

Chance 3000

Stärken erkennen

LLL- Consulting

methodology

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1. Introduction

➤ Setting

- ☺ Consultant and client sit side by side (so to speak "around the corner" or on a round table beside)
- ☺ In the presence of a third person: 3rd Person sits opposite (slightly oblique) the customers

➤ Good vibrations

- ☺ Introducing with a handshake
- ☺ Leaving them to take a seat
- ☺ Offering drinks etc.
- ☺ Create a good mood

➤ Situation discussions

- ☺ Who is who?
 - That means if a third person is with him/her, who is she/he and why is she/he there
 - If a third person is present: Would the customer want that this person remains present, with possibility a very personal topics to be discussed.
- ☺ Who is conducting mainly the conversation?
 - That means if a third person is present and the customer is mainly having a conversation with the consultant, the third person is either not at all included in the conversation or only when needed to complement the view in the conversation

- ☺ Explanation of how is the process carried out (we're going through your life, discussing the most important points, spotting the current situation and how can we help, ...)?

2. Education

➤ Starting after elementary school - with 10 years

- ☺ Modern secondary School or Gymnasium (secondary school)? Another kind of school, which one?
- ☺ Why?
- ☺ Which subjects did he/she like the most? - also scrutinize each why
- ☺ Which subjects didn't he/she really like? - also scrutinize each why
- ☺ In which subjects was he/she good? / Which subjects were easier for him/her? - scrutinize why
- ☺ In which subjects wasn't he/she good? / Which subjects were not easy for him/her? - scrutinize why

➤ What was chosen after that?

- ☺ If not a school ->
 - What would you do afterwards?
 - Why this choice?
- ☺ If a school was chosen afterwards - >
 - Which one exactly?
 - Why this?

- Which focuses/ priorities had your training/ education?
- Are there alternatives? If yes, which one and why weren't they chosen?
- Which subjects/ focuses/ areas did he/she like the most? - also scrutinize each why
- Which subjects/ focuses/ areas didn't he/she really like? - also scrutinize each why
- In which subjects was he/she good? / Which subjects were easier for him/her? - scrutinize
- In which subjects/ focuses/ areas wasn't he/she good? / Which subjects were not easy for him/her? - scrutinize why

➤ If "Matura" (general qualification for university entrance) ->

- ☺ Which subject/s were elected/ chosen?
- ☺ Why?
- ☺ Where has she/he done easy?- Why?
- ☺ Where has she/he done hard?- Why?

➤ If further education (any kind of e.g. study, course, etc.) ->
(concerning all further educations)

- ☺ Which one exactly?
- ☺ Which focus/es/ priority/ies did she/he have?
- ☺ How long did it take (the minimum time)?
- ☺ Which subjects/ main focus/ contents did he /she like the most? - also scrutinize each why? Or what special?
- ☺ Which subjects/ main focus/ contents didn't he /she like that much? - also scrutinize each why? Or what special?

- ☺ In which subjects/ main focus/ contents was he/she good? /Which subjects/ main focus/ contents were easier for him/her? - scrutinize why? Or what special?
 - ☺ In which subjects/ main focus/ contents wasn't he/she good? /Which subjects/ main focus/ contents were harder for him/her? - scrutinize why? What special?
- If any education was quitted (canceled) ->
- ☺ Why was the training/ education canceled?
 - ☺ After how long? How much more time would have the training/ education taken?

3. Work Experience

- Review of every professional experience ->
- ☺ The intensity depends on the number of experiences - this means if a customer had less workplaces, than you can more in the deep of this workplace, if she/he had more jobs, than you try to cover all but not so in the deep
 - ☺ Does anyone have little or no professional experience, or in that case summer internship? - scrutinize
 - ☺ From when till when?
 - ☺ As what? - position
 - ☺ List of activities and tasks
 - ☺ Difficulties

- ☺ Which activity was combined with fun? - scrutinize, exactly which task and try to find out/ investigate what lies behind it
- ☺ What was not fun? - scrutinize why?
- ☺ What has been easy? - scrutinize why?
- ☺ What has been hard? - scrutinize why?

