



▶ PRACTICE RESPONSES TO YOUR REAL LIFE CONSULTING SITUATIONS OR DIFFICULT CONVERSATIONS



▶ DEVELOP DIRECT, NEUTRAL, AND CARING LANGUAGE TO ADDRESS THOSE SITUATIONS



▶ WRITE AN ACTION PLAN YOU FEEL CONFIDENT IMPLEMENTING

# Navigating Challenging Consulting Situations with Diplomacy & Grace

*The most effective way to encourage the client to be authentic is for the consultant to also behave authentically.*  
Peter Block, Flawless Consulting, p 149

## Identify the Problem

**IN A FEW BRIEF SENTENCES, DESCRIBE THE CONSULTING CHALLENGE YOU ARE FACING.**

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**DESCRIBE THE PROBLEM IN MORE DETAIL USING THE SELF-AWARENESS GUIDE.**

**My intention in bringing up this issue with my client is:**

**I notice \_\_\_\_\_ (behaviors, observations):**

**I think:**

**I feel:**

**In my body I notice:**

**My gut is saying (intuition/hunch):**

**I want:**

**I need:**

# Share your observations with your client

- I'm not surprised
- Attack
- Confusion
- Silence
- Wants more detail
- Giving too much detail
- Time
- Impractical
- Sudden Health
- Pressing for solutions
- Withholding info
- Intellectualizing
- Moralizing
- Compliance
- Methodology

**Write down three phrases you could say to your client, describing the problem. Remember to keep them simple, direct, and based on behaviors, not judgments. Include your intentions, direct address of the problem, and the impact the problem is having on you.**

1)

2)

3)

**Listen...** What do you need in order to be able to listen compassionately to your client's response?

## Action Plan

*Remember: every conversation is an opportunity and a consulting intervention.*

**Outline your action plan below.**

The person I need to talk directly to is:

I will contact this person on (date, time) via (method of communication):

Additional resources I need in order to have this conversation:

Extra support I can call on if I need help:

If the conversation doesn't work I will:

