

## TARGET AUDIENCE

- Consultants
- Software Engineers
- Project Managers
- Solution Architects
- Client Support Staff
- And more...



## SKILLS DEVELOPED

- Understand the role of a consultant
- Demonstrate credibility as an 'expert'
- Adopt a service-minded approach
- Define requirements and scope
- Manage conflicts and issues
- Manage obstacles during the delivery
- And more...



## STRUCTURE

### DAY 1: CONSULTING FUNDAMENTALS

- Consulting overview
- Preparation for a client assignment
- Representing an IT organization
- 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 INFORMATION TECHNOLOGY PROFESSIONALS

# CONSULTING SKILLS

Any expertise-based role brings with it the need to consult effectively, whether dealing with internal stakeholders or providing professional services to clients. In the information technology (IT) industry consulting skills are of particular importance as professionals design and deploy complex solutions to address

important business issues on a daily basis.

The objective of this workshop is to equip staff with the practical skills and attitudes required to consult effectively and deliver value in a stakeholder-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.

**REQUEST FULL DESCRIPTION**