



Business Partnering & Consultancy  
Courses & Qualifications from the  
Results Driven Group

Residential Courses in the Lake District  
and Open Courses in Dubai

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## Overview

As more and more of us have to act as internal or external business partners and consultants, it is imperative that you have the correct tools, skills and knowledge to deliver the role effectively in your organisation.

The essence of effective business partnering / consulting is to help a client obtain information and advice which leads to a real and lasting solution to a problem (or a positive ROI).

Business Partners / Consultants think, analyse, brainstorm, cajole and challenge organisations to become even better by adopting new ideas.

Great Business Partners / Consultants are able to step into ambiguous, sometimes hostile situations and sense what changes need to be made.

Creative Business Partners / Consultants are driven by ideas and a strong desire to have a positive impact on the client.



This course provides a practical toolkit for both internal and external Business Partners / Consultants, helping you to operate effectively as Business Partners / Consultants in any environment in the public, private or third sector.

The term 'business partnering' means engaging with other people from across different areas of business, both internally and externally, to bring effort, knowledge, skill and capability together in order to achieve greater business outcomes.

Business partnering / consultancy can apply to any area of a business and could include...

**'HR, Learning and Development, Finance, Marketing, Organisational Development, I.T. / Digital, Procurement, Operations, Technical, Continuous Improvement and Sales Departments for example'**

To be truly effective they align themselves with the needs of the business or customer. They anticipate their requirements, build strong business relationships and have influence at a strategic level, all of which ultimately translates into more successful outcomes for customers and organisations alike.

It also encapsulates the more recent need for organisations to develop shared services, shared resources, shared capability and shared risk (**thus reducing costs and delivering a positive ROI**)

Creating a powerful first impression. Communication skills and understanding different communication styles. Being more proactive in developing key relationships. Stakeholder engagement. Presenting ideas in a confident and articulate way.

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We have been developing internal capability with organisations since 2008 where we delivered our first ILM L7 Certificate in Coaching INTERNAL programme, since then we have trained over 2000 internal coaches, so we understand intimately the POWER of developing INTERNAL or EXTERNAL capability.

The term business partnering / consultancy has been around for years but to apply the service across the business in the correct way can't fail to give you and the organisation anything but a positive return on investment, if you come on one of our programmes, we can help you achieve these Goals.

To formalise the programme, we offer two levels of professional accreditation (These are optional).

The first is the [CMI Level 5 Award in Professional Consulting](#) aimed at delegates who are or will be working at a middle management level.

The second is the [CMI Level 7 Award in Professional Consulting](#) which is aimed at delegates working at a senior or strategic level.

Both programmes are delivered as a 5-day experiential residential course at our facilities in the Lake District in Keswick, Cumbria.

Here is a link to some of the things that we get up to in the Lakes on our experiential learning programmes.

<https://www.resultsdrivengroup.co.uk/gallery.aspx>

## Programme objectives

Be able to undertake a comprehensive fact find with the customer when business partnering.

Learn how to develop an effective working relationship with the customer to agree solutions to their problems/opportunities.

Be able to plan the implementation of solutions when in the business partnering role.

Learn how to support a customer in implementing solutions through business partnering.



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Learn how to develop a customer's capacity and competence to implement and sustain solutions, thus giving the organisation a fundamental return on their investment.

Learn how to work with a customer to measure and evaluate performance.

Learn how to promote business partnering at a strategic level across the organisation through tactical influencing.

## Programme content

This programme will be exceptional in nature as we use the outdoors as a classroom to enhance your learning experience.



Learn how to follow the results driven business partnering process.

1. Preparing the customer
  2. Engaging with the customer
  3. Getting acceptance from the customer
  4. Delivering in partnership with the customer
  5. Undergoing the change process with the customer
  6. Delivering the correct outcome in partnership with the customer (ROI or ROE)
  7. Learning to walk away from the customer onto the next project... developing their internal capability.
- Learning how to engage with the business and communicate in their currency.
  - Develop positive relationships and communicate with confidence and credibility.
  - Develop stronger engagement with all internal / external stakeholders.
  - Learn how to influence with authority.
  - Handle robust conversations whilst being proactive and not passive.
  - Act like a consultant / advisor through becoming an effective change agent.
  - Establishing with the customer the nature of the problem/opportunity to be addressed.
  - Evaluating approaches for gathering information that may impact upon the problem or opportunity.
  - Confirming with the customer the nature of the problem/opportunity in light of the analysis of information.
  - Develop the interpersonal skills required to become a result driven business partner.

