	Goal	After appropriate training, the new consultant will be able to:	Prior to Hire	Orientation	ESC / NP 101	Tech Tools	CSW	Small Grp Facil	Adv Facil	ACT	Coaching	EM
1	Computer/Technology Skills	Use basic email, word processing, spreadsheet, web tools	x									
2	Basic coaching skills	Recognize the difference between coaching, advising and consulting,and apply each model as appropriate to a given client situation		x			x				x	
3	Listening	Apply active listening techniques appropriately and effectively		x			x				x	
4	Sensitivity	Appreciate the cultural diversity of ESC clients and adjust consulting methods to embrace cultural differences		x			x					
5	Pace	Understand the need for critical pace as defined in conjunction with the client and describe methods to achieve this		x			x					
6	Familiarity with ESC service offerings	List the major ESC services		x								
7	ESC history, mission and vision	Recite the ESC Mission statement and be familiar with the Vision		x								
8	ESC organization structure and business model	Identify the roles of staff and describe the way we do business		x								
9	ESC client profile overview	List the different categories and sectors that make up ESC's clients.		x								
10	ESC consultant experience and volunteer role	Describe in a general way what our volunteers do		x								
11	ESC professional conduct policies	Understand our ethical policies and sign the appropriate forms		x								
12	ESC training opportunities & expectations	Schedule the required training and commit to attending optional training sessions.		x								
13	ESC Public and Member lounge websites	Access the ESC website and tour the Member Lounge		x								
14	Consultant administrative responsibilities	Submit required reports		x								
15	ESC Physical resources (tour, library, historical files)	Locate the physical facilities at ESC		x								
16	Cultural understanding	Appreciate the cultural diversity of ESC clients and adjust consulting methods to embrace cultural differences		x								
17	Sense of Critical Pace/Urgency	Understand the need for critical pace as defined in conjunction with the client and describe methods to achieve this		x								
18	Familiarity with nonprofit industry sector	Understand how nonprofits are structured and how they work			x							
19	Fundamental differences between nfps and for profits	Understand the significant differences between nonprofit and for-profit organizations			x							
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