

## Internal Consulting Skills

**Target Audience:** Individuals in internal consulting roles and organisational change facilitators, including Internal Auditors, Project Managers, HR managers, Integration Managers and similar roles.

### Key Learning Outcomes

- Understand your role in the consulting cycle.
- Build a standard consulting model for professional engagement with others in your organisation.
- Learn how to discover the value drivers of your stakeholders and to offer solutions that respond to what they need.
- Explore the use of tools and approaches to facilitate a successful change programme.
- Build on your inter-personal skills to make a positive impact when engaging others in your role as a consultant.
- Enhance your effectiveness as an internal consultant and make a power contribution to your organisation's bottom-line success.

### Course Delivery

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Self assessment
- ✓ Individual and group exercises
- ✓ Technique application practice
- ✓ Role plays
- ✓ Business Problem Solving
- ✓ Personal action planning

## Course Outline

### DAY 1

#### Adding Value as an Internal Consultant

- The Role of the Internal Consultant
- The Consulting Cycle
- Working with the Organisation and Team Cultures
- Aligning Consulting Efforts with Stakeholder Value Drivers

#### Communicating Change

- Communication Psychology – Getting the Most from Interpersonal Communication
- Communication Methods for Change Management

#### Effective Change Facilitation

- Understanding the Reaction to Change
- Assessing Your Stakeholders and Managing their Expectations
- Change Facilitation Methods and Models
- Maintaining Independence and Objectivity

### DAY 2

#### Getting to Collaboration

- Dealing with Resistance to Change
- Managing Conflict
- Motivation through Needs Satisfaction

#### Models for Diagnosis and Problem-Solving

- PEST Analysis
- SWOT Analysis
- 7S Model
- Force Field Analysis
- Problem Solving Techniques

#### Personal Effectiveness as an Internal Consultant

- Building Rapport
- Questioning Techniques
- Influencing Tactics
- Handling Objections
- Building Trust

#### Keys to Success

- Building Your Relationship Network
- Personal Action Planning

**Pre-Course Work:** Completion of Pre-Course Questionnaire

**Course Material:** Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

**Ideal Number of Participants:** 9

**Maximum:** 12

**Minimum:** 4