- Evaluate different approaches for generating solutions.
- Appraise processes for evaluating different solutions.
- To be able to appraise processes for developing a business case for a chosen solution with customers.
- How to evaluate implementation methods.
- To be able to evaluate approaches for developing an implementation plan.
- To be able to evaluate risk management strategies for the implementation.
- Evaluate approaches for developing a communication strategy for the implementation.
- Evaluate approaches for supporting the implementation of solutions with different types of customers.
- To be able to appraise methods for monitoring the progress of the implementation.
- Evaluate methods and tools for managing the resources required to implement and sustain solutions.
- Evaluate methods and tools to identify and develop the new knowledge, skills and competences required to implement and sustain solutions.
- How to evaluate methods and tools to support the customer and the customer's organisation to develop and adapt to culture changes required to sustain solutions.
- To be able to evaluate methods and tools for transferring to the customer expertise.
- Appraise approaches for identifying key measures of performance.
- Evaluate processes for establishing performance targets with the customer.
- Evaluate processes for monitoring performance with the customer.
- Evaluate processes for evaluating performance with the customer.
- Learn how to pass the ownership across to the customer.

## Who should attend?

Anyone who has to work either within their own organisation / or external organisations to act as an expert source of advice and information either as a business partner / consultant, either employed internally or self-employed.

## The delivery team

This programme is fronted by Chris Goodwin; MD of Results Driven Group who has been in the consultancy role for over 20 years working across all sectors; he is also one of our leadership development specialists and executive coaches and an expert in all matters relating to ROI.

## Group size

This programme is limited to 15 delegates

## Programme dates

5-day residential programmes in the UK, Keswick, Cumbria

### Programme one

1100 on the 11th May 2020 to – 1500 on the 15th May 2020

### Programme two

1100 on the 2nd November 2020 to – 1500 on the 6th November 2020

5-day block open programmes in Dubai (you will need to book your own accommodation in Dubai as we don't own the venues here)

### Programme one

0930 on the 29th March 2020 to – 1400 on the 2nd April 2020

### Programme two

0930 on the 25th October 2020 to – 1400 on the 29th October 2020

## The Cost in the UK

The programme cost, including programme delivery, experiential learning and all residential costs is £2,395 + VAT per delegate.

### Optional programme accreditation

For the CMI Level 5 Award in Professional Consulting the fee is £525 + VAT

For the CMI Level 7 Award in Professional Consulting the fee is £625 + VAT

This price includes programme registration, full tutor support, accreditation and certification.

### *Flexible payment terms*

*\*For delegates who are self-funding it is possible to set up an interest free 6 – 15 - month payment plan by direct debit\**

## In Dubai

The programme cost, including programme delivery and experiential learning, is \$3,995 + VAT per delegate.

### Optional programme accreditation

For the CMI Level 5 Award in Professional Consulting the fee is \$995 + VAT

For the CMI Level 7 Award in Professional Consulting the fee is \$1295 + VAT

This price includes programme registration, full tutor support, accreditation and certification.

### *\*Next steps\**

If you want to enrol on the course or have any queries then please call us on 0845 094 0587 or fill in a registration form online or email us at [info@resultsdrivengroup.co.uk](mailto:info@resultsdrivengroup.co.uk)

## Open residential courses in the Lake District with Results Driven Group

What makes the results driven experience different from any other residential course?

Firstly we will start with the location...

The northern Lake District around Keswick and Derwent Water is arguably one of the most beautiful areas in the UK, it does not matter which time of year you are there, the panorama is always changing and the views are always stunning...



Secondly we use nature as a metaphor for learning...

We believe that you think and work differently according to the environment you are exposed to and work in, we use all of the elements of nature to enhance the learning experience and take you out on each day of the programme to experience learning outdoors...?

“All of the activities we use are safe and are tailored to the capabilities of each group”

**Earth** – the landscape around us, the Mountains, Valleys and different vistas according to the seasons

**Air** – the different forces that the wind can create and the effect on the landscape that it has is awe inspiring!!

**Fire** – the strength of the sun and difference it can make to a view or an experience or how you feel allows you to reflect and look at things from different perspectives

**Water** – the lakes and the rain, the background vistas that you can embrace in the different seasons make this a stunning place to learn

### Client testimonial

*Fantastic way to learn and improve your skills. Environment unbelievable, enthusiastic trainer and the chance to meet an interesting group of people to exchange views and theories.*

Debbie Frisker

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Thirdly, the delegate experience is completely different...

Normally on a residential course you would just turn up at 0930 in the morning and then go home at 1600 back to your Hotel, as part of the programme we spend time learning together, undertaking activities together, eating together and most of all having FUN, one delegate recently described this as Homeliness, and that he has never come across this type of experience before on a training course...

## Client testimonial

*A fast moving inspirational course which utilises a range of teaching methods in beautiful surroundings...*

Lisa Aitken

And finally the networking aspect...

This is something you can never recreate on a closed course programme, when you mix up clients who come from the public, private and third sectors, who have had completely different life experiences, different perspectives of how things work and job roles – then anything can happen!!, it is usually pretty special and we have seen long lasting friendships developed over the time that they spend with us in the Lakes...

Your accommodation whilst in Keswick...

We have 3 beautiful Houses in Keswick where you will stay whilst on your residential course in the Lakes, you will have your own bedroom and you will be fully catered for as well over the period of your stay...

If you would like to see the properties, then please visit; [www.newlandshousekeswick.co.uk](http://www.newlandshousekeswick.co.uk) for further information

Hopefully this will give you an insight to why the results driven learning experience is different...

Regards

Chris Goodwin – MD – Results Driven Group