

Guided Discovery Consulting Method

Is a method that:

- Allows professionals to develop and maintain a trusted advisor relationship with their clients and avoid being perceived as a “salesperson”
- Promotes a high level of collaboration with the client
- Acknowledges clients are experts in their business and that their expertise must be leveraged in order to discover the best solutions for them
- Guides (without directing) clients towards identifying and prioritizing gaps between what they believe to be important business needs or challenges and how they are performing in meeting those needs/challenges
- Establishes clear metrics for measuring gaps between “importance” and “performance”
- Allows the consultant to propose solutions that are aligned with their clients capacity to invest time and resources into proposed solutions
- Recognizes the importance of correctly prioritizing clients needs/challenges is an extremely important part of the process

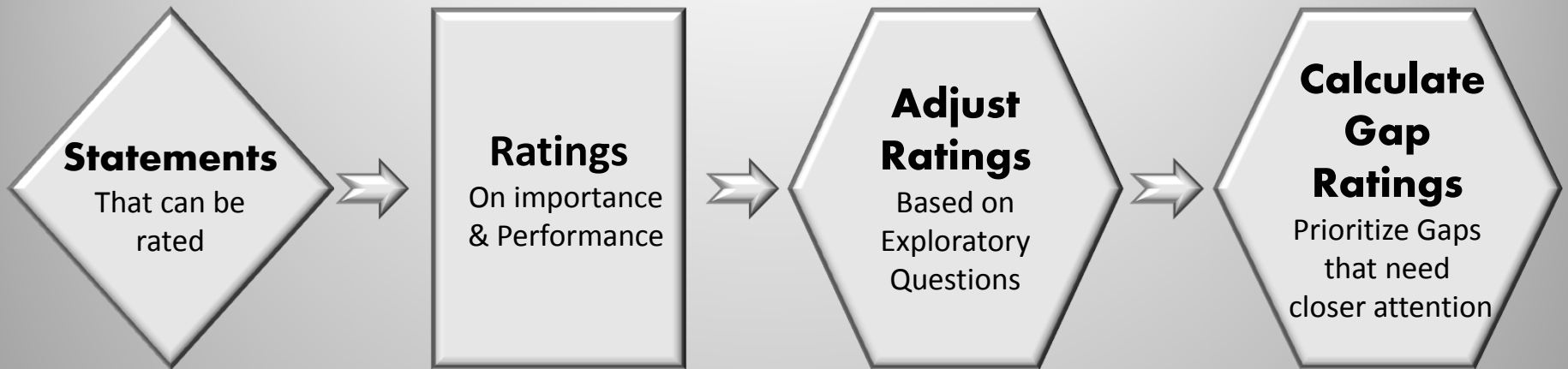
RWCI

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GUIDED DISCOVERY PROCESS



Consultant's knowledge

Domain & industry experience & Certifications



Client's knowledge

Domain & industry experience - Business/Operational/Risk management - Day-to-day empirical experience



Combined knowledge

Knowledge of consultant and client combined together

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TERMINOLOGY

Statements: Describe a business or operations function, need or objective that can be given an Importance and Performance rating. Clients are encouraged to modify statements to best suit their operational experience/reality.

Importance Rating: Clients rate how important they feel a particular Statement is to their organization

Performance Rating: Clients rate how well they are performing a business or operations function, or meeting a need/objective described by a Statement

Exploratory Questions: Are used (by the consultant) to clarify understanding of a Statement and to explore the metrics by which a business is measuring the level of importance and their performance

Adjusted Ratings: Clients can adjust ratings based on new insights that may be revealed through the exploratory process

Gap Ratings: Are calculated by subtracting a Performance rating from an Importance rating relating to a “Functional Statement”. Once “Gaps” have a numerical value they can then be prioritized and decisions made on whether action needs to be taken to close high-priority “Gaps”.