

Internal Consulting With Ease Two Day Workshop

Customized Course Overview



Are you perceived as a true business partner or just another 'pair of hands'?

Are you often working with incomplete or constantly changing information?

How detailed are agreements with internal clients?

Do you struggle with saying 'no' to your clients?

How do you ensure clear communication?

What steps do you consistently follow throughout the consulting process?

How do you build buy-in and manage resistance?

How do you help your client broaden their understanding of the presenting problem?

Two Day Internal Consulting with Ease Workshop

Internal consultants are being asked to take on more and different types of assignments, often requiring a high degree of influence but little to no direct control. There is also a critical requirement to carefully facilitate early conversations to ensure the presenting problem and resources required are clearly understood. An additional challenge many internal consultants face includes being perceived (or perceiving themselves) as a "pair of hands" or service provider rather than a true business partner to the clients they serve. This workshop gives consultants the skills, tools, and process they need to support their transition to a trusted advisor.

Our Internal Consulting with Ease Workshop employs a hands-on, experiential learning format. It utilizes participants' actual client scenarios, role plays and group discussions throughout. The result is a fast-paced and practical session that helps participants build their consulting skills one step at a time. In two days, participants will understand how to increase their value to their clients and organization and have an array of excellent tools that they can immediately apply in their very next client meeting.

The Learning Opportunity

Participants leave this course with:

- Facilitative tools and techniques for assessing a client's needs and capabilities
- Strategies for building rapport and client commitment
- Techniques for helping a client identify goals and expected results
- Skills in interviewing and negotiating the role
- Practice in defining the consulting assignment
- Awareness of the obstacles to completing the consulting assignment on time and strategies for handling common problems
- Methods for evaluating the consulting assignment
- Insight into personal strengths and areas for improvement



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Sample Workshop Agenda

Day One

Introduction

- Workshop Introduction
- Workshop Objectives
- Content and Course Design, Housekeeping
- What it Means to Be an Internal Consultant

Warm-Up

- Partner Role Exploration Interviews
- Variable Roles of the Consultant Exercise

What It Takes!

- Fundamental Consulting Skills
- Engagement Questions
- Define Your Consulting Power

The Client

- Understand Your Clients DNA
- Develop the Client Relationship

The Six-Step Consulting Process

Overview of the Six-Step Consulting Process

1. CONNECT

- Practicing the Outcome Frame

2. AGREE TO THE WORK

- Understanding the Presenting Problem
- Entry Meeting: The Client Approved Agenda Exercise

Exit Survey and Homework

Day Two

Recap of Day One and Warm-Up

3. IDENTIFY DIRECTION

- Letter of Understanding
- Assess the Balance of Responsibilities
- Negotiate a Deal: Defining Interests and Preparing for Negotiation
- Clarifying Interests (Negotiation) Exercise
- Initial Contracting Negotiation Simulation
- The Iron Triangle

4. ANALYZE PERFORMANCE TO FIND CAUSE

5. DESIGN AND DEVELOP SOLUTIONS

- Impact vs. Effort Exercise

6. CONTRACT FULFILLMENT

- Leading Change Appropriately
- Fair Process Planner Exercise
- Getting the Client to Sign Off - MOU Exercise
- What does Done Look Like?
- Identify and Deal With Resistance Exercise

Overcoming the Challenges of Consulting

- Plan for Handing Your Consulting Challenge Exercise
- Handling Common Moments of Truth Simulation

Closure Activities (contingent on time available)

- Readiness Checklist
- Consulting as an Opportunity for Change - Your Personal Commitment For Change

Evaluation and Adjournment



Note: Agendas are tailored to consultant needs based on the findings of your organization's audit