

Consulting Foundations

At Avanade we're guided in everything we do by our three core values:

- We have a passion for technology and innovate with purpose.
- We deliver with excellence.
- We believe everyone counts.

Our people lie at the heart of our vision and values. They're the source of our digital expertise. They make our success – and our clients' success – possible.



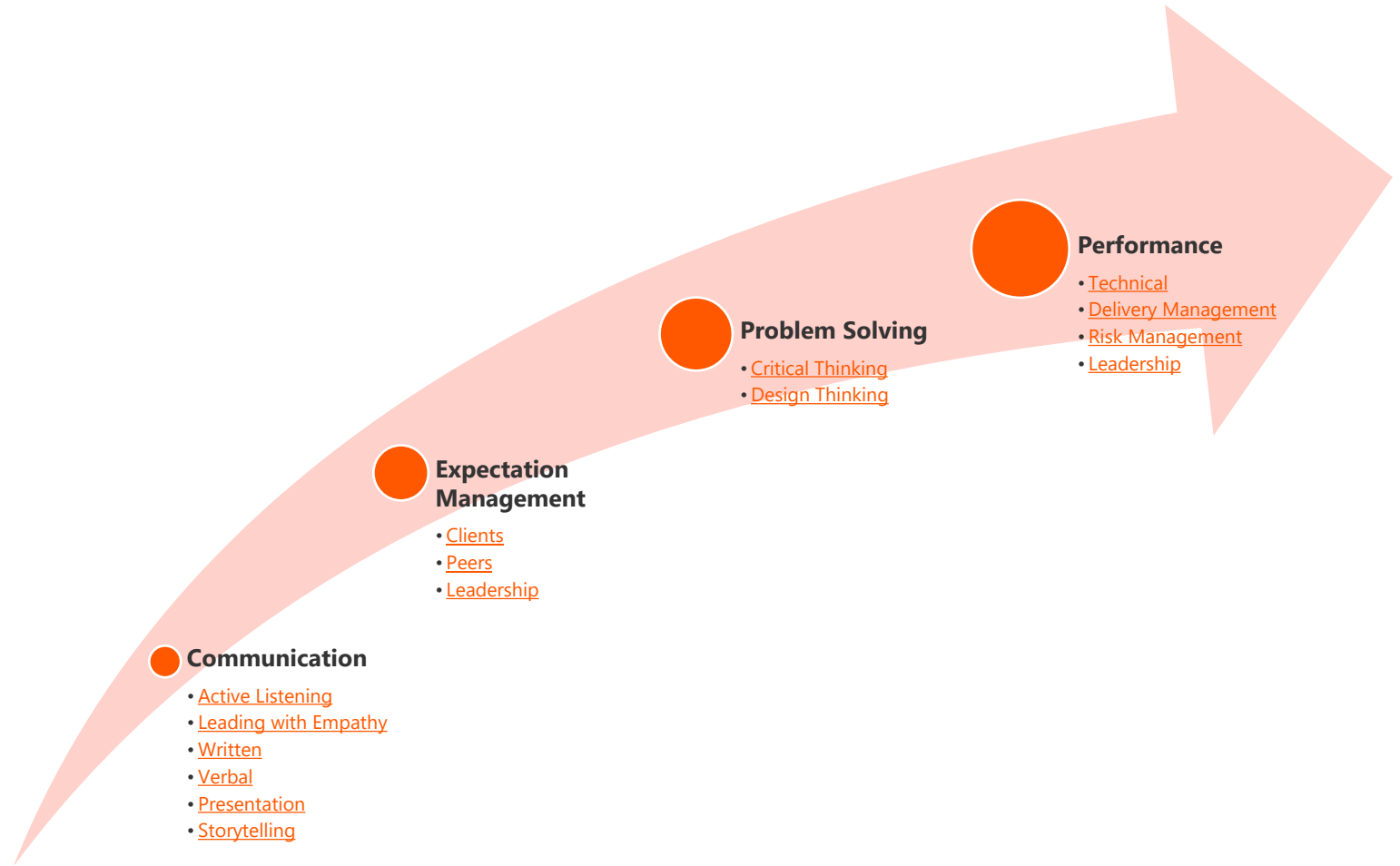
Presented to Tampa Bay Microsoft Fabric User Group (TFAB)

July 16th, 2024

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Consulting Skills Arc

The progression of skills that are continually refreshed to achieve a high-performing consultant.



