

Trusted Advisers on general practice

Empowering Divisions
in Partnership & Collaborative Work
Division Staff Development Workshop

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10.00am **Welcome and Introduction**

Sonya Tremellen, Primary Care Consultant GPDV, will give an update on the background and purpose of this project

10.20am **Where are Partnership Skills most needed?**

Andrew Hollo, Director, Workwell Consulting, will elicit areas of work in which division staff are involved where partnership capabilities are most needed

10.40am **The Trusted Adviser Relationship in division work with other agencies**

How a TA relationship evolves and the 4 types of possible relationships
Why most programs are 'sold' on the basis of technical competence, but 'bought' on the basis of emotion.

11.30am *Morning tea*

11.45am **Being a Trusted Adviser to other agencies**

5 mindsets essential for earning the trust of partner agencies
Ways that Trusted Advisers build rapid credibility with partner agencies

1.00pm *Lunch*

1.30pm **What is it like to be the Client of a Trusted Adviser?**

My intention vs My Outcomes vs My Consequences
6 Conditions that need to be fulfilled before I agree to anything
When and how I'm likely to object

2.45pm **Giving Advice to other and partner agencies – Honestly & Frankly**

How Trusted Advisers can offer opinions in a way which minimises defensive reactions

4.00 pm **Reflections & Feedback**

Division staff generate practical applications for Trusted Adviser principles in 'real world' relationships.

4.30pm *Close*

