

As a consultant your credibility depends on how well you understand and make yourself understood. You spend time with people understanding their problems, reviewing alternatives, persuading them to take ownership, making proposals and asking people to commit to action. To be successful, your technical and business skills must be backed up with sound communication skills and the ability to interact with all levels of the organisation.

The switch from training to consulting unleashes vast amounts of potential for both the client and the consultant. However it requires a behavioural change, and the use of new skills to achieve the rewards. The techniques you will learn on this course will dramatically improve your effectiveness and ensure the success of your projects. The course focuses on:

- Defining the role of a consultant
- Identify and manage key stakeholders and players in business situations
- Clarify expectations and agree success criteria
- Identify and define problems
- Stages of client-consultant dependency
- Aligning your efforts with key business objectives
- Assist clients to diagnose and analyse their needs
- Promote your proposals persuasively to others
- Manage resistance and objections to ideas
- Adapting your personal style to suit a range of people
- Build team support, effort and enthusiasm
- Gain support and build internal alliances to support change

Who Will Benefit?

Anyone who works with clients in a consultant type role, including: IT professionals; HR professionals; systems analysts; project leaders and business analysts.

Course Outline

- What is consulting?
- Why is consulting important?
- The role of the consultant

The 5 Step Consulting Process:

1 Entry and Contracting

- Stakeholders
- Establishing a relationship - Building rapport
- Plan and run an effective initial meeting
- Contracting
- Managing expectations
- Building trust and credibility with others

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xceed expectations

2 Information Gathering and Diagnosis

- Gathering information – listening and questioning
- Factors that affect performance
- Diagnosing client problems

3 Presenting Feedback and the Decision to Act

- Building support
- Making a business case
- Exploring options
- Presenting ideas
- Dealing with resistance
- Closing

4 Delivering Value to your Client

- Gathering, analysing and understanding data
- Diagnosing the problem – identifying the key issues
- Designing creative solutions and making them happen
- Maintaining objectivity and independence
- Managing change

5 Evaluating Results, Termination or Extension

- Signing off
- Evaluating what happened

Influencing Skills

- Understanding your areas of personal power and peak practice
- Using communication effectively at all levels
- Improving your listening skills
- Questioning and challenging skills
- Developing skills and styles of influence and persuasion
- Using push and pull techniques
- Gaining agreement and commitment from the client

Application

- Review personal learning logs
- Application of learning to personal consulting project
- Action planning

Evaluation and feedback

Duration

2 Days

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