

Internal Consulting Skills

Overview:

This program is aimed at staff who have clients within the organisation; for example, finance, I.T., legal, HR, supply, advisors and other specialist functions. The focus is towards both the process of internal consulting and the need to positively influence others in that process. As such, it provides a comprehensive framework for managing the internal consulting process, understanding and addressing requirements, building effective relationships, resolving conflict and delivering effective solutions (verbal and written).

Duration: 2 Days

Target Audience:

- Relevant for all staff members

Topics:

- *An introduction to internal consulting*
- *Building strong professional relationships*
- *Initiating a consulting assignment*
- *Exploring the need*
- *Clarifying the assignment*
- *Gathering the facts*
- *Analysing options*
- *Identifying solutions*
- *Working with your clients and stakeholders*
- *Resolving conflict*
- *Delivering recommendations*
- *Concluding the assignment*

Additional Information:

- Participants may undertake one of the following psychometric instruments to support their development:
 - The Self-scored Internal Consultant Profile
 - The 360 Degree Internal Consultant Profile
- Participants are also given a comprehensive workbook as a reference for concepts covered.