

Consulting Skills

For those carrying out considerable consulting with internal or external clients, and wanting to improve their consulting skills | **2 days***

*Can also be run over 1 day

Participants will have developed the necessary knowledge, and practiced some key skills, needed to improve consulting skills/client relationships.

Objectives

On completion of the training, participants will be able to:

- identify the characteristics of successful engagements
- apply core consulting values and manage effective client relationships
- behave assertively and empathically with clients
- listen and communicate effectively
- get win-win outcomes from negotiations and conflict resolution
- assist clients, themselves and others through change
- help build a high-performing team to meet client needs.

Key Content

- What is Consultancy?
- Consulting: Critical Success Factors
- Internal versus external consulting
- Which hat do you wear?
- Successful & unsuccessful consulting engagements
- Core consulting values
- Relationship management
- High value customers
- Communicating effectively
- Principled negotiation
- Dealing with difficult people
- Resolving conflict

Comments by Participants (two months after specific course)

- I noticed a lot of people making more effort, and talking about the course, e.g. "Didn't you learn that in ...?"
- It's now easier to talk to people from other departments
- We're now more tolerant of others, and see them on a more personal level
- Since the workshop, few days have gone by without somebody mentioning something to do with the course – I've rarely seen this happen elsewhere
- There is increased empathy for others, and less grumpiness across areas
- There are now increased friendships across departments – people want to come to work and not have rigid rules imposed on them. Friendships help.