

The flow of a meeting From problem to opportunity



- Flow from problem situation to opportunity
- The diamond of meeting flow
- Opening – depth of questions
- Closing: probing skills

Meeting tools and ideas on a page

Flow:

- The 'opening' presence, authority, impact
- credentials, or 'new thing'
- what you *don't* say
- Rapport
- Open the problem (SPIN)
- Listening, building bridges
- Modelling values
- Co-learning, co-creating, collaboration
- Gifts, pricing – and value

Create a spark!

Any map is better than no map, and tools you can use are the best tools

Meeting tools and ideas on a page

You have:

- **1 minute** for presence
- **4 minutes** for authority
- **20 minutes** for impact

Rapport:

- Be like them, use their language, mirror their appearance
- Cut the bullshit, show you like them, show you want it

SPIN

- Situation questions
- Problem questions
- Implication questions
- Need-payoff questions

Flow:

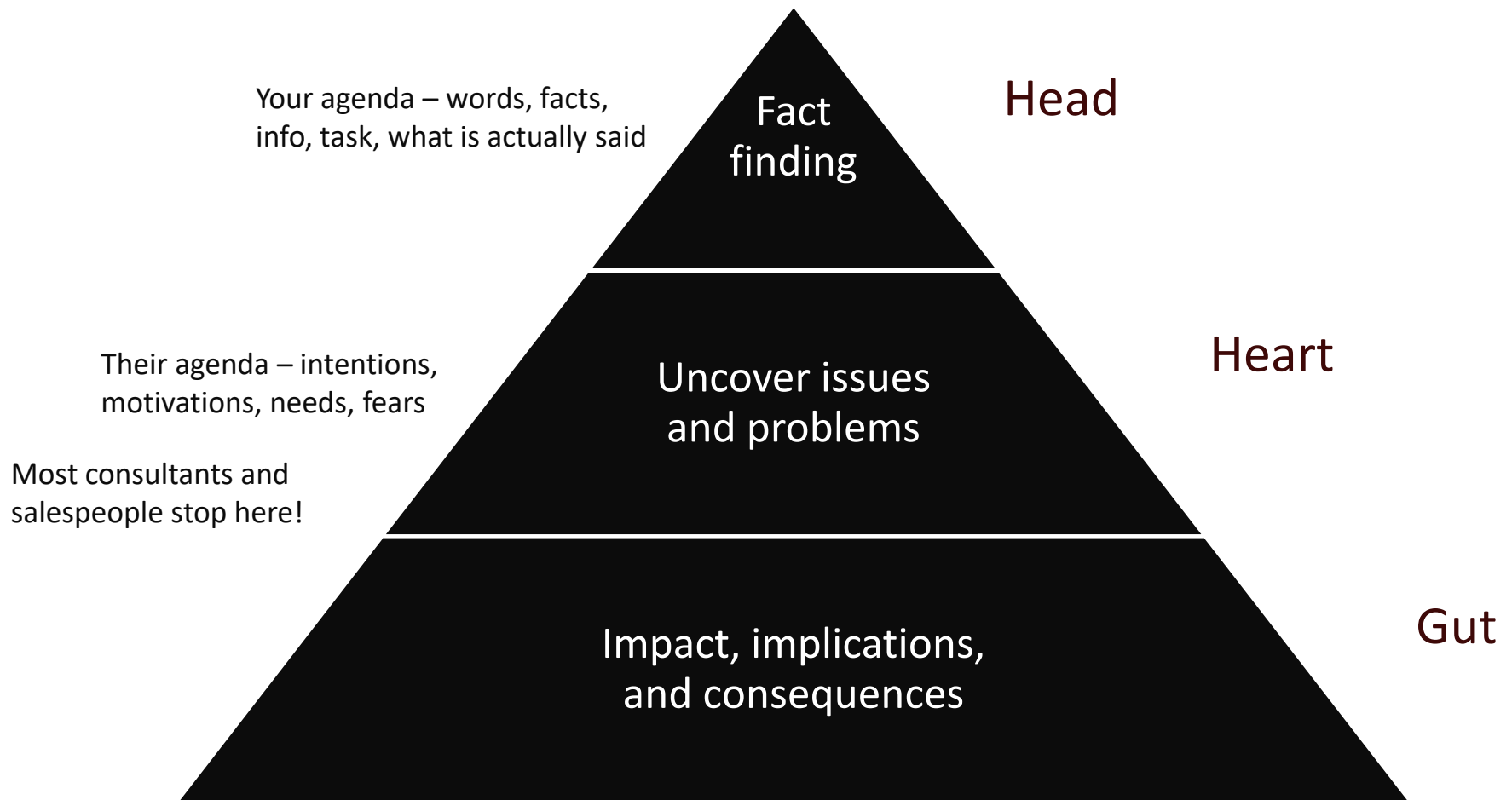
- The 'opening' presence, authority, impact credentials, or 'new thing' what you *don't* say
- Rapport
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Ethos – pathos – logos