Communication

"The biggest communication problem is we do not listen to understand. We listen to reply."

– Stephen Covey

"Communication is only effective when we communicate in a way that is meaningful to the recipient, not ourselves."

– Rich Simmonds



Active Listening

Hear what people are saying. Make the effort to **understand the complete message** being communicated.



Leading with Empathy

Empathic listening is a structured listening and questioning technique that allows you to develop and **enhance relationships** with a stronger understanding of what is being conveyed, **both intellectually and emotionally**.



Written

It's critical to communicate clearly, concisely and effectively when writing. Keep in mind your audience; follow the "**Attention-Interest-Desire-Action (AIDA)**" formula; avoid grammatical errors and proofread!



Verbal

Good conversations are dynamic and informative. **Spark their interest** in what you have to say. This involves positive body language; clear enunciation; and – when appropriate – silence.



Presentation

Know your audience and engage them early; present the purpose up front. Focus on key points, using examples wherever possible. Keep slides simple and easy to understand; no animations. **Be passionate, this is important stuff!** Finally, practice, practice, practice.



Storytelling

Create a personal connection with your audience about your message. Context is very important and should answer the "**Who, When, Where, What and Why**" questions. It's very important to be authentic and express feelings about your subject.

Expectation Management

ex·pec·ta·tion

/ˌekspekˈtāSH(ə)n/
noun

- a strong belief that something will happen or be the case in the future.
- a belief that someone will or should achieve something.

"If you align expectations with reality, you will never be disappointed."
– Terrell Owens, NFL Hall of Fame 2018



Clients

Establish a level of trust, using your Communication skills, for improving your ability to positively address unforeseen challenges.

The top five tips are:

1. Be transparent and offer options
2. Don't take a brief that doesn't sit right
3. Set clearly-defined goals
4. Set clear boundaries
5. Get the timings right



Leadership

Leaders are charged with achieving the goals defined by the business, as well as helping those in the business contribute to these goals. Recognize everyone is influenced by how they're compensated. Some key topics to consider when working with Leaders are:



Peers

Peers are people on the same team, in a group or have a common interest. Consider the following:

1. Prioritize Appreciation over Expectations
2. Express Compassion
3. Show Respect
4. Demonstrate Consideration
5. Devote Time

1. Establish healthy relationships
2. Maintain your mental health
3. Provide insight
4. Empowering yourself with structure
5. Create accountability
6. Set realistic goals

Problem Solving

"We can not solve our problems with the same level of thinking that created them."

– Albert Einstein

"Every problem has a solution, although it may not be the outcome that was originally hoped for or expected."

– Alice Hoffman, Author
"Practical Magic"



Critical Thinking

Critical thinking is the discipline of rigorously and skillfully using information, experience, observation, and reasoning to guide your decisions, actions, and beliefs.

Critical thinkers possess a set of key characteristics which help them to question information and their own thinking:

- Curiosity
- Logical Thinking
- Self-Awareness



Design Thinking

Design thinking is a user-centered approach to creating, testing and producing solutions that are innovative, elegant and ... commercially successful.

Using the Double-Diamond approach to solutioning requires:

1. Empathy
2. Definition
3. Ideation
4. Prototyping
5. Testing
6. Implementation

Performance

"You have to perform at a consistently higher level than others. That's the mark of a true professional. Professionalism has nothing to do with getting paid for your services."

— Joe Paterno



Technical

Align your skills to your role. Grow your skills to become the **trusted advisor** your clients are expecting.



Delivery Management

Understand the complexities of **successful project delivery**. From what is required when joining a project (i.e. Project Readiness) to a Delivery Leads' responsibilities ...beginning with Delivery Fundamentals.



Risk Management

Learn when taking **risks can be beneficial** ...what is the process for making good risk decisions, as well as how to **manage risks** before they become issues.



Leadership

Establishing habits that exhibit a **growth mindset** allows for new ways of working to be identified and shared with others. Through diverse perspectives and experiences, a more robust and **inclusive culture** can be realized. To be a successful Leader, one must focus first on its people, while balancing the needs of the business.



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