

## Flawless Consulting

7 of Flawless Consulting offers valuable insights into the dynamics of internal consulting and the importance of developing a clear contract to ensure successful client-consultant relationships.

### Feelings

Internal consultants may feel constrained by mandates: One of the key learning points from the chapter is that internal consultants often operate more by mandate than by choice (Block, 2012). In other words, they may be assigned to specific projects by their superiors rather than being able to choose which projects to work on. This can create a sense of resistance and lead to less engagement from the consultant. I have seen this play out in several instances in my workplace. For example, a colleague of mine was assigned to lead a project on employee engagement, but he was not passionate about the topic and felt like he had no choice but to take it on. As a result, he was not fully invested in the project and struggled to make progress. Going forward, I believe it is important to engage internal consultants in the project selection process and provide them with opportunities to work on projects that align with their interests and strengths.

### Evaluation

The importance of building relationships: Another important point from the chapter is the importance of building relationships with clients. While a clear contract is essential for successful client-consultant relationships, it is also important to establish trust and rapport with the client. This helps to create a more collaborative environment where both parties can work together towards a common goal. I have seen the impact of building relationships firsthand in my workplace. For example, a team was brought in to help a department transition to a new software system. Initially, the department was resistant to the change, but through building relationships and taking the time to understand their concerns, the team was able to gain their trust and

ultimately achieve a successful outcome. Going forward, I believe that investing time in building relationships with clients is essential for successful consulting projects, regardless of whether the consultant is internal or external.

In conclusion, Chapter 7 of *Flawless Consulting* emphasizes the importance of internal consultants being given a choice in project selection and building relationships with clients to ensure successful outcomes. Clear contracts are crucial, but relationship-building and consultant engagement are also essential for effective consulting.



College Essay

## References

Block, P. (2012). *Flawless Consulting: A Guide to Getting Your Expertise Used*. John Wiley & Sons.