4. Other Diverse Experiences

Various, other - professionally relevant - aspects, such as:

➤ Language courses

- ☺ Where were these taken?
- ☺ What were the general conditions?
- ☺ What experiences have been made?

➤ Experience with leadership

- ☺ In a professional context
 - Where were these experiences?
 - How were the experiences?
 - How big was the team?
 - What were the difficulties?
 - What were the challenges?
 - What has been learned?
- ☺ In the private sector
 - ex. Class president, Scouts, ...
 - or e.g. Organizer of a Tennis club
 - What exactly?

- How many people were guided/ managed?
- Is it fun/ not fun? Why?

➤ Various, certified exams

- ☺ ex. ECDL, language certificates, ...
 - Where were they carried out/ undertaken?
 - Level/ Degree?
 - Which certificate/ conclusion has been reached?
 - Internationally recognized? When yes, by which institution is certified?

5. Personal Interests

What hobbies does she/he have? - first try to find out the „background“ (ex. glad to be in nature, etc.)

6. Diverse, accurate and in-depth questions

➤ Decision questions

- ☺ Is it A or B funnier for you?
- ☺ Could you imagine yourself working daily at the reception of a hotel or taking care of older people?
 - Both have to do with working with people, but with different professional activities and range of people.

- ☺ If you come to a possible vocational area and you as a consultant have a concrete idea, then it is a good possibility to see a tendency with asking decision questions
- ☺ Also the decision can be evaluated.

➤ Bar

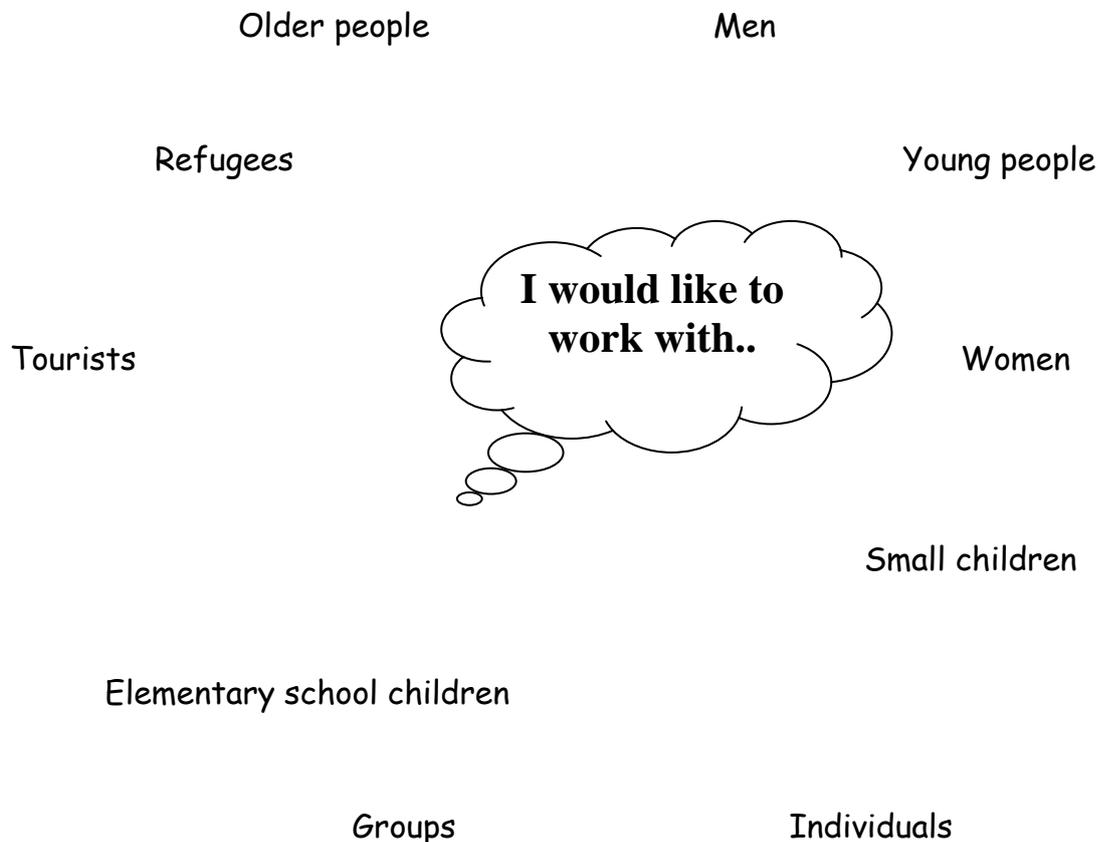
- ☺ Sign a bar
- ☺ e.g. If this is 100 %, how many percents should be dedicated to your professional life to the field of "human contact"?

