

What are Internal Consulting Skills?

If there is a need to get fullest leverage from existing specialist knowledge within your organisation, often the best solution is to focus on enhancing existing consultancy skills and to match and maximise delivery to the wider needs of the business. This modular workshop is aimed at people who currently hold an internal consultancy role, or who wish to develop their skills in this area.

Learning Outcomes

In order to achieve best fit for your organisation we:

- determine your current practices and skill levels
- establish your desired target position
- tailor a programme to address these needs
- deliver an interactive workshop to build the required attitudes, skills and knowledge

Key Aspects of Event Design

- Pre-event diagnostic to enable gearing of event and coaching to specific development needs of individuals. This would include pre-event questionnaire and diagnostic about personal communication styles.
- Multi-day participative and interactive programme using a core case study as vehicle for learning new skills and approach to consulting.
- Programme built around real life situations (to be) faced by participants.
- Optional post event follow-up day 3 months after initial training to further embed learning. The focus of the day would be based around the experience delegates have had applying learning from the course. It would be possible to focus the day on specific areas that were proving more challenging or where further support was needed.

Your Current Business Needs

- Improved capabilities across the business in winning and retaining work or contracts
- Quality and depth of consulting capability throughout the business
- Creation of a sustainable common framework within which everyone operates to common goals, has a shared approach, ensures consistency and gains confidence in dealing with internal and external clients.

Course Format

Depending on extent of change desired, this programme can be presented as a three, four or five-day programme with on-line support and optional follow-up.

Core Framework for Programme

Core consulting skills programme focuses on:

- 5 Stages of the Consulting Cycle: gaining entry, diagnosis, vision, implementation & evaluation.
- The attitudes, skills and tools needed at each specific stage of the consulting cycle. Participants would have the opportunity to develop these skills in practice sessions using a case study as a vehicle for learning.
- The 'bolts' or core skills of effective consultants i.e. communication skills, stakeholder management, project management, risk management and maintaining visibility with clients.
- Project management within team and in client interactions
- Simple framework for sharing approach and goals and how to communicate these effectively and consistently to external or internal clients.

Your Consultant

Fiona Hutchinson MBA MSc

Fiona is a Management Consultant and Associate Trainer for Communicate. Fiona focuses on supporting strategic and operational management teams to effectively address organisational change issues. She has considerable experience in providing sustainable solutions to various management levels, with experience in international contexts in the commercial, public and not-for-profit sectors. Fiona's client delivery, extending across management consultancy, development and training, includes;

- Designing and facilitating organisation development programmes with particular emphasis on organisational culture, change management
- Training strategy, TNA and tailored training design and delivery; individual skills development particularly for team working, leadership and personal development.
- Integrated organisational development work involving cross-organisation teams, cross-cultural teams, top teams and project-specific teams.

