Discovery Meeting
Core Skills & Competencies

Produced by
Strategic Consulting & Training Pty Limited
trading as

Certainty Advice Group

MANLY NSW 2095, AUSTRALIA +612 89669135

admin@certaintyadvicegroup.com

Certainty Advice, Certainty-Based Advice, Advice Map, Outcomes Map, Certainty Map, Advice Grid, Cultivating Advice, Wobble Theory,
Powered by Certainty, Fourth Generation, Advice Path and our C logo are all trademarks, registered trademarks or registered certification marks of Strategic Consulting & Training Pty Limited

DISCOVERY COMPETENCIES & SKILLS
STANDARDS
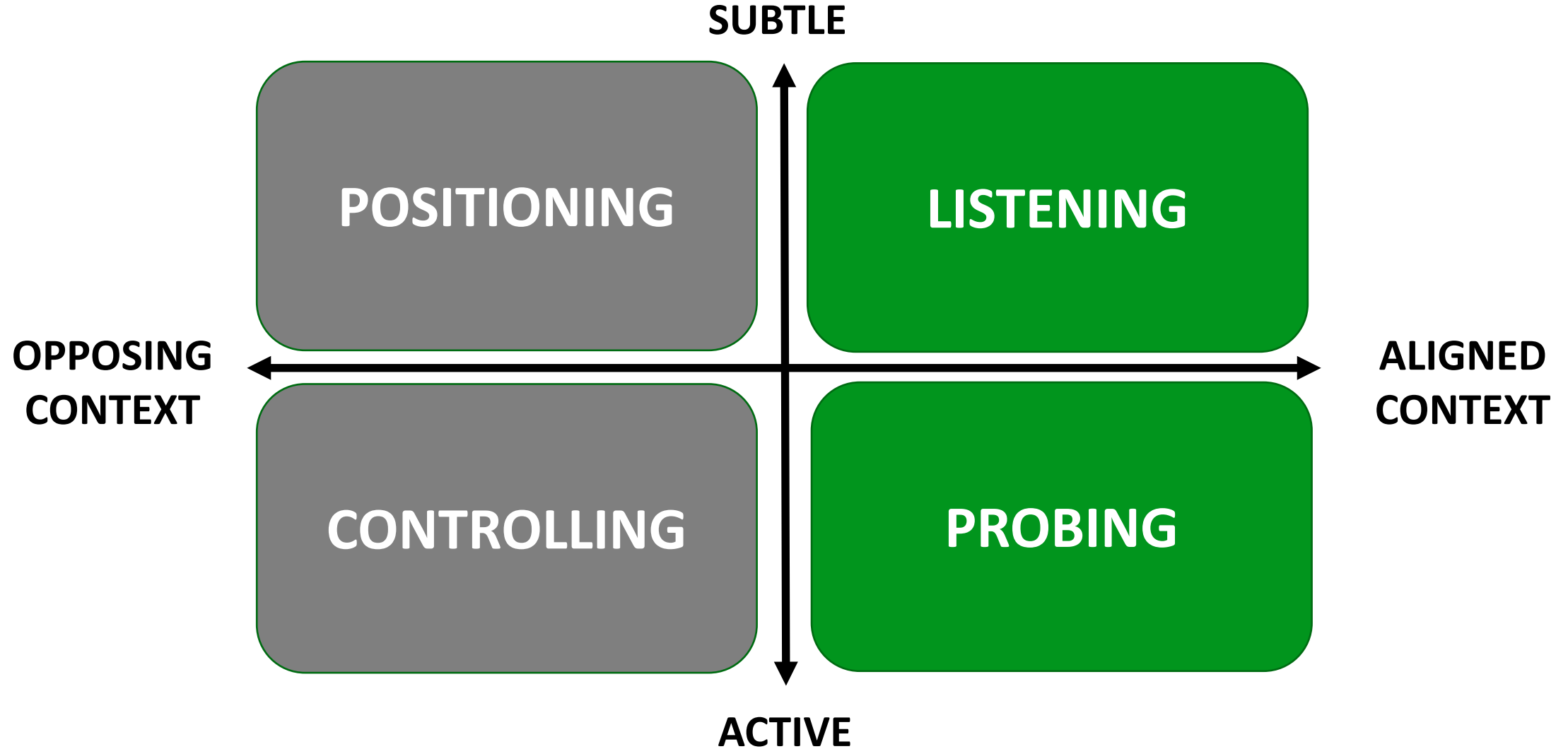
DISCOVERY SKILLS

Positioning

Listening

Probing

Controlling

DISCOVERY COMPETENCY

✓ Level 1 ✓ Level 2 ✓ Level 3 ✓ Level 4 ✓ Level 5 ✓ Level 6

DISCOVERY COMPETENCIES & SKILLS
SKILLS GRID

SUBTLE

POSITIONING	LISTENING

OPPOSING CONTEXT ← → **ALIGNED CONTEXT**

CONTROLLING	PROBING

ACTIVE

3

® Value Conversations Skills Grid is a trademark of Strategic Consulting & Training – All rights reserved

LISTENING & PRESENCE SKILLS

SKILLS MASTERY

- ✓ **Consistent empathetic/reflective listening**
- ✓ **Subtly interrupts to clarify client's meaning if misheard or misunderstood**
- ✓ **Acknowledges and manages obstacles to meeting flow**
- ✓ **Methodically captures and notes on Certainty Map what is heard**
- ✓ **Acknowledges and reflects client's key phrases (e.g. SIGNATURE TOPICS, PRESSING ISSUES, SIGNIFICANCES & COMPLEXITIES)**
- ✓ **Uses silence effectively**
- ✓ **Hears and acknowledges when conversations need re-positioning**
- ? **Advisers are not relaxed**
- ? **Finishes client's sentences – talking too much**
- ? **Excess focus on rapport building**
- ? **Evidence of judgement by advisory team**
- ? **Overuse of technology**
- ? **Lacks empathy**
- ? **Fails to acknowledge and note objections**
- ? **Fails to acknowledge and note PRESSING ISSUES**

4

DISCOVERY COMPETENCIES & SKILLS
POSITIONING SKILLS

SKILLS MASTERY

