



Excellence in Internal Client Encounters

A series of training and workshop sessions
for Intel France, May to September 2021

Session 3

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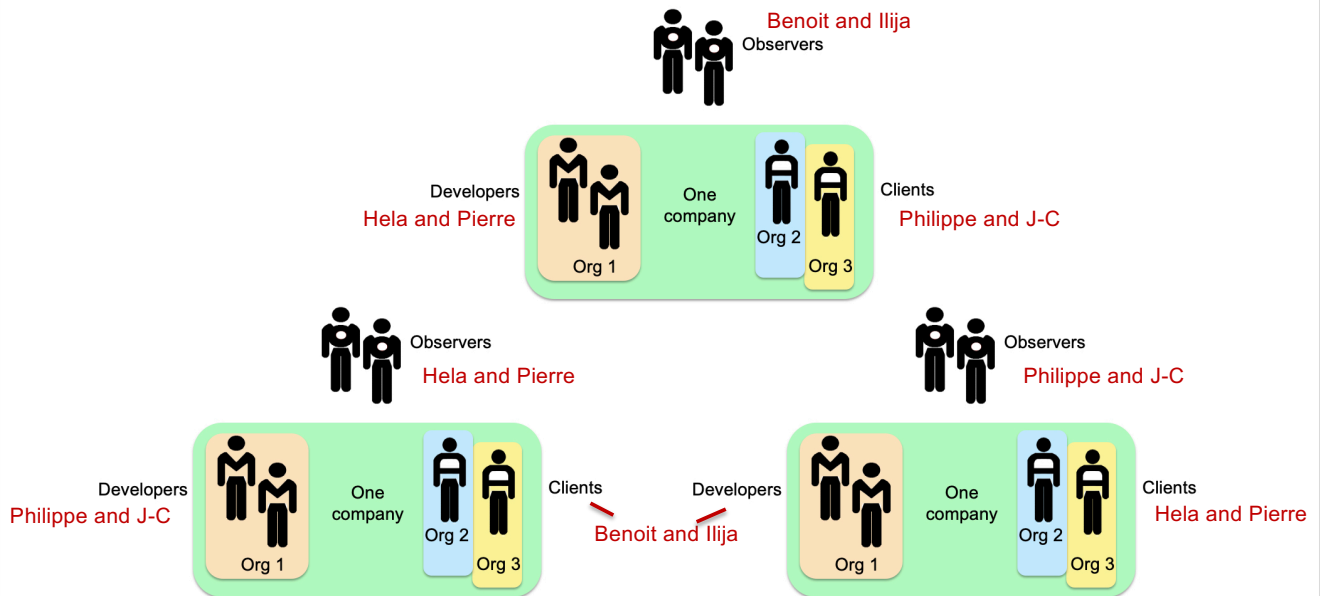
What do you remember most ?

Any relevant experiences to share ?

What are you hoping for this week ?

2

Encounter Simulations



3

On Learning Discovery ...

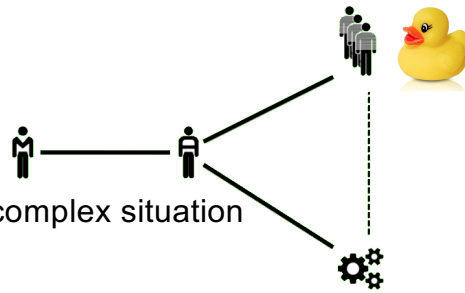
What do you remember most ?

Any relevant experiences to share ?

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DISCOVER-Y

(after V Lehnardt's 8 Intervention Zones)



