



Internal Consultancy Skills

delivered by:



Many service providers are finding their role is changing – from purely designing and/or delivering to becoming internal consultants. They are increasingly expected to work closely with senior managers to determine future trends in business performance, then to develop appropriate initiatives. This two day course will help all delegates to develop their consultancy skills, using the 7-step model.

Course Aims

To enable any service function to develop a culture of bespoke solution centred consultancy, which adds value to the organisation they serve.

Who should attend?

Anyone who needs works in a service role within an organisation and needs to develop an approach to their service delivery which is more customer focused and results focused. This course would especially benefit those in HR, training, IT, finance, business development.

Outcomes

- being introduced to the key aspects of successful consultancy
- being presented with and practice the seven key steps to consultancy
- develop a process for the effective marketing & promotion
- assess own consultancy style and the key skills required to be an effective internal consultant
- understand the key areas to be addressed when producing a proposal or feedback report are met
- develop a work focused action plan

Programme

- **Developing consultancy principles, techniques and values:** Consider a range of consultancy model and evaluate their uses & relevance to own situation
- **Steps to developing an effective consultancy:** How to establish a consultancy process and introduce the 7 step approach - Client, Convince, Contract, Collect, Create, Confirm and Change
- **Marketing:** consider your USP and how to market & promote that
- **Consultancy style & skills:** own style and its implications. Examine a range of skills to assess, diagnose a client's problem and develop the most appropriate product: including FFA, 5 Y's
- **Selling skills:** To consider the psychology of selling and how to use this effectively
- **Gaining advantage:** To examine how to add value to the client through effective feedback and proposals for future action

Duration

This is a two day course, as delegates will work on a proposal and pitch it on the second day.

Maximum number of delegates: 12

Cost: 3 units

To register please email our Training Co-ordinator on registrations@thelearningcollaboration.com