

Consulting Skills

Duration: 2 Days

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.

Course Objectives:-

To develop the consulting skills of professional staff to promote and improve a client centred approach.

Having completed this training course, participants 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.

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

Day 1:

Current Perceptions:

- Individual Roles
- Clients View
- Ideal Situation

Introduction to Consultancy:

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

Entry and Contracting Phases:

- Key skills and behaviours
- practical session

Day 2:

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?

Course Prerequisites:

There are no prerequisites for this training course.