

Consultancy skills

Who it is for

People new to consultancy, whose role is becoming that of a consultant, or who sometimes have to work as a consultant. The course is appropriate for both internal and external consultants.

Objectives

By the end of the course participants will:

- Understand the consultancy process and the role of a consultant.
- Have a realistic assessment of the consultancy skills they already possess and a clear idea of those they need to develop.
- Have improved their interpersonal skills as consultants, especially in relation to working with and influencing clients.

Content

- The consultancy process
- Consultancy roles and styles
- Clients and stakeholders
- Entry and contracting
- Information gathering, especially interviewing skills
- Analysis and diagnosis
- Intervening with clients
- Presentation skills

Approach

The course is highly practical and consists mainly of exercises followed by feedback, supported by the input of concepts and methods.

Exercises are designed to be as lifelike as possible and include a substantial simulation.

The course concludes with a learning review and action planning process.

Duration

We have successfully run versions lasting two, three, four and five days. The extent of skills development is proportional to the length of the course.

Tailoring

The course is tailored to individual client needs. This is reflected in coverage of the programme (we are happy to remove elements such as presentation skills or add things like facilitation or team working as needed), the subjects of the exercises and the duration of the course.

