

## TARGET AUDIENCE

- Consultants
- Business Analysts
- Project/Line Managers
- Subject Matter Experts
- Client Account Managers
- And more...

## SKILLS DEVELOPED

- Understand the role of a consultant
- Demonstrate credibility as an 'expert'
- Manage meetings with confidence
- Define requirements and scope
- Manage conflicts and issues
- Build, present and defend arguments
- And more...

## STRUCTURE

### DAY 1: CONSULTING FUNDAMENTALS

- Consulting overview
- Preparation for a client assignment
- Representing a consultancy
- Managing conflicts and issues

### DAY 2: CLIENT ENGAGEMENT

- Client meetings and interactions
- Dealing with resistance
- Developing a proposal
- Delivering the service

### DAY 3: ANALYTICAL TECHNIQUES

- Defining project scope
- Building an argument
- Presenting a complex argument
- Defending an argument

FOR PROFESSIONAL SERVICES

# CONSULTING SKILLS

Consulting is a high-value service delivered to clients in a variety of industries. The successful delivery of a consulting service is dependent upon several ingredients: domain expertise, relevant solutions and experience, methodologies to solve a range of problems and finally a set of well-developed, client-facing consulting skills.

The aim of this workshop is to equip staff with the skills and attitudes required to distinguish themselves as professionals and deliver value in a client-oriented, solution-based and tactical way. The workshop approach combines a rich mix of discussions and business simulations to both challenge participants and to demonstrate industry best practice. It is delivered on-site by an experienced consulting practitioner for a maximum of 15 participants.

**REQUEST FULL DESCRIPTION**