



We Help Services Organizations
Get Better At What They Do

The Challenge

Consulting and professional services is all about people - people your clients expect to be highly trained and capable in whatever areas of expertise necessary to solve their problems. You spend lots of time, money, and effort training your consultants on products and technology. But do they really know how to: effectively engage with a client; manage scope creep; effectively handle complaints and issues; and up-sell new opportunities - the soft skills every consultant needs?

The Solution

RTM Consulting provides experienced knowledge transfer and interactive training that will enhance the soft skills of your consulting and professional services personnel to complement their product, business, and technical knowledge. To make the knowledge transfer more relevant to your business, we tailor the curriculum to your business needs, processes and business practices.

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Soft Skills Training Case Study

Mentor Graphics rapidly improves overall effectiveness with RTM Consulting's interactive Soft Skills Curriculum.

Who We Are

RTM Consulting provides strategic and operational advisory services to technology companies and other industries to assist them in increasing revenues and growing margins by leveraging consulting, professional and support services more effectively.

Client Situation

Mentor Graphics was experiencing significant organizational growth, marked by increasing project and team sizes, and an expanding global workforce. The company was heavily focused on maintaining quality controls throughout this growth period, and sought to invest in the development of their consultants by providing them with a high impact training program to increase their overall effectiveness.

The Solution

Mentor Graphics selected RTM Consulting's soft skills curriculum to address these issues. The on-site, interactive workshop was tailored and delivered by RTM Consulting's seasoned PS professionals, leveraging case studies to reinforce the learning experience, and designed to help Mentor Graphics:

- ▶ Improve the ability of their consultants to build trust and credibility with clients
- ▶ Improve the execution of their engagement processes
- ▶ Improve their overall Professional Services results

The Result

Mentor Graphics began seeing results almost immediately after the administration of the course, generating real returns, even in a tough economic climate. Paul Hofstadler, VP of Worldwide Consulting for Mentor Graphics, reports that "feedback from sessions held across 4 continents has been universally positive and enthusiastic," and that consultants have been able to:

- ▶ More successfully deal with difficult situations as they arise
- ▶ Produce more targeted and successful value-add proposals
- ▶ Improve overall up-selling efforts, driving even greater revenue growth