

Content

The role

- what is consulting?
- what is a consultant?
- what do they do? how do they do it?
 - qualities of a good consultant from a client's perspective
 - differences between internal and external consulting
 - specialist roles; technical, business partner, change agent
- self-assessment and development plan

Establishing the client/consultant relationship

- understanding your client
 - rapport and credibility
- meeting your client where they are; not where you, or they, wish they were
 - stakeholder mapping
 - high gain questions
- challenging your client, creating options

Contracting

- why consulting assignments can fail and how to prevent that happening
 - share experiences; successes, barriers and room for improvement
 - managing expectations
 - models and approaches
 - facilitating change
 - making proposals, scoping assignments
 - ensuring ownership stays with the client
 - supplier, advisor, partner relationships.

Consulting Skills

Business Skills

Shared services, outsourcing and matrix working have all contributed to a work environment where more specialists are providing advice, support and guidance to others than ever before.

This can take the form of an internal consultant, change agent or business partner. Equally, help may be provided by an external consulting firm or independent consultant.

Whether internal or external, anybody in such a role needs to acquire specialist knowledge and learn the skills and behaviours of consulting.

This intensive two-day programme provides a fast and cost effective way to develop consulting skills.

Benefits

By the end of this programme will be able to:

- understand the essential components of consulting
- recognise the stages in the consulting process
- appreciate the potential risks and benefits of internal vs. external consultants
- build consensus as well as provide challenge; essential consulting skills
- present findings, give feedback, and prepare a compelling business case
- manage the expectations of all those with a stake in a project
- scope and implement a project plan that will deliver results.

Approach

The two days are built around a lively case study that gives participants plenty of opportunities to stretch themselves by trying out new skills and approaches. The facilitator is a very experienced consultant who will share insights into what does and does not work from a client's perspective.

Who should attend?

Anyone who is currently, or about to be involved in a consulting role, leading a change project, or is a member of a project team.

Programme information

Duration: Two days

Price: £725 (excluding VAT)

Dates and locations:

17th - 18th June 2008 • Surrey

9th - 10th December 2008 • Midlands

25th - 26th March 2009 • London

For further details please call John Baldwin on 01306 621600.

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