- ✓ **Empathises and re-positions meeting approach, advisory roles and logistics when client's expectations or assumptions need clarification**
- ✓ **Positions preferred advisory roles**
- ✓ **Positions meeting recordings and timings**
- ✓ **Positions meeting individual x individual approach**
- ✓ **2nd Chair (when present) positions their involvement early and effectively**
- ? **Fails to confirm & re-position approach & client's comfort during Certainty Map conversations**
- ? **Fails to acknowledge, note and position TECHNICAL topics for post Certainty Map conversations**
- ? **2nd Chair (when present) fails to position their role early and effectively**
- ? **Fails to acknowledge, note and ensure FUNDAMENTALS will be addressed**
- ? **Fails to re-position individual x individual approach when required**
- ? **Fails to position meeting recording, timings & individual x individual approach**
- ? **Fails to position PRESSING ISSUES**

5

DISCOVERY MEETING CORE SKILLS & COMPETENCIES V2.1

DISCOVERY COMPETENCIES & SKILLS
PROBING SKILLS

SKILLS MASTERY

- ✓ **Probing is across multiple CERTAINTY TOPICS and not focused on just a specific CERTAINTY TOPIC**
- ✓ **Probes are 'safe' and well-positioned encouraging clients to explore aspirations or transitions that require money or advice or planning**
- ✓ **Probing uncovers at least four CERTAINTY TOPICS and approximate eight SIGNATURE responses for each client**
- ✓ **Uses the range of complexity probes**
- ✓ **Re-positions probing questions when clients 'get stuck' with questioning**
- ✓ **Seeks clarification when hearing similar complexity or significance ratings**
- ? **Fails to confirm client's comfort with approach and probing**
- ? **Advisers personalises probing questions with their own experiences**
- ? **Fails to prompt SIGNATURE TOPICS when/if clients "can't think"**
- ? **Probes into FUNDAMENTAL ISSUES**
- ? **Probing identifies minimal SIGNATURES**
- ? **Fails to probe for complexity & significance ratings**
- ? **Asks closed questions**
- ? **Suggests SIGNATURE responses**