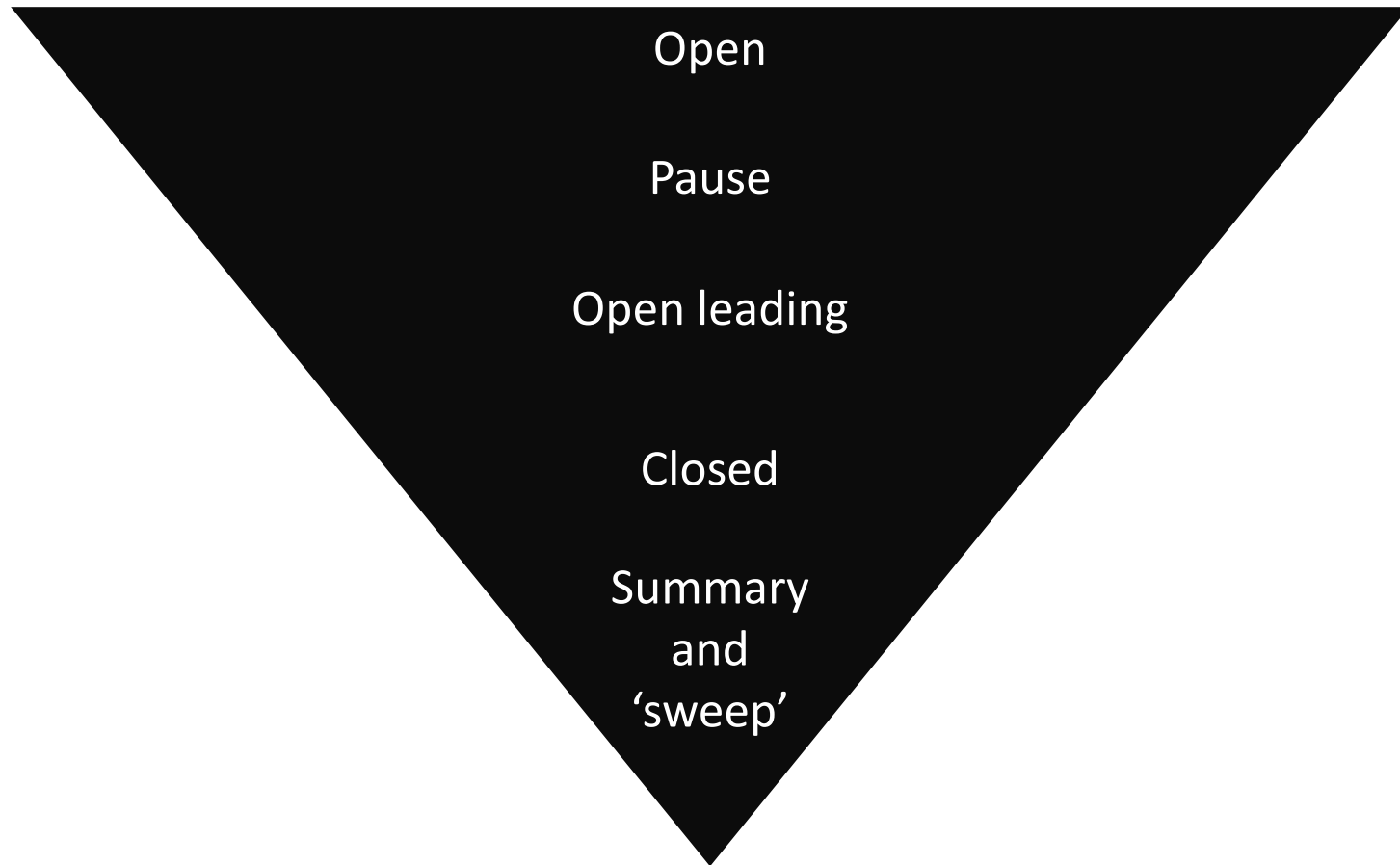
The 'deep bump'

The diamond opening part: depth of questions



Intuition – aspirations, power, struggles – what is not said

The diamond closing part: probing skills



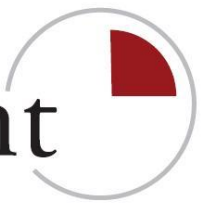
You want 'in order to... I need...'

Language and other tips

- 'We' and 'you' not 'Company name' and 'client' – then **the inclusive 'we'**
- The presumptive 'working together' ('we will' not 'we would')
- Contract in the meeting 'how can we make this time together most valuable to you?'
- Start with the end in mind: what do you want them to **think, feel**, say, and **do** afterwards?
- Tell the client what they're doing which is brilliant
- Show compassion for where they are at
- Don't take sides – locate the problem in the relationships/system
- Ask about their experience with consultants – let them **get it out** before you respond!
- Ask the **power question** – the one they don't know an answer to!
- Other power questions: ranking, sorting – 'most important'
- Again, model consultative process: share exploration of the power question
- Not 'tell us your problem and we will solve it' – 'let's explore together'...
- 'What counts as success?'
- The be brief debrief – what went well, what could be better, what worked best together, what could we have done better together

Pick your favourites

Close with probing skills...



Always happy to talk...

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