

# Internal Consulting Skills Course

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# The Challenge



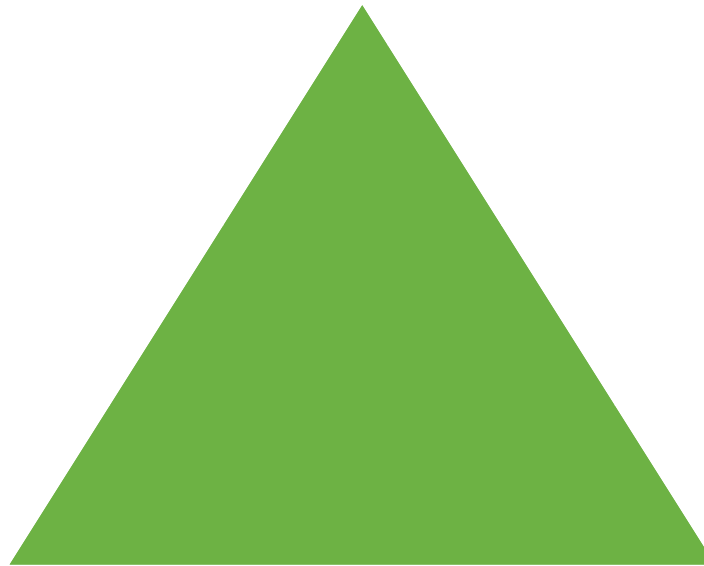
# Consulting Skills – Maximise Capability



# Consulting Modes – which is best?

**Expert Mode**

*“here is my solution”*



**Reactive, low  
value-add**



**Collaborative Mode**

*“how should we do this?”*

**Pair of Hands**

*“tell me what to do”*

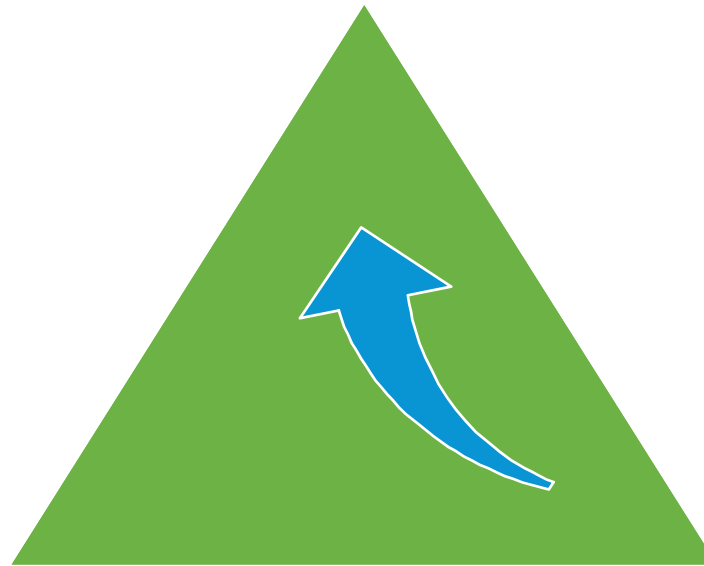
# Consulting Modes – which is best?

**Possibly? If this is a clear problem with clear answer. But have we got our client / stakeholder's ownership and commitment?**



**Expert Mode**

*“here is my solution”*



**Collaborative Mode**

*“how should we do this?”*

**Pair of Hands**

*“tell me what to do”*

# Consulting Modes – which is best?

**Client ownership,  
commitment.  
Robust, sustainable  
solutions**



**Collaborative Mode**

*“how should we do this?”*

**Expert Mode**

*“here is my solution”*



**Pair of Hands**

*“tell me what to do”*

# The Consulting Process



# Our Approach – Highly Practical



**The consulting process looks obvious – it's only when you put the process and techniques into practice that the subtleties emerge**



**Group work and simulations**



**Simulated meeting from a *real* course – you will apply consulting techniques immediately**



# Our Approach – Highly Practical



**Group work  
and simulations**



**Review and  
discussion of  
techniques**

**You will work in a team. Our experienced facilitators will help you prepare for and apply consulting techniques in your team's simulated consulting meetings. Your facilitator will then help your team analyse what techniques helped and what approaches and techniques you might use differently in the next meeting. Build your capability from real experience.**

# Our Approach – Highly Practical



**Group work  
and simulations**



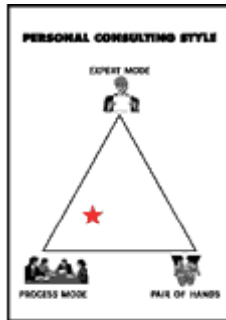
**Review and  
discussion of  
techniques**

