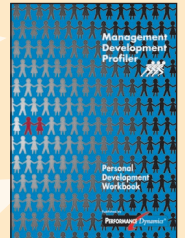
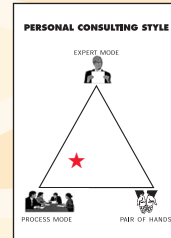


INTERNAL CONSULTING SKILLS



FREE

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

This highly practical 2 or 3 day course 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!

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

“Daryl is an engaging presenter and held my interest throughout the entire course. Well done!
Debbie Campbell, IM Change and Capability Manager, BOC Gases, Murray Hill, New Jersey

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

One of the best courses I have ever been on, ever. Karen Crossley, Australian Stock Exchange

The best course I have ever been on, and being a trainer myself that's a very big accolade. Gaye Burnett, Toyota Australia

Helped me with real current situations. I would definitely recommend this. Craig Paterson, Yorkshire Bank

Packed full of practical action-oriented hints, tips and excellent 'real life' examples of how to manage the consulting process. Very enjoyable. Mark Dickson, Optus Communications”

PERFORMANCE Dynamics®

www.consultingskills.com

Available at your location in the US as a 2-day on-site course. For a FREE quotation contact Daryl Wightman:

daryl.wightman@consultingskills.com

CONSULTING SKILLS

THE CHALLENGE

Today, more than ever, changing markets, demanding customers 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 (Human Resources, IT, Finance, Purchasing 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 (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, practise 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 7 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...



PROGRAM

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. CASE STUDY: Consultancy in Action

- The characteristics of 'winning' consultants
- Deadly traps for the consultant and how to avoid them
- Practical techniques to overcome client resistance
- How to deal with clients who distrust 'experts'
- Getting past 'us & them' to build a partnership

3. Developing your Consulting Skills

- Benchmarking your consulting style against over 500 Australian 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 SIMULATION: Initial 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
- How to write proposals with high impact

5. 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, SWOT, Ishikawa, and Force Field Analysis to influence your client
- Using consulting models as powerful communication tools

HOW YOU WILL BENEFIT: 6 SPECIAL FEATURES

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

**MAXIMUM 16 PARTICIPANTS
(8 PER SYNDICATE GROUP)**

OUTLINE

6. 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

7. 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

8. CONSULTING SIMULATION: Presenting Recommendations

- How to present 'bad news' without alienating your client
- How to read and respond to your client's behaviour
- The 'scapegoat trap' and how to avoid it
- 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

9. 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. "Marketing" Yourself as a Business Partner

- Moving from "cost" to "added value"
- Mapping your client's needs
- Identifying consulting opportunities
- Building powerful networks and sponsors
- 30 practical ways to re-position your team as a business partner
- Developing your "marketing" action plan

11. Personal Action Planning

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

YOU WILL BENEFIT FROM THIS PROGRAM IF YOU ARE A...

Human Resource Practitioner • IT Professional
OD Specialist • Training Practitioner • Learning
& Development Specialist • Finance & Tax
Specialist • Internal Auditor • Total Quality
Specialist • Project Leader • Business Development
Manager • Change Agent
BPR Specialist • Customer Service Manager

For a free quote email Daryl Wightman:
daryl.wightman@consultingskills.com

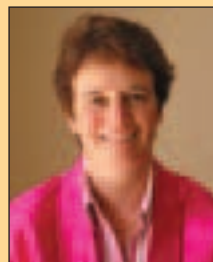
FACILITATORS



Daryl Wightman

is Managing Director of Performance Dynamics and our Course Leader. He has over 25 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 computerised business systems for clients in insurance and banking in London. Then as an

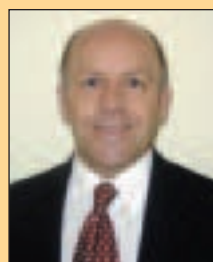
Organisational Psychologist and Managing Consultant in PricewaterhouseCoopers he assisted clients in London and Sydney to introduce leading edge Human Resources practices and initiate and evaluate organisational and culture change to align human performance with business goals. He regularly facilitates business planning and change management initiatives for clients. He has assisted over 100 major organisations in Australia, New Zealand, Asia, Europe, UK, USA and Canada including the Australian Stock Exchange, BHP Billiton, British Nuclear Fuels, Jaguar Cars, Lloyd's underwriters, Boeing, Westpac, Vodafone, Unilever, Qantas, the Commonwealth Secretariat and the Turkish Government. He 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 15 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 centralise back office processing in retail banking operations. She 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).



Philip Wise

has over 20 years experience as Managing Director of an international engineering consultancy. He has worked with clients in over 15 countries in Europe, Asia and North and South America and specialises in designing and implementing sophisticated automated production facilities to suit often unique business environments, workforces and cultures. He has an extensive knowledge and experience of consulting techniques to

build relationships, identify business needs, negotiate and influence others and achieve success in challenging environments with conflicting priorities. His clients include Ford, Hoover, Comalco, Frigidaire, Rheem, Simpson, Electrolux, ABB and Whirlpool.



Natalie Verdon

has over 15 years experience in management consultancy. She specialises in 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 include Pfizer, Westpac, Qantas and

Woolworths. She holds a Bachelor of Arts degree in Psychology and is a licensed assessor for the International Standards Accreditation Board.