## Consulting Skills

### Day one overview

#### Introduction



What is a consultant



Introduction to the consulting process



Preparation for Role Play

- Overview
- Objectives
- Introductions
- · Course style

- The role
- Responsibilities
- Behaviour
- Pitfalls

- · The consulting process
- The consultancy skill set
- · Roles of consultants
- · What does this mean for you?
- Introduction to the role play
- Preparation for meetings

#### Building Relationship s; First Role Play Meetings

- Influencing and meeting skills practice
- Feedback



Influencing Skills and Contracting

- Influencing theories and models
- The importance of contracting and the perils of failing to do so
- · The language of contracting



## Consulting Skills

### Day two overview

**Role Play 2** 



**Understanding** the problem



**Diagnostic Tools** 

- · Applying the principles and theories
- · Developing your own influencing style
- · Interviewing and questioning
- · Establishing the Terms of Reference
- underlying problems
- · Presenting problems and
- skills

- Root cause analysis

Force Field Analysis

- · Cause and Effect diagrams
- Brainstorming



Case study preparation

Information analysis



## Consulting Skills

### Day three overview

#### Stakeholder Management



# Working on an assignment



### **Case Study 1**

- · Stakeholder definition
- Stakeholder analysis
- Managing expectations
- · Scenario assessments

- Planning
- Identifying the approach
- · Controlling & monitoring
- Diagnostics

- Planning
- · Identifying the approach
- Gaining client commitment

# Selling your proposals to the client



Case study 2



Programme review & close

- Presentation skills for consultants
- Getting your client's agreement
- Improving your chances of winning

• Developing and delivering the client presentation

 Summary of key messages from course

Course review & conclusion

