

internal consultancy foundation course

techniquesforchange



...drive change successfully as a business partner

Consultancy for performance improvement

It is now recognised that most consultants actually work in-house in large organisations. Internal consultancy can save organisations millions of pounds in external consulting fees.

Apply professional consulting skills

Becoming a top internal consultant is as much about adopting a new behavioural attitude, as it is knowledge and technique. It is about being non-judgemental, listening to problems and offering possible solutions. New patterns of management such as matrix working, business partnering and moves to shared services, place these skills at a premium.

Become qualified

You can quickly gain the certificate in management consulting essentials and work towards the diploma in management consultancy.

“Very good pace throughout the course. A broad range of topics were covered by an excellent facilitator who was aware of the group’s needs and always kept us engaged in the task at hand. Very good use made of specific real life examples. Excellent depth and knowledge.”

Rachel Burleigh
Commercial Project Manager
Johnsons & Johnsons

content

- operating as a consultant
- project management principles
- research and data collection
- analysis techniques
- problem solving
- presenting proposals
- networking
- advanced influencing skills
- organisation analysis
- organisation development techniques
- strategic planning
- implementing change
- large change programmes
- running workshops
- marketing internal consultancy

features

- comprehensive manual/toolkit
- process model for professional consultancy
- 4 proven methodologies to increase productivity
- 15 practical problem solving techniques
- easy techniques for effective client handling
- the credibility building action plan
- 3 organisational analysis tools
- 10 organisational development techniques
- 11 strategy facilitation tools
- work towards a **certificate in management consulting essentials**
- progress and undertake the **diploma in management consultancy**

recent participants include

BskyB, John Lewis, Johnson & Johnson, Ministry of Defence, Marks & Spencer, Unilever, Aegon

who should participate

- managers involved in facilitating change
- internal consultants or change agents
- HR directors and managers
- IT managers
- training managers and consultants
- those wishing to gain a formal consultancy qualification



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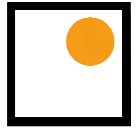
info@techniquesforchange.co.uk

call carolyn on: +44 (0)1293 568817

duration: five-days

venue: gatwick airport

course price: £2,195+VAT



day one

1. operating as a consultant

- consulting strategies
- types of consultant
- role of consultant
- consulting contracts

2. stages in the consultancy process

- exploratory interviews
- contract development
- set-up
- data collection and analysis
- presentation
- implementation

3. problem solving

- problem solving
- creative thinking
- practical thinking

day two

4. research and data collection analysis

- selecting the right methods
- designing questionnaires
- handling data
- analytical techniques

5. project management principles

- project initiation
- role clarification
- balancing constraints
- task forces

6. developing and justifying proposals

- practical planning
- costing proposals
- gaining commitment

7. presenting findings and recommendations

- presentation techniques
- report writing
- presenting concepts and data

day three

8. implementing change successfully

- gaining senior support
- gaining commitment at all levels
- supporting change
- reinforcing effective change

9. networking

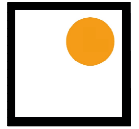
- networking
- organisation dynamics
- building alliances

10. influencing skills

- sources of personal power and influence
- assessing other people's needs
- techniques and behaviours for influencing

11. identifying needs – organisation analysis

- analytical models
- analytical tools
- prioritising organisation issues



day four

12. supporting strategic and tactical planning

- strategic models
- strategic analysis
- case studies
- tactical planning

13. managing large change programmes

- change models
- case study
- designing change programmes
- programme management
- evaluating success

14. designing effective workshops

- deciding the purpose
- types of workshop
- alternatives to 'the workshop'
- practical and successful workshop design ideas
- facilitation techniques
- workshop follow-up

day five

15. the mechanics of 10 approaches to organisation development

- total quality management
- cost of quality analysis
- culture change programmes
- customer care programmes
- benchmarking
- employee involvement
- priority based budgeting
- activity analysis
- process quality management
- business process re-engineering

16. marketing internal consultancy services

- matching services to needs
- 'selling' routes
- charging options
- assuring consulting quality

certificate in management consulting essentials

Participants of this course can quickly gain the certificate in management consulting essentials, offered by the Institute of Business Consulting and the Chartered Management Institute, by completing a short assignment.

certificate price: £395+VAT

diploma in management consultancy

After completion of this five-day course, participants are required to undertake two further courses and complete a consultancy/development portfolio and examination.

diploma fee options:

*diploma top-up elements (for certificate holders) £2,900+VAT

*diploma fast track (by-passing the certificate) £4,895+VAT

*The above options are subject to candidates meeting the entry requirements for the awards.



**Please call Carolyn on
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further details**