



## CONSULTING SKILLS

# Course Template

**Outcomes:**

Participants will have developed the necessary knowledge, and practiced some key skills, needed to improve consulting skills/client relationships.

**Target Audience:**

Those staff who carry out considerable consulting with internal or external clients, and who want/need to improve their consulting skills.

**Duration:**

Two days

**Objectives:**

On completion of the training, participants will be able to:

- identify the characteristics of successful engagements
- apply core consulting values and manage effective client relationships
- behave assertively and empathically with clients
- listen and communicate effectively
- get win-win outcomes from negotiations and conflict resolution
- assist clients, themselves and others through change
- help build a high-performing team to meet client needs.

**Key Content:**

- What is Consultancy?
- Consulting: Critical Success Factors
- Internal versus external consulting
- Which hat do you wear?
- Successful & unsuccessful consulting engagements
- Core consulting values
- Relationship management
- High value customers
- Communicating Effectively
- Principled Negotiation
- Dealing with difficult people/Resolving conflict

**Comments by Participants (two months after specific course):**

- *I noticed a lot of people making more effort, and talking about the course, e.g. "Didn't you learn that in ...?"*
- *It's now easier to talk to people from other departments*
- *We're now more tolerant of others, and see them on a more personal level*
- *Since the workshop, few days have gone by without somebody mentioning something to do with the course – I've rarely seen this happen elsewhere*
- *There is increased empathy for others, and less grumpiness across areas*
- *There are increased friendships across departments – people want to come to work and not have rigid rules imposed on them. Friendships help here.*