

PLTG Meeting Notes – May 11, 2012
Offices of Paul Hastings LLP
75 East 55th Street, New York, NY

Call to Order

President John Kennedy welcomed the group and thanked host Jeanne Marie Boswell and Paul Hastings for the use of their space.

Treasurer's Report:

Treasury for this month: Combined checking and savings: \$12587.67.

Today's Meeting

PLTG Web Site Member Discussion Forum

Marion Deland reviewed the current topics on the Member Discussion Forum. The following recommendations were made:

- Encourage members to add a photograph to their profile;
- Include a “Search” feature; and
- Look into archiving old content.

Training as Consulting: How to Have Influence without Direct Control

Jeff Casper, Training Coordinator at Kirkland & Ellis, presented on how principles from *Flawless Consulting: A Guide to Getting Your Expertise Used* by Peter Block can be applied to IT training.

The goal of consulting is to engage in actions that result in people or organizations behaving/managing themselves differently – i.e., change; i.e., learning.

Collaboration is the ideal model:

- Consultant and client work to be interdependent
- Decision making is bilateral
- Data collection and analysis are a joint effort
- Control issues become matters for discussion/negotiation
- Collaboration is considered essential
- Communication is two way
- Responsibilities are determined by discussion and agreement

Every consulting act is designed to build commitment from the client to use what is being developed. You must identify the benefits to the users of involving the training team in the decision. Kirkland & Ellis accomplishes this by a variety of methods:

- Practice Assistant Technology Advisory Group (“PATAG”) meets quarterly to identify training and technology issues;
- Attorney 1:1 coaching; and
- Embedding – Sitting in with working groups to perform business analysis.

Consulting Processes – To be successful, you need to be conscious of these stages and know that you are completing them:

- Contracting
- Discovery
- Feedback
- Decision to act
- Implementation

Consulting Skills:

- Negotiating
- Coping with mixed motivations
- Surfacing layers of analysis
- Dealing with a political climate
- Seeing interview as an intervention
- Working with resistance
- Running meetings
- Not taking it personally
- Presenting personal and organizational data

Wrap-Up

John thanked Paul Hastings for hosting the meeting and announced that the next meeting will be held on June 8, 2012, at Kramer Levin, on a topic to be determined. Jeanne Marie Boswell announced that the next PLTGIF is scheduled for Friday, May 18, at The Bar Downstairs in the Andaz 5th Avenue hotel. Details will be posted on the PLTG web site. The meeting adjourned at 11:17.