

Consulting Skills



OVERALL OBJECTIVE

The **Consulting Skills** Module aims to empower HR, IT, or any other service support practitioners to, in turn, empower their own customers. Learn how to analyze, interpret and utilize information from an interaction effectively, then take action and be able to assist customers to independently do the same. Learn how to think strategically and systematically, scan the environment, have insight into self, then assess all the relevant information and make plans accordingly and be able to transfer this ability to customers.

OUTCOMES

The participants will be able to:

- Improve their listening skills
- Obtain a brief from a customer
- Improve their analysis and diagnostic skills
- Put forward recommendations verbally and in writing
- Assist with plan creation

CONTENT

Understanding the Context

- Analyze the environment
- Identify key leverage players
- Identify key interfaces to consider
- Know where to look for relevant information
- Understand the future strategy and its implications
- Understand the current and past challenges and their implications
- Practice methods to extract the necessary information
- Know how to meaningfully Integrate the information

Leading the Conversation

- Optimize the first point of contact
- Know the when, what, and how of questioning
- Enhance listening skills and mirroring
- Practice note taking during a conversation
- Understand different helping styles
- Determine the independence level of the customer
- Work through a conversation so that progress is made

Empowering the Customer

- Utilize feedback to propel a customer forward
- Know how to work out what a client needs to develop
- What could a plan look like
- Work on different examples of recommendation reports
- How to follow up and follow through with a customer
- How to ensure the customer understands the value of the consulting received