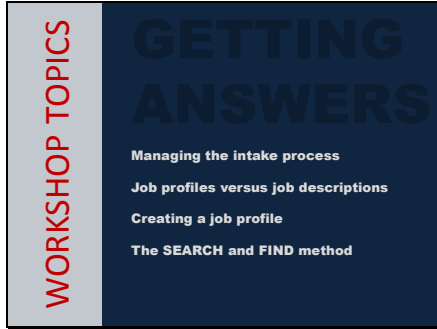


Slide 4



Slide 5



Slide 6



Slide 10

ADULT TRANSACTIONS

Sorry...intake meetings are not about getting your emotional needs met!

- Establishing mutual trust and rapport, building credibility
- Charting the course, building real consensus, not just head-nodding
- Agreeing the direction, not taking it

Slide 11

ERGO, EGO! CONTROLLING THE INTAKE CALL...

PARENT STATE

- Critical parent – serious, objectionable, opinionated
- Nurturing parent – supportive, helpful, kind

ADULT STATE

- Unemotional
- Informational
- Matter-of-fact

CHILD STATE

- Natural child – free-spirited, creative, playful
- Adaptive child – needs approval, craves love
- Rebellious child – defiant, non-compliant, vindictive

- Verbal and non-verbal cues
- Understand the games that people play
- ‘The Recruiters Pendulum’

Slide 12

IT'S A RULE... ALWAYS ReSEARCH, ALWAYS!

Developing your role as a consultant means building credibility with your clients...

- Being prepared, even when you're not quite!
- Being informed, but don't overdo it
- Being inquisitive, up to a point
- Probing, seeking clarification, qualifying what is being said versus what is really meant
- Building consensus, getting commitments

[So, what ego state are you in?]
