

Introduction to Consulting Skills

Five Day Workshop

Overview

The purpose of this course is to help consultants and people who routinely manage small change initiatives, enhance their knowledge and skills and achieve desired results

Course Objectives

By the end of this workshop participants will be able to:

- Demonstrate a thorough understanding of the consulting process
- Identify opportunities to apply the consulting process - Creating Opportunities, Clarifying and Confirming, Contracting, Carrying out the work, Completing and Evaluating
- Demonstrate techniques and skills involved in applying the consulting process including: building 'ally' client relationships, uncovering needs, managing expectations, creative problem solving, project planning, presenting and 'selling' recommendations
- Practise fundamental consulting competencies such as, inquiry, active listening, interviewing, teamwork, analytical (structural thinking) and presentation skills.

Workshop Content

The workshop combines the theory of consulting with practical exercises, to support the mastery of consulting skills:

- Personality Style Inventory "PSI"
- Stages in the consulting process
- Creating opportunities (positioning service, building relationships, uncovering needs)
- Clarifying and confirming
- Contracting
- Carrying out the work (including case study)
- Completing and evaluating
- Individual coaching sessions with facilitators
- Presentation techniques
- Client presentations
- Action planning



Workshop Size

Each Workshop can accommodate a maximum of 20 participants

Workshop Schedule

Day 1

Introduction

Program objectives, outline and learning process

Consulting skills as an acquired skill (conscious vs. competent)

Personal Style Inventory "PSI"

Based on Carl Jung's theory of psychological types, the PSI helps participants to identify and understand personal style. This in turn helps to develop a greater appreciation of differences and promotes sound relationships that are fundamental to effective consulting

Completion of PSI questionnaires

PSI exercises:

- The E – I dimension (Exercise)
- The S – N dimension (Exercise)
- The T – F dimension (Exercise)

PSI and applications to Consulting work

Tools: Johari Window, Learning Styles and other tools relevant to developing effective consulting skills

Q&A – End of day 1

Day 2

Overview of Stages in the Consulting Process

Creating Opportunities, Clarifying and Confirming, Contracting, Carrying out the work, Completing and Evaluating

Stage 1: Creating Opportunities

Positioning your service
Product vs. service driven selling
Where is your 'position' as a consultant?

Building Relationships

Who is the client?
What sorts of relationships are you developing with your clients?
Building credibility and trust
Rapport exercise

Stage 2: Clarifying and Confirming

Preparation for the clarifying and confirming meeting
Develop a meeting agenda
How to effectively conduct a client meeting?

Uncovering needs – Client meeting

Video taped role play practice focusing on building relationships. In particular, how to build credibility, trust and rapport. Questioning skills and active listening skills using OPEN model to uncovering needs and demonstrate active listening
Initial scoping of the assignment

Day 3

Stage 3: Contracting

Key ingredients for a contract / proposal
Selling the benefits
Table team exercise: Selling the Benefits
Table team exercise: Stakeholder Analysis

Stage 4: Carrying out the work

Assignment planning
Managing the task
Managing Client Satisfaction
Using your heart and Mind
Manage stakeholder relationships effectively including feedback / progress reporting, involvement
Data collection plan
Teamwork & Team development process – using Adair's Model

Stage 4: Carrying out the work (Case Study)

Prepare for the client interview. Followed by client interviews and meetings
Root cause analysis
Structural thinking
Presenting and selling recommendations
Creative problem solving

Day 4

Stage 5: Completing and Evaluating

Hand over project deliverable
Test outputs to clients' satisfaction
Capture the benefits

Presentation Techniques – Quick tips for Consultants

How to structure your topic - preparation
Delivering techniques – verbal vs. nonverbal skills.
How to "tell" and "sell" the points
Do's and Don'ts during the presentation

End of Day 4: Coaching sections with the facilitation team, by appointment

Day 5

D- Day : Client Presentations

Participants are required to present their proposed solutions to their client. Points will be awarded based on performance. Assessment forms will be provided

D- Day : Client Presentations (Continued)

The winner will be rewarded
VDO feedback
Lesson learnt from the case study and role play section

Next steps: Your practice development

Participants 'consult' each other around their consulting competency development
Development of individual action plans to enhance consulting skills development

Course wrap up

End of the program, evaluation and close

To reserve your place on our next workshop please contact:

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