

Consulting Skills

Duration: 2 Days

Participants: 4-12

Who should attend: Anyone operating in a consulting capacity. The programme is particularly suitable for those consulting in their professional field or as an internal consultant.

Aim: To develop the consulting skills of professional staff to promote and improve a client centred approach.

Objectives:

Having completed a programme participants will be able to:

- > Build an effective working relationship with their clients.
- > Carry out an initial diagnosis of client needs.
- > Contract with clients to provide a framework within which they will work.
- > Provide feedback to a client.
- > Review and evaluate solutions implemented.
- > Develop ongoing relationships with their clients.

Key Content

What is consultation?

Consulting v. managing; different consultancy styles and key features; transferring ownership; linking activities to organisational aims and goals.

The consulting process.

Consulting is really a series of stages or phases, and we use ECIFAR (entry, contracting, investigation, feedback, action, review) to explore the key activities and skills of each of these phases of the process

Key skills in consultancy.

Questioning, listening, matching energy, diagnosing and analysis, feedback.

Consulting issues.

Ethical considerations; the true client.

Outline format

Day One

Current perceptions

- > Individual roles
- > Clients view
- > Ideal situation

Introduction to consultancy.

- > Key skills and behaviours required by a consultant.
- > The consultancy process.
- > Self-analysis

Entry and Contracting phases

- > Key skills and behaviours
- > Practical session

Day Two

Investigation phase

- > Diagnosis techniques
- > Analysis techniques

The final stages process – key skills

- > Feedback
- > Action
- > Review
- > Practical session

Consulting Issues

- > Ethical issues
- > Who is the real client ?

Action planning

Further Information and Bookings

Please contact Denis Mahoney at Business Transformation (Training and Coaching) on 01903 784783 or 07766 333294 or be email at denis.mahoney@business-transform.co.uk.