



Internal Consulting Skills at Work

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Course Summary:

Excellence in consulting work requires a broad range of skills as well as in-depth professional expertise. This seminar is designed to increase participants' understanding of the role of an internal consultant. It identifies the processes for resolving conflict, making ethical decisions, and overcoming resistance to change as an internal consultant. The participant will learn consulting techniques and develop the skills and competencies necessary for an internal consultant to make the maximum contribution to organizational effectiveness.

Competencies developed:

- Participants will develop the following competencies:
- Improve interpersonal & communication skills
- Develop more confidence in dealings with clients
- Apply emotional intelligence to understand clients better
- Utilize knowledge of behavior styles to improve consulting approach
- Employ consulting tools and techniques in client assignments
- Help clients develop effective change management strategies

Who should attend?

The target audience for this series is anyone in a consulting role: internal and external consultants, senior managers, directors, and executives who wish to learn more about completing the consulting process successfully.

Course Objectives:

By the end of this course, delegates will learn about:

- How to be an effective internal consultant
- Learn how to establish collaborative relationships with clients
- Greater professional impact on clients
- Increase value to the business through successful consulting
- Enhance skills in resolving consulting conflicts
- Identify guidelines for implementing internal change

Course Outline:

Day 1: Understanding Internal Consulting

- The Consultancy process
- Consultant Roles
- Identifying the advantages of internal consultants.
- Identifying ways to develop leadership.
- Understanding client needs
- Selling your skills to an internal client

Day 2: Improving Internal Consulting Abilities

- Establishing credibility as an internal consultant
- Steps for receiving feedback
- Resolving a consulting conflict
- Making ethical decisions
- Characteristics of effective consultants
- Identifying and avoiding pitfalls

Day 3: Implementing Change as an Internal Consultant

- Guidelines for implementing internal change.
- Overcoming resistance to internal consultants.
- Managing the Client-Consultant Relationship
- Building a partnership with clients
- Dealing with internal politics
- Gaining confidence as a consultant

Day 4: Developing your Consulting Skills

- Action steps to boost your effectiveness
- Important ways to boost your emotional intelligence
- How to manage successful initial client meetings
- How to develop highly effective questions
- Techniques to boost your active listening
- Responding to your client's behaviour

Day 5: Consulting Tools & Techniques

- Consulting tools to diagnose the problem
- Involving your client in identifying solutions and planning action
- Successful information gathering meetings
- The confidentiality barrier and how to overcome it
- Presenting your findings for maximum impact
- Effective ways to handle difficult people in presentations