

Chapter Headings

CHAPTER 1 THE NATURE OF CONSULTING

- It's an Industry
- What Consultants Need to Know about Themselves
- Types of Consultants
- Types of Applications for Consultants
- Trusted Consultant and Advisor
- How Consulting Work is Organized
- Consultants Qualifications
- What is Professional Consulting

CHAPTER 2 THE VALUE OF CONSULTING

- Forces Impacting Clients
- Simplifying Complexity
- Consultants as Change Agents
- Why Clients Need Consultants

CHAPTER 3 THE PROFESSION OF CONSULTING

- Need to Professionalize Consulting
- Professionalism for IT Consultants
- Business Focus
- Business Managements
- Technical Requirements
- Inter-personal Attributes
- Effective Leadership

CHAPTER 4 THE PROCESS OF CONSULTING

- What Do We Mean by process
- The Framework for Consulting
- Four Stages of Consulting
- Four Consulting Roles
- The Tasks of Consulting
- Outcomes of Consulting
- Consulting Case Applications

CHAPTER 5 CLIENT NEEDS ASSESSMENT

- Consulting Leadership: Strategy and Direction
- The Consulting Process
- Developing Phase
- Understanding the Client's Business and Industry
- Needs Assessment – Question and Listening Strategy

CHAPTER 6 DEVELOPING & DESIGNING PROCESS

- Knowing What to Say about Yourself
- First Meeting Dynamics
- The Proposal Process
- Managing Expectations

CHAPTER 7 MOBILIZING & ALIGNING PROCESS

- Consulting Leadership: Building Team Commitment
- Work and Project Plans Reviews
- Risk Assessment
- Project Launch Meetings

CHAPTER 8 CONSULTING GROUPS AS TEAMS

- Dynamics of Groups
- General Principles about Groups
- Defining a Team
- PINT Skills
- Team Development

CHAPTER 9 BUILDING & PRODUCING PROCESS

- Consulting Leadership – Producing Results
- Performance Management
- Performance Coaching
- Motivating Consultants
- Progress Review Meeting
- Data Gathering Methods
- Navigating Organizational Politics
- Management Issues

CHAPTER 10 IMPLEMENTING & DEPLOYING PROCESS

- Consulting Leadership – Managing Change
- Skills Transfer
- Implementation Strategies
- Testing Solutions

CHAPTER 11 THE TWELVE RULES OF CONSULTING

- The Rules of Consulting
- Developing and Winning Business
- Mobilizing and Aligning a Team
- Building and Producing Deliverables
- Implementing and Deploying Solutions

CHAPTER 12 THE LESSONS OF EXPERIENCE

- What All Clients Want from Their Consultants
- Pain and Joy of Consulting
- How to Grow in Professional Capability
- Summary and Conclusions

ADDENDUM COMPETENT CONSULTING

- Consulting Competencies
- Designing Competencies
- Aligning Competencies
- Producing Competencies
- Implementing Competencies

CONSULTING ROLE PREFERENCE INDICATOR

BIBLIOGRAPHY

INDEX