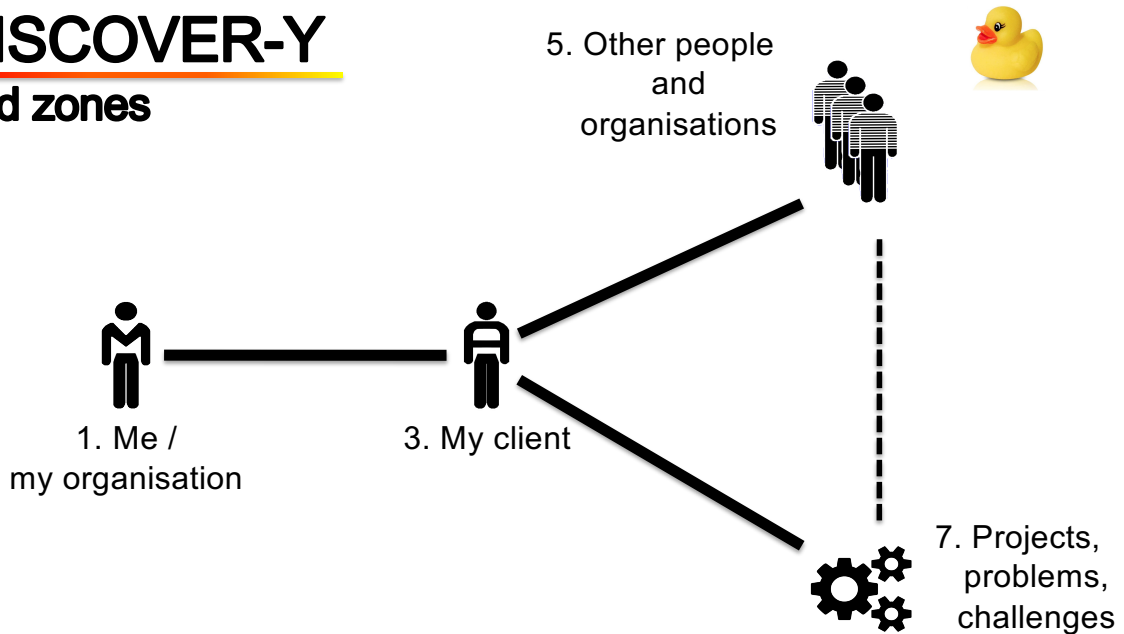
- A simple tool for demystifying a complex situation
- For use:
 1. Before an encounter, to anticipate and plan
 2. During an encounter, to visualise and/or share a picture of the situation with your client
 3. After an encounter, to complete an analysis
- Separates the various people, organisations, activities and problems from each other
- Highlights the relationships between the above

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DISCOVER-Y

odd zones

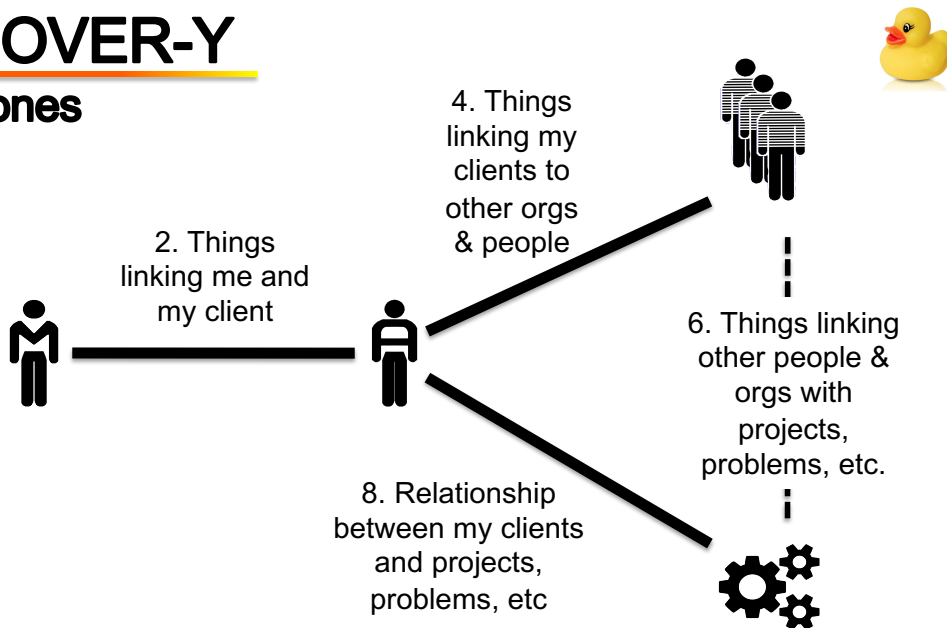


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DISCOVER-Y

even zones

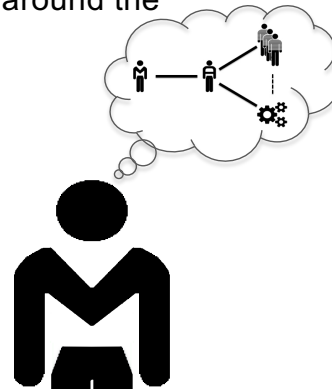


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Benefits of DISCOVER-Y

- Encourages wider coverage of potential topics
 - Facts and figures about everything in the system
 - Perceptions, concerns and expectations around the relationships in the system
- Does **not** require any gadgets in support (excel checklists etc.)
 - Just keep the picture in your head!



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Key Points

- The Encounter Process is a key reference
 - Beware of Short Circuits!
- Prepare with MAP
- Engage: Sync up then transition with PAGE
- Do starts with Discovery
 - DISCOVER-Y can help Discovery
 - Listen actively and Playback (factual, emotional)
 - Inform and Negotiate as appropriate (DIN triangle)
- Check & Follow Up: Convert agreement into commitment
- Metacommunication is key to learning from each encounter