Consultancy Skills

Most consultants feel comfortable advising on specific technical elements of the job to their clients. However, managing the dynamics and personalities within an assignment is far more daunting. This is even more difficult when they have no formal authority over the people they are advising.

This course is designed to provide participants with the tools to develop and refine their consultancy skills so that they have the knowledge and confidence to deliver effective consultancy advice. This confidence comes from running a series of challenging assignments and reviewing performance against agreed criteria.
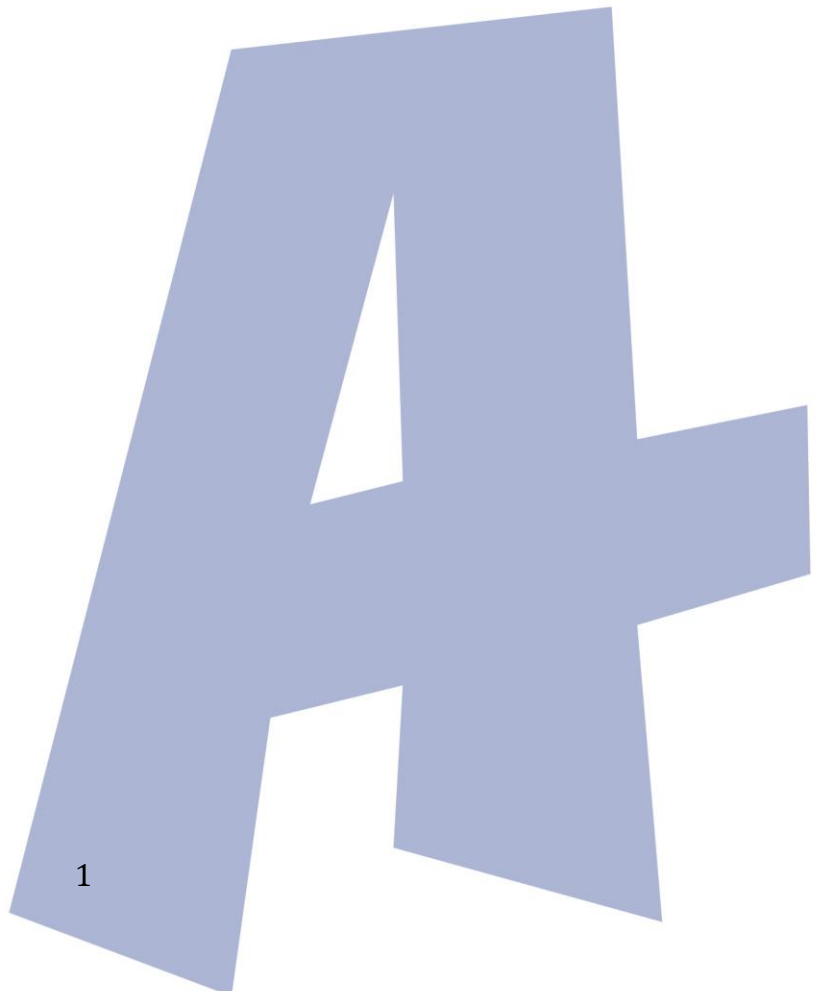
Who will the course benefit?

Those who undertake consulting assignments internally or externally and who wish to develop their personal consulting style or analyse their performance.

Course Objectives:

To enable delegates to practise and develop consultancy skills.

Course Duration: 2 day

This course will enable delegates to:

- Understand the consultancy process

- Build relationships with clients

- Use appropriate styles of intervention as required

- Get commitment from clients to undertake the consultancy arrangement

- Effectively communicate reasoned and convincing arguments

- Give honest feedback to clients

- Achieve genuine business improvements from consulting assignments
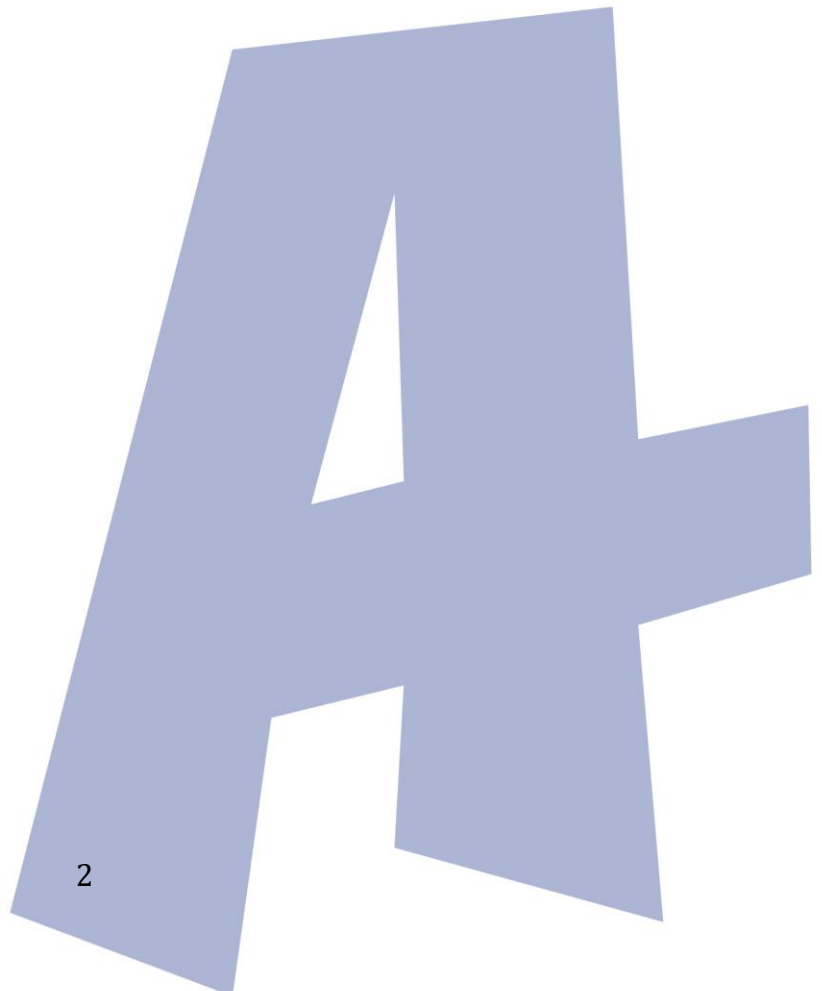
Course Content

Understanding When Consulting takes Place

- Who is involved?
- The role of consultant in the organisation
- What it is and isn't

The Consulting Process

- The consulting process
- The benefits and outputs of the process

Consultation Styles

- Understanding consultation styles
- The skills necessary to be effective
- The positive and negatives of each style
- When to use each style

Effective Interpersonal Skills

- Building rapport
- Making a positive or appropriate impact
- Effective listening skills
- Handling questions, objections and blocking tactics

Presenting Proposals Effectively

- How to structure them
- How to make an impact

Giving and Receiving Feedback Managing Conflict

- Finding workable solutions
- Which consultancy style to apply
- Group assessment and feedback

Consultant Tool Kit

- Lateral and linear-thinking problem solving techniques