

# Internal Consulting Skills One Day Workshop

## Building High-Impact, Powerful Relationships



*Are you perceived as a trusted advisor 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?*

*Do you lack a consistent methodology for consulting?*

*What steps do you consistently follow throughout the consulting process?*

*Do you have the tools to help your client uncover their 'real' needs?*

### One Day Internal Consulting Skills Workshop

Any business professional working in an advisory capacity is required to take on assignments where they have little to no direct control which may result in taking on work that is:

- Not geared to resolving the 'real' problem
- Not aligned with the overall business priorities
- Requires time and effort that the professional does not have
- Lacks client involvement/accountability for resources, etc.

This workshop gives consultants the skills, tools, and process they need to support their transition to trusted advisor. Our Internal Consulting Skills 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. After this workshop, 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 consulting engagement.

### The Learning Opportunity

Participants leave this course with:

- Facilitative tools and techniques for assessing your and the clients needs/capabilities
- Strategies for building rapport and client commitment
- Techniques for helping a client identify outcomes 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
- Clarity as to an effective consulting process
- Awareness of the relevant, internal obstacles to completing the consulting assignment on time, and strategies for handling these problems



# Internal Consulting With Ease One Day Workshop

## Workshop Agenda

### AM

#### Introduction

- Workshop Introduction
- Workshop Objectives

#### You

- What it Means to Be an Internal Consultant
- Variable Roles of the Consultant Exercise
- The Five Fundamental Consulting Skills
- Define Your Consulting Power

#### The Client

- Understand Your Clients DNA
- Develop Your Client Relationship



### PM

#### The Six-Step Consulting Process

##### 1. CONNECT

- Practice the Outcome Frame

##### 2. AGREE TO THE WORK

- Understanding the Presenting Problem
- Establish Credibility Early by Using the Client Approved Agenda

##### 3. IDENTIFY DIRECTION

- Clarify Your Role and Scope of Work
- Assess the Balance of Responsibilities
- Negotiate a Reasonable Assignment

##### 4. - 6. STEPS FOUR TO SIX

- Understand the Importance of Analyzing Underlying Cause vs. Effect
- Learn How to Help the Client Prioritize
- Bring an End to the Assignment With an Assignment Review

#### Overcoming the Challenges of Consulting

- Plan for Handling the Internal Consulting Challenges Relevant to Your Organization

#### Adjournment

### What Our Clients Are Saying:

*"Amazing facilitation and excellent tools to become a better HR Consultant."*

Judy Gouveia, The Cooperators

*"I would recommend this to other departments!"*

Lan Lai-Minh, The Cooperators

*"Two days flew by. Great session. I learned a lot, even after fifteen years!"*

Nick Langshaw, SaskPower