6

CONTROL SKILLS

SKILLS MASTERY

- ✓ **Consistently and confidently restores the conversation's mutual purpose whenever it may be forgotten or misunderstood**
- ✓ **Respectfully ceases approach if conversation's mutual purpose can not be restored**
- ✓ **Professionally and proactively manages client misunderstandings**
- ✓ **Clients are made to feel 'safe' to talk about all matters relevant to advice**
- ✓ **Meeting control between 1st & 2nd Advisory team members is seamless**
- ✓ **Advisory team gain control and start meeting agenda within reasonable time**
- ? **Fails to re-gain conversation's mutual purpose when purpose of conversation becomes confused**
- ? **Meetings go over time**
- ? **PRESSING ISSUES are not managed effectively**
- ? **Certainty Map conversations are dominated by TECHNICAL discussions**
- ? **Advisory teams talk too much**
- ? **Fails to control individual x individual approach**
- ? **Fails to control meeting flow**
- ? **2nd Chair fails to effectively participate (when involved)**

7

DISCOVERY COMPETENCIES & SKILLS
NEW STANDARDS

DISCOVERY SKILLS

Positioning   Listening

Probing   Controlling

DISCOVERY COMPETENCY LEVELS

✓ Level 1   ✓ Level 2   ✓ Level 3   ✓ Level 4   ✓ Level 5   ✓ Level 6

COMPETENCY LEVELS

DISCOVERY COMPETENCY LEVELS

✓ Level 1 ✓ Level 2 ✓ Level 3 ✓ Level 4 ✓ Level 5 ✓ Level 6

COMPETENCY LEVELS

| ✓ Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 |

LEVEL 1

- ✓ **Made an attempt & shared a recording of Discovery conversation for review**
- ? **Little evidence of Discovery methodology and frameworks**

COMPETENCY LEVELS

| ✓ Level 1 | ✓ Level 2 | Level 3 | Level 4 | Level 5 | Level 6 |

LEVEL 2

✓ **Attempted Discovery Conversations 1, 2, 3 & 4**

✓ **Identified FUNDAMENTAL responses**

✓ **Identified some SIGNATURES**

✓ **Handled PRESSING ISSUES**

? **Confused with FUNDAMENTAL or CERTAINTY TOPICS questions**

? **Confused with COMPLEXITY, SIGNIFICANCE or RATING questions**

? **Ceases DISCOVERY Conversations too early**

11

COMPETENCY LEVELS

| ✓ Level 1 | ✓ Level 2 | ✓ Level 3 | Level 4 | Level 5 | Level 6 |

LEVEL 3

- ✓ Attempted Discovery Conversations 1, 2, 3, 4, 5, 6
- ✓ Managed FUNDAMENTAL responses
- ✓ Identified CERTAINTY TOPICS and SIGNATURES
- ✓ Managed PRESSING ISSUES
- ✓ Identified some COMPLEXITIES, SIGNIFICANCES & RATINGS
- ? Confused with TECHNICAL FUNDAMENTAL or CERTAINTY TOPICS questions
- ? Minimal number of CERTAINTY TOPICS & SIGNATURES

12

COMPETENCY LEVELS

LEVEL 4

- ✓ Managed the flow of Discovery Conversations 1, 2, 3, 4, 5, 6, 7
- ✓ Managed FUNDAMENTAL responses & PRESSING ISSUES
- ✓ Managed CERTAINTY TOPICS conversations (approx. three) and identified SIGNATURES (approx. six)
- ✓ Managed the COMPLEXITIES, SIGNIFICANCES & RATINGS conversations for each CERTAINTY TOPIC
- ✓ Managed CLOSING conversation (#7)

COMPETENCY LEVELS

| ✓ Level 1 | ✓ Level 2 | ✓ Level 3 | ✓ Level 4 | ✓ Level 5 | Level 6 |

LEVEL 5

- ✓ Managed FUNDAMENTAL responses & PRESSING ISSUES
- ✓ Managed CERTAINTY TOPICS conversations (approx. four) and identified SIGNATURES (approx. six-eight)
- ✓ Managed the COMPLEXITIES, SIGNIFICANCES & RATINGS conversations for each CERTAINTY TOPIC

14

COMPETENCY LEVELS

LEVEL 6

- ✓ Managed FUNDAMENTAL responses & PRESSING ISSUES
- ✓ Managed CERTAINTY TOPICS conversations (approx. five) and identified SIGNATURES (approx. eight+)
- ✓ Managed the COMPLEXITIES, SIGNIFICANCES & RATINGS conversations for each CERTAINTY TOPIC