

INTERNAL CONSULTING SKILLS

FREE
Palm Cards
extra sets for past participants
\$27.50 a set
(details inside)

**This highly practical
2-day seminar will boost your
consulting skills and dramatically
improve your ability to get things
done right, fast and first:**

- Build highly productive working relationships with internal and external clients
- Develop lasting solutions your clients will 'own'
- Apply the skills and techniques to influence those 'difficult' clients
- Use professional consulting tools and techniques that really work
- Avoid the 7 deadly consulting traps
- Use your EQ to 'read' your client and get what you want
- Overcome resistance and build real commitment to change
- Operate with greater self-confidence and professionalism
- Excel as a value-adding advisor and business partner
- Jump-start your consulting career!

RUN THIS COURSE IN-HOUSE

We would be pleased to run this course for your team of 8 to 24 people at your preferred location in the USA. Get a free quote:

info@consultingskills.com

www.consultingskills.com

This is a fast-paced and highly concentrated learning experience and draws on the extensive practical consultancy and change management experience of the facilitators.

The program includes consulting case studies and role plays, and practical tips, tools and techniques to help you get even better results as an internal or external consultant.

YOU WILL BENEFIT FROM THIS PROGRAM IF YOU ARE A:

- IT Professional
- Human Resource Practitioner
- Business Analyst
- OD Specialist
- Business Partner
- Learning & Development Specialist
- Finance Professional
- Governance & Risk Advisor
- Internal Auditor
- Quality & Service Assurance Advisor
- Project Leader
- Business Development Manager
- Change Agent
- Planning & Policy Officer
- Corporate Strategy Specialist
- Business Improvement Manager
- Client Liaison Officer
- Customer Account Manager

PERFORMANCE *Dynamics*[®]



THE CHALLENGE

Today, more than ever, changing markets, fluctuating demand and aggressive competition are forcing organisations to deliver more with less. As a result corporate and support functions are coming under increasing pressure to demonstrate a genuine 'value added' contribution to business performance. Similarly, external service providers are being held

more accountable for achieving goals and improving performance. These new demands are having a dramatic effect on how people in internal functions and external service providers must operate.



HOW TO SURVIVE

Many support functions (IT, Human Resources, Finance, Learning & Development, Quality etc) are being downsized, outsourced or opened up to competition from external service providers. Others are moving to a more integrated shared services model with greater responsibility for supporting performance organisation-wide.

To survive in this new environment, traditional support functions must adopt a more proactive role in building relationships, enabling change and taking a sharper focus on organisational goals and business needs.

Technical specialists (especially in IT, HR, Finance, Engineering etc) need to see issues from a broader business perspective and speak the business language of their internal clients.

Similarly, to take advantage of the growing market for internal services, external service providers must break down the perceptions of 'us and them' and must be seen to collaborate as business partners to deliver sustainable improvements. The internal consulting model provides an essential and dynamic way to adapt to these changes.

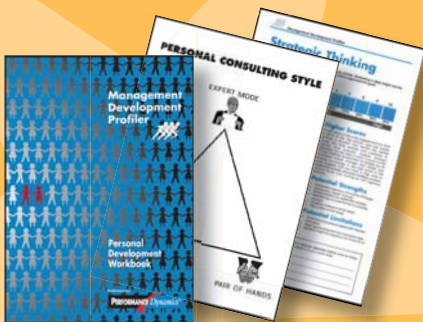


COURSE STYLE

Tested in over 450 organisations in 15 countries, the Internal Consulting Skills program uses our proven approach to help you develop, practice and then apply the skills required to operate in this new mode. In the practical consulting simulation sessions you will work with one of our expert consultants in a team of up to 8 participants. Guided by your facilitator, you and your team will plan and take part

in a lively and realistic simulation of an internal consulting initiative – from initial contact with your internal client through to a successful conclusion. You will receive feedback and advice on your current consulting style, and take away powerful consulting tools and proven techniques to help you deal with real-life hurdles internal consultants face.

You will learn how to build highly productive partnerships with your internal stakeholders, how to re-position your team as a value-adding business partner, how to introduce high-impact and lasting improvements and much more...



FREE

Computer analysed assessment of your personal consulting style plus a 40 page Personal Development Workbook with your personal profile and action plan.

GET A QUOTE NOW
info@consultingskills.com

PROGRAMME

1. The Consulting Process

- What is consultancy?
- Understanding client needs
- The 7 Steps to a successful assignment
- Nine important ways for you to 'add value'
- How and when to use 'Expert' and 'Process' modes

2. CONSULTING SIMULATION: Initial Client Meetings

- How to manage successful initial client meetings
- Establishing credibility and professionalism
- 22 ways for you to run better initial meetings
- The 80:20 rule and why you will fail without it
- How to develop highly effective questions
- Four powerful techniques to boost your active listening

3. Developing your Consulting Skills

- Benchmarking your consulting style against over 500 internal consultants
- Using the 'Consulting Style Profiler' to develop your business, client and self management skills
- Over 150 action steps to boost your effectiveness
- Measuring your 'emotional intelligence' against our benchmark group of consultants
- 10 important ways to boost your emotional intelligence

4. Consulting Tools & Techniques

- How to use the 7 most important professional consulting tools to diagnose the problem
- How to involve your client in identifying solutions
- Using the Organisational Health Check, Ishikawa, and 7S Model to engage and influence your client
- Using consulting models as powerful communication tools

5. CONSULTING SIMULATION: Information Gathering

- The secrets of successful information gathering meetings
- The confidentiality barrier and how to overcome it
- 20 ways for you to improve your information gathering
- How to deal with dominant people who are more senior
- The keys to building rapport and overcoming resistance
- How to run successful questionnaire surveys

6. CASE STUDY: Initiating Change

- How to gain client commitment to action
- Avoiding the 'not invented here' trap
- Engaging business teams in the change process
- How to overcome inertia and maintain momentum
- Assessing your projects on the 14 Critical Success Factors
- Applying a proven 5-Stage Change Model

Groups of 8 to 16 participants

What our past course participants say...

