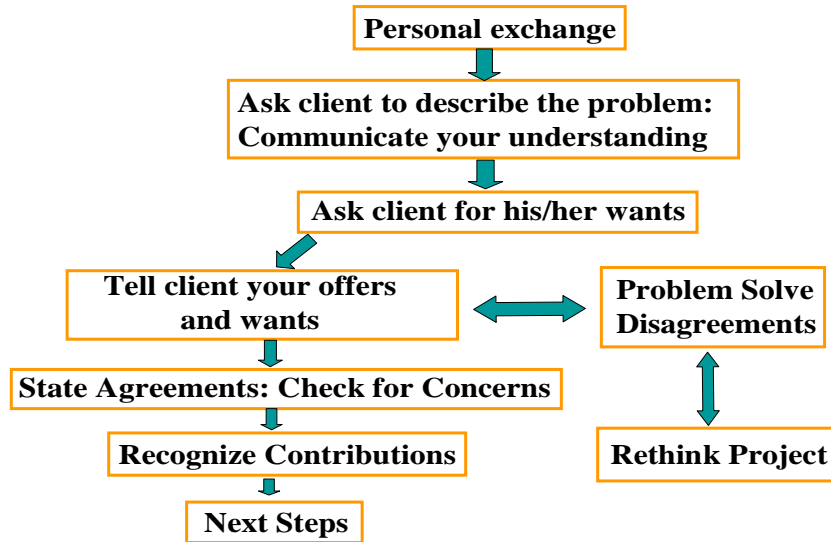


Reviewing the role play:

- Did I exchange a *personal greeting* or acknowledgement?
- Did I ask client to describe the *need or problem*?
- Did I *paraphrase* the problem or need for confirmation or clarification?
- Did I ask the client to describe the *assistance they want* from me?
- Did I describe the kind of *assistance I can give* (my offer)?
- Did I describe *what I want* from the client?

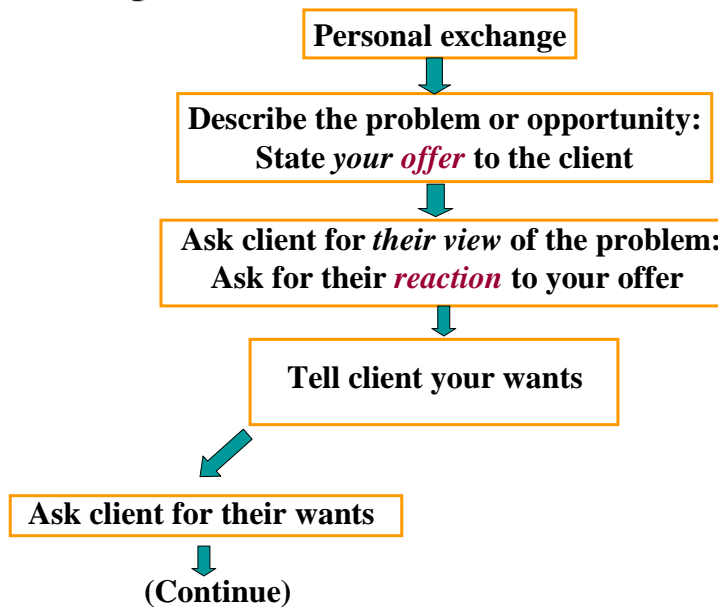
Notes for future contracting:

Complete Contracting Model



Contracting Model

“Selling”



Review: Consulting Skills

Stating consultant *wants*

Know your *expertise*
connect w/performance

Consulting *phases*

Contracting model

Data collection/*diagnosis*:
models and methods

Model for *feedback*
and decision-making

Consulting *values/politics*

Planning and evaluating
interventions

Notes/Planning:

- What is your **expertise**?
- What **unique skills/approach** do you bring?
- What do you need from **(1)** your administrator and **(2)** from district personnel to be effective in your role?