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TRAINING

Consulting Skills

Duration: 2 days

Prerequisites

There are no prerequisites for this training course

This Consultation Skills training course is designed for anyone operating in a consulting capacity. The programme is particularly suitable for those consulting in their professional field or as an internal consultant.

Objectives

After this Consultation Skills training course, delegates will be able to:

- Build an effective working relationship with their clients.
- Carry out an initial diagnosis of client needs.
- Contract with clients to provide a framework within which they will work.
- Provide feedback to a client.
- Review and evaluate solutions implemented.
- Develop ongoing relationships with their clients.

Course Content

What is consultation?

- Consulting v. Managing; different consultancy styles and key features; transferring ownership; linking activities to organisational aims and goals.

The consulting process.

- Consulting is really a series of stages or phases, and we use ECIFAR (entry, contracting, investigation, feedback, action, review) to explore the key activities and skills of each of these phases of the process

Key skills in consultancy.

- Questioning, listening, matching energy, diagnosing and analysis, feedback.

Consulting issues.

- Ethical considerations; the true client

Current Perceptions:

- Individual Roles
- Clients View
- Ideal Situation

Introduction to Consultancy:

- Key skills and behaviours required by a consultant
- The consultancy process
- Self-analysis

continued...

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Facilitation Skills: 2 days

Presentation Skills: 2 days

Time Management: 1 day

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Entry and Contracting Phases:

- Key skills and behaviours
- Practical session

Investigation phase:

- Diagnosis techniques
- Analysis techniques

The final Stages Process - key skills:

- Feedback
- Action
- Review
- Practical Session

Consulting Issues:

- Ethical issues
- Who is the real client?

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