



CONSULTING SKILLS DEVELOPMENT PROGRAM™

(2-day intensive experiential learning course for new consultants and project managers)

SYNOPSIS

“They don’t care what you know until they know that you care.” Consulting is not only about transfer of knowledge but about first convincing the client of the fact that you care about their issues and have the competence and commitment to stay with them and guide them through to a successful conclusion. All the jokes about consultants that we have all heard are really an indication of the failure of this process.

SCOPE

The Consulting Skills Development Program is aimed at professionals in the consulting world who are subject matter experts but may have a development need to sell their skills and the capability of their companies. Anyone who is an expert in his/her subject and who would like to develop the skills to convert this knowledge to a saleable business idea will benefit from this course. Internal specialists will also benefit as their challenge to influence is in many ways more complex.

METHODOLOGY

This is a very intense course with a high level of content in a Client Centered Learning format. At the end of the course, participants choose a project, where they can apply learning's and report back at a debriefing session with the Consultant and any audience of their choice. For many participants, the course provides the ideal opportunity to gain highly credible visibility for some of their ideas and recommendations. Organizations benefit from the opportunity to suggest project choices to participants, which may also have value from a business perspective.

KEY DELIVERABLES

1. Understand client’s needs
2. Establish credibility with clients
3. Conduct client interviews
4. Determine what must happen to enable the client to act
5. Quantify the value of their services to the client
6. Package solutions: design, price.
7. Manage scope and risk in an engagement

SAMPLE MODULES

1. Building and maintaining relationships
2. Create awareness in the client about their best interest
3. Principled negotiation
4. Enable the client to see value
5. Dealing with objections and overcoming resistance
6. Building commitment through involvement
7. Dealing with client company politics: learn to influence
8. Deal with the reality of being accepted as a consultant
9. Business Presentation Skills: Present Your Way to the Top© workshop