Daryl is an engaging presenter who held my interest throughout the entire course. Well done!

Debbie Campbell, IM Change & Capability Manager, Linde Corporation, New Jersey, USA

Course was great and at the same time entertaining. Samrin Shah Povia, American Express

An excellent course. Very professionally presented and managed. Leigh Maynes, Accenture

7. CONSULTING SIMULATION: Presenting Recommendations

- How to present 'bad news' without alienating your client
- How to read and respond to your client's behaviour
- 20 ways for you to run better consulting presentations
- How to present your findings for maximum impact
- How to handle the tough questions
- 6 effective ways to handle difficult people in presentations
- Gaining your client's commitment to the next steps

8. SKILLS PRACTICE: Client Management

- Essentials of successful client management
- Difficult situations and how to deal with them
- A simple-but-effective 7-step process to help you say 'no'
- How to put together highly effective client-consultant teams
- Applying proven techniques to handle 'difficult' clients

10. Personal Action Planning

- Using the Personal Development Workbook
- Developing your personal action plan

6 SPECIAL FEATURES

1. Sharpen your skills in our hands-on simulations of real-life consulting situations.
2. Pin-point your development needs and capitalize on your strengths with our unique Consulting Style Profiler.
3. Take away our comprehensive, practical check-lists and quick-reference consultancy tools for your guidance after the course.
4. Learn simple-but-effective techniques you can apply immediately.
5. Maximize your personal learning in our small, facilitator-guide skills development groups.
6. Discover the 'trade secrets' from our experienced case study facilitators who are all practising management consultants.

Save 50% off public course fees:

We would be pleased to run a **2-day internal consulting skills course** for your staff anywhere in the USA. Get a free quote:

www.consultingskills.com

Extremely valuable - has provided me with techniques I can actually use in future dealings at work. Lisa Babcock, Financial Analyst, LCBO, Toronto, Canada

Extremely valuable. This course has been one of the most beneficial learning experiences I have had to date. Thank you! Richard Burke, Senior Telecoms Co-ordinator, Vodafone UK

Very valuable in learning lots of new techniques and how to deal with difficult people and unexpected outcomes. Maxine Nottridge, Global Human Resources Business Process Manager, BOC Gases



Daryl Wightman is Managing Director of Performance Dynamics UK and our **Course Leader**. He has 30 years experience as a management consultant and has a unique background in both business systems and human behaviour. He joined Andersen Consulting (now Accenture) as an IT Consultant in 1978 and designed, developed and implemented large computerized business systems for clients in insurance and banking in London.

Then as an Organisational Psychologist in the SHL Group and Managing Consultant in PricewaterhouseCoopers in London and Sydney he assisted clients to introduce leading edge Human Resources practices and initiate and evaluate organisational and culture change to align human performance with business goals. He regularly facilitates business planning and change management initiatives and has assisted over 150 major organisations in the UK, Europe, USA, Canada, Middle East, Asia, Australia and New Zealand including Lloyd's underwriters, Jaguar Cars, Vodafone, Linde USA, Boeing, Amadeus France, Pliva Croatia, BHP Billiton, Bank Negara (Malaysia), i2 Technologies (India), Liquor Control Board of Ontario, Fonterra NZ, the Commonwealth Secretariat and the Turkish Government.

Daryl is a regular speaker on change management and is one of the authors of 'Australian Human Resources Management' (1999). He was awarded a scholarship to Cambridge, holds a double MA in Physics and Psychology from Cambridge University and is a registered Organisational Psychologist.



Kate McLaughlin is Training Director of Performance Dynamics and has over 20 years experience in training and business consultancy in financial institutions in London and Sydney. She is a specialist in banking operations and designed and implemented the quality standards and process for the first project in Europe to centralize back office processing in retail banking operations.

Kate designs and implements training and development solutions to support business improvement initiatives and her past clients include HSBC, Schroders, Hill Samuel and Midland Montagu. She holds a BA(Hons) from Southampton University, Post Graduate Certificate in Education (Cambridge) and is an Associate of the Chartered Institute of Financial Services (UK).

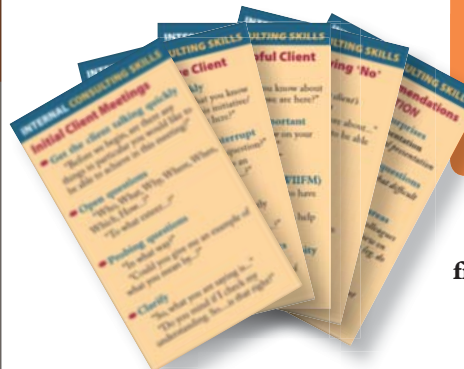


Natalie Verdon has over 20 years experience in management consultancy. She specializes in business planning and change management processes taking a holistic view of business systems, organisational culture and factors that influence bottom-line results. She is co-author of the 'International Customer Service Standard' (1999) and is a regular speaker and trainer on customer service and process improvement. Her clients have included Pfizer,

BOC Malaysia, Woolworths, Qantas and the Australian Federal Police. Natalie holds a Bachelor of Arts degree in Psychology and is a licensed assessor for the International Standards Accreditation Board.

Consultancy Tools

Five 2-sided Palm Cards to help you remember important consulting techniques



FREE You will get a free set of 5 Palm Cards.

Extra sets for past participants are

\$27.50 a set

... yours to keep!