

CONSULTING BUSINESS ESSENTIALS

PURPOSE: The purpose of Consulting Business Essentials (CBE) is to give new and experienced IT consultants the knowledge, skills, concepts and best practices in:

- Developing Business
- Building Deliverables
- Mobilizing Consulting Resources
- Implementing Solutions

The program is not a sales seminar or a program on project management. CBE is training on the best practices in consulting gained from research and real-world experience. Participants will learn the attitudes, skills and tools need to be professional IT consultants.

LEARNING OUTCOMES: As a result of attending CBE, participants will be able to:

- Use a four-step consulting process
- Apply twelve consulting competencies
- Manage client relationships and expectations more effectively
- Evaluate the capability of a consulting team
- Judge the effectiveness of current consulting practice

LENGTH: Three Days 09:00 – 17:00

IACET CEU: 1.95 CEU

PARTICIPANTS: The workshop is suitable for IT consultants who are new to consulting and those who are early in their consulting career. More experienced consultants will benefit from special topics in politics and change management. CBE complements existing sales and project management training.

BENEFITS: Participants will be able to discuss their unique consulting situations either in class or privately with the trainer.

Note: *Since 1998 this seminar has been rated the top training by clients.*

PROGRAM OUTLINE

DAY 1	DAY 2	DAY 3
9:00 INTRODUCTION CONSULTING PROCESS Definition of Consulting Self Assessment Framework 10:45 BREAK 11:00 DEVELOP / DESIGN Problem Framing Needs Assessment	9:00 REVIEW/PREVIEW 9:15 MOBILIZE / ALIGN Risk Management 10:30 BREAK 10:45 Assembling the Team Launching Projects Consulting Teams	9:00 REVIEW/PREVIEW 10:00 Assessing Progress 10:45 BREAK 11:00 Team Building DEPLOY / IMPLEMENT Managing Change
12:30 LUNCH	12:30 LUNCH	12:30 LUNCH
1:30 Relationship Management Skills A Complete Proposal 3:00 BREAK 3:15 Handling Client Resistance Managing Expectations/Scope 5:00 END	1:30 BUILD / PRODUCE Organizational Politics 3:00 BREAK 3:15 Creative Problem Solving 5:00 END	1:30 Skills Transfer 2:30 BREAK Measuring Customer Satisfaction Continuous Improvement 3:15 THE TRUSTED ADVISOR Dynamics and Stages 5:00 END