By Isabelle Côté and Guy Gosselin, CRHA

Giving sound advice means more than being an expert in one's field!

During the course of Les Après-midi du génie offered by the Ordre des ingénieurs du Québec, members have the opportunity to attend two conferences while sitting comfortably in a movie theatre. These activities last three hours each and comply with the requirements under the Regulation respecting mandatory continuing education for engineers (unofficial translation of the Règlement sur la formation continue obligatoire des ingénieurs). Attendance to these activities is automatically accounted for in the participant's file.

In 2014, two new conferences will be offered. One of them is entitled "Giving sound advice!" and will be presented by Guy Gosselin, crha and Lead Practice Manager and Advisor at IC Formation. After studying civil engineering, Mr. Gosselin held

Guy Gosselin, CRHA

managing positions for some time before turning his career toward an advisory role.

Whether you are an expert consultant, a manager or an employee, you are an expert in your field and you are called upon to take on other roles in the course of your practice. As a professional, in addition to mastering your area of expertise, you must provide advice. That is why it is in your best interest to know how to adequately advise those around you.

In order to be a successful advisor, you must clearly establish your position from a professional standpoint, meaning you should assert yourself as a legitimate and credible professional in your clients' eyes, whether they are external clients or clients within your place of work.

Being an external or internal advisor requires that you master other roles, each of which must be understood and accepted by your clients or colleagues:

- an advisory role, that is to say the role through which we can help our client given our expertise, and which is based on our ability to influence;
- a functional role, that is to say the role through which we safeguard our organization's processes and practices, and which is based on our ability to control;
- an execution role, that is to say a role associated with carrying out a number of duties, often administrative tasks.

Legitimacy is based on these multiple roles. The advisory role requires that the professional master three main types of expertise:

- expertise with respect to CONTENT, namely knowledge relating to one or more areas of expertise, their models, reference frameworks and best practices;
- expertise with respect to PROCESSES, namely knowledge relating to methodology and the tools used in various types of interventions and mandates helpful to clients;
- expertise with respect to RELATIONSHIPS, namely the ability to create and maintain quality relationships with clients in order to collaborate with them.

Credibility is based on these three types of expertise.

There is no doubt that ensuring that your immediate supervisor and your clients clearly understand and accept your roles and mastering the types of expertise required to carry out these roles are two winning conditions to being a good advisor.

Other topics are also addressed in this conference, such as the methods or means of intervention to go from expert to coach or guide, the issue of needs that go beyond the request and the pitfalls to avoid.

To learn more and to get more information on the second conference offered during the course of Les Après-midi du génie, visit www.apres-midi.oiq.qc.ca. The cost for members is $129 and registration is done online.

The professional development team wishes you an enjoyable training session!

IN SHORT…

In order to properly fulfil your role as an advisor, **you must clarify your position from a professional standpoint,** a position that turns on two main elements:
- ▷ **your legitimacy;**
- ▷ **your credibility.**

Your **legitimacy** is based on mastering several roles:
- the advisory role;
- the functional role;
- the execution role.

Your **credibility** is based on mastering three major types of expertise:
- content;
- processes;
- relationships.