**Consultancy  
Tools**



**You will receive practical tools, guides and  
checklists to take away to help you remember  
and apply important consulting techniques**

# Individual Needs



Low	Moderate	High	
1	2	3	4
			<b>BUSINESS MANAGEMENT</b>
			Business Building
			Change Driving
			Strategic Thinking
			Organisation
			Decision Making

Low	Moderate	High	
1	2	3	4
			<b>TEAM MANAGEMENT</b>
			Team Energising
			Team Development
			Human Insight
			Involvement
			Influence
			Building Trust

Low	Moderate	High	
1	2	3	4
			<b>SELF MANAGEMENT</b>
			Achievement Focus
			Proactive Energy
			Stress Management
			Emotional Resilience
			Social Interaction

Low	Moderate	High	
1	2	3	4
			<b>Emotional Intelligence Index</b>
			"EQ"

**Personal Consulting Profile**



**Personal development action planning**



**Everyone is different – you will receive feedback on your personal consulting style and we will help you prepare personal development actions**

# Why attend this course?

*You'll learn a lot and it's great fun!*

- **Highly practical**

- Apply professional consulting techniques *immediately*

- **Proven track record**

- **7,000 people** trained
- in **450 organisations**
- in **15 countries**

- **Take-away Tools**

- Personal Consulting Style assessment and development
- Palm Cards and checklists

## Highly experienced course leader:



- Consulting since 1978
- Experienced in hundreds of public & private sector clients world-wide
- Expert in people:  
**Registered Psychologist**
- **Senior IT Consultant:** Accenture
- **Management Consultant:** PricewaterhouseCoopers
- **Organisational Psychologist:** SHL Group
- **30 years' real-life consulting experience** – *here to help you!*

# Comments from past participants

**"The best course I have ever been on, and being a trainer myself that's a very big accolade!"**

Gaye Burnett, Sales Training Supervisor, Toyota Australia

**"An excellent course. Very professionally presented and managed"** Leigh Maynes, Accenture, Melbourne

**"Packed full of practical action-oriented hints, tips and excellent 'real life' examples of how to manage the consulting process. Very enjoyable"**

Mark Dickson, Optus Communications, Sydney

**"One of the best courses I have ever been on, ever"**

Karen Crossley, Australian Stock Exchange

**"Words fail me - the course was excellent in every way from content, to materials, presentations style, presenters"** Hilary Wunsch, Department Defence, Melbourne

**"I feel like I've been given the Trade Secrets - good feeling! Thank you"**

Ken McHugh, Employee Relations Brisbane City Council

**"This was an unbelievably good learning experience. I have taken away so much, especially the practical opportunities to apply techniques. Great course!"**

Luke McCaul, Tourism Queensland

**"Lots of practical tips and tricks that can be put to use immediately. Delivered by someone with real experience who can pass this on in an engaging and entertaining way. Extremely valuable and thoroughly enjoyed it!"**

Gwynne Harries, Business Project Manager, Vodafone UK

**"Did what it said on the tin! Good range of consultancy tips which will be valuable in my current and future roles"**

Keith Chalmers, Scottish & Southern Energy

**"Extremely valuable - not only is it a sound introduction to my next internal consultancy role but I have an action plan to take my development further"** Maria Psaras, Internal Consultant, Financial Ombudsman Service, London

**"Excellent, I deal with business contacts daily and this has been a very valuable course"**

David Hodson, Business Process Specialist, BOC Gases UK

**"Very valuable - very relevant to my current role. Helped me consider new and more effective ways of dealing with the client - very practical"**

Louisa Hanley, HR & Recruitment Advisor, Telefónica O2 UK

**"Thank you for making me think differently! Liked the reference cards. Has given me techniques to use to influence the change I want to put in place".** Pauline Morgan, Vocational Skills Manager, Southern Rail

# The Next Steps

*Attend a public course or run this course in-house for your team*

## Public Course

- Book a place on one of our regular Australian public courses in **Sydney, Melbourne** or **Brisbane**

## Book Online:

[www.performancedynamics.com.au](http://www.performancedynamics.com.au)

## In-house Course

- **Run this course for your team** at any location in Australia, New Zealand, Asia or Europe
- **Save up to 50%** on public course fees
- We run this course at a **time and place that suits you** using your training rooms and equipment

## Get a Free Quote:

[www.performancedynamics.com.au](http://www.performancedynamics.com.au)

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