or:

- ☺ A is on the left of the bar, representing "working with technology" and B is on the right side of the bar, representing "working with people", where do you stand?)

➤ Decision clouds

☺ e.g.



- ☺ The question is written in the cloud.
- ☺ All the words would be roundly written from the counselor, that were mentioned on the consulting with the customer.
- ☺ The customer should first isolate, what was applied to him/ her, for ex. in these target groups, with which he/she can imagine working.
- ☺ Then let the customer give priorities, i.e. in this case" with this target groups I would like to work most (1), with this afterwards, ..."

- ☺ After the overall priorities, scrutinize, why some of them are before the others, where doesn't really matter the ranking and the reason behind it, or maybe what common things/ similarities are interesting

- Time leap in the past or in the future
 - ☺ E.g. If you are 60 years old and you are sitting with your grandchildren next to a fireplace, what would you like to tell them, what are you proud of in your life?
 - This questions are pointing to the values that are important to the person (e.g. the customer tells about the house, the children, that were raised great, that achieved something, shows a different understanding of values, as for example, when someone narrates, that he/she held an influential position and there could make a decision for a lot of people)

- Circular questions
 - ☺ If I would ask your best friend, what are you good in, what would she/he tell me?
 - The advantage of this questions is that the customer can take less of the situation then when asked to "really" judge/ evaluate himself/herself
 - In addition is really happening often the case that girlfriends and friends have already given this feedback once and thereby the answer refers indirectly to a third person in the counseling.

- Imagination questions

☺ Imagine that you could clip your fingers and your current working position would change, what would it look like? What would you like to change?

or:

☺ Imagine a woman comes to you (this type of questions can be asked only if the consultant has a feeling that the customer can deal with this type of creativeness) and enchants you with her miracle job that does not yet exists in this world and will be specially fascinating for you, What is it? What could be included?

- This allows the breaking of the given standards, which means one can refer as a customer other aspects to which one has not thought until now.
- Also rise possible combinations that maybe would have never become a subject in the incorporated aspects of the conversation

➤ Description

☺ Describe the optimal education/ training/ profession, which subjects / scope / activities you respectively obtain?

7. End Of Conversation

➤ When it comes possibly to a further education or you as a consultant think that training would be necessary:

☺ Maximum duration of the training that's possible

- ☺ Possible location of the training - in terms of distance the place of residence or possible change of residence
- ☺ Possible costs of education
- ☺ Is a title important?
- ☺ Can a training/an education be a „Full-time“ or a „part-time“?
- Demanding important aspects
 - ☺ From your point of view, is there also something important that I haven't asked, but plays an important role in your career decision or further development?
- Initiate the end of conversation
 - ☺ Otherwise I think that our journey through your life/ survey on your life was good elaborated ...
- Explain the rest of the consulting process/ flow
- Discuss and locate another possible steps
- Finally I would like to ask you where did you find out about us? - If it's not already known

8. General Comments

- ☺ Always with your thoughts in terms of possible potentials and possible interests -> this could be for the decision questions later significant!
- ☺ Be chronological - start in every area with the oldest and go till the youngest
- ☺ Listening to small filler words (e.g. I still like the contact with people).

- ☺ Not mentioned possible education or work in the conversation - this would be unprofessional, as you still don't have enough information, in addition for customers the thinking is: „Everything that comes from a professional (ALSO YOU) I take as 200% right" (even when you only have an idea).
- ☺ Write as much as possible - every information is important for the last choice of further optimal path, further consulting process or any further decision

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.