

Consulting Skills

Two 4 hour workshops

For both external and internal consultants

Course summary – 1 & 2

Designed for consultants who want to enhance their skills by adopting a proven and widely accepted consulting methodology to complement their professionalism as 'subject matter experts.

- » Boost your influence
- » Consult so that you build client ownership and engagement
- » Have confidence in your conversations with clients
- » Develop techniques to handle 'difficult clients', deliver bad news
- » Add more value to the client – move from just subject matter expert to 'Trusted Advisor'
- » Find your work more fulfilling by moving above the contractor role
- » Add more value to the client than simply being a subject expert
- » Find your work more fulfilling by moving above the contractor role

Workshop Fees

Visit www.consultantraining.com.au and click on the Public Workshops link for current prices.

Early bird expires approximately 14 days prior to the event.

More information

Contact Ian Benjamin of Consultant Training Australia to discuss your situation.

t: 1800 266 266

m: 0419 593 167

info@consultantraining.com.au

www.consultantraining.com.au

'The successful consultant is the one whose advice is taken, whose system is adopted' – Adapted from Peter Block.

130327

Consulting Skills 1 - Workshop 1

Doing the work – systematically, logically,

1. Orientation and clarification

- The psychology of consulting and giving advice: clients and consultants
- How Consulting adds more value than Contracting and standard service provision
- Four modes of delivering consultancy services: contracting, expert, facilitating and collaborative
- The 'expert' pitfall, the 'service provider' pitfall

2. Consulting Skills – 'how to consult'

- Two consulting process: 1. Block model: 6 essential steps – inc preliminary research, initial scoping, diagnosis, contracting - decision, solutions & evaluation 2. ORDER model.
- Collaborative consulting essentials – managing the politics, people, risk, building ownership and support and utilising consulting process
- Consulting competencies

3a. Consulting tools - intro

- Facilitating a consulting session in client group
- Two practical tools.

Consulting Skills 2 – Workshop 2

Doing the work – process, client engagement, tricky situations

3b. Consulting Tools: an extensive suite

- Needs analysis / Gap analysis / Questioning techniques
- Stakeholder analysis
- Measuring performance: PIR – Post Implementation Reviews, others
- Project plans: a Project Management approach
- From strategic planning, SWOT, force-field analysis, visioning, facilitation skills, facilitating requirements, 'World Café', KISS Review

4. Consulting Skills – Service delivery issues

- Taking the brief – scoping
- Expectations: surfacing, influencing and managing expectations
- Stakeholder management
- Identifying and managing resistance, leading vs collaborating, delivering bad news, handling difficult people, tough conversations
- Moving above contracting: creating your preferred positioning.

'Every act of deception contains the seeds of its own destruction'
– Peter Block, *Flawless Consulting*, Jossey-Bass

Previous participants

- Over 200 Consulting businesses in all Australian cities and representatives from many more in Australia and New Zealand.
- Many multiple – two to five year engagements. Some 10 years.
- Including multi-national firms with consulting units, medium and small consulting firms, internal consulting units in government agencies.
- Independent consultants.