

INTERNAL CONSULTING SKILLS

**Run this
in-house**
(8 to 16 people)

This highly practical **2-day seminar** will boost your consulting skills and dramatically improve your ability to get things done right, fast and first:

- Build highly productive working relationships with internal & external clients or stakeholders
- Develop lasting solutions your clients will 'own'
- Apply the skills and techniques to influence those 'difficult' stakeholders
- Use professional consulting tools and techniques that really work
- Use your EQ to 'read' your client and get what you want
- Overcome resistance and build real commitment to action
- Operate with greater self-confidence and professionalism
- Excel as a value-adding advisor and business partner
- Jump-start your consulting career!



www.performancedynamics.com.au

Available in all cities

Sydney Melbourne
Brisbane Canberra
Perth Adelaide
Darwin Hobart

*... and other urban
and country locations*

GET A QUOTE ONLINE:
www.performancedynamics.com.au

This is a fast-paced and highly concentrated learning experience and draws on the extensive practical consultancy and change management experience of the facilitators. The program includes consulting case studies and role plays, and practical tips, tools and techniques to help you get even better results as an internal or external consultant or business partner.

This will boost your performance if you are a:

- Human Resource Practitioner
- IT Professional
- Business Analyst
- OD Specialist
- Business Partner
- Learning & Development Specialist
- Finance Professional
- Governance & Risk Advisor
- Internal Auditor
- Quality & Service Assurance Advisor
- Project Leader
- Business Development Manager
- Change Agent
- Planning & Policy Officer
- Corporate Strategy Specialist
- Business Improvement Manager
- Client Liaison Officer
- Customer Account Manager

PERFORMANCE Dynamics®

THE CHALLENGE

Today more than ever, volatile markets, fluctuating demand and aggressive competition are forcing organisations to deliver more with less. As a result corporate and support functions are coming under increasing pressure to demonstrate a greater 'value added' contribution to organisational performance. Similarly, external service providers are being held more accountable for achieving goals and improving performance. These new demands are having a dramatic effect on how people in internal functions and external service providers must operate.

HOW TO SURVIVE

Many support functions (Human Resources, IT, Finance, Marketing etc) are being downsized, outsourced or opened up to competition from external service providers. Others are moving to a more integrated shared services model with greater responsibility for supporting performance organisation-wide.

To survive in this new environment, traditional support functions must adopt a more proactive role in building relationships, enabling change, influencing outcomes and taking a sharper focus on organisational goals and business needs. Technical specialists (in IT, HR, Finance, Planning etc) need to see issues from a broader business perspective and speak the business language of their internal clients and stakeholders. Similarly, to take advantage of the growing market for internal services, external service providers must break down the perceptions of 'us and them' and must be seen to collaborate as business partners to deliver sustainable improvements. The internal consulting model provides an essential and dynamic way to adapt to these changes.

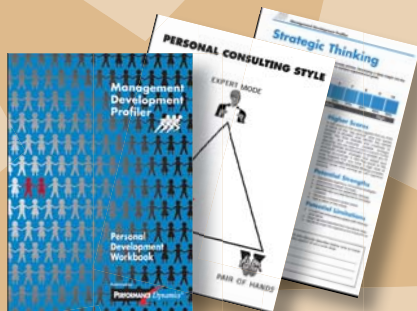
COURSE STYLE

Tested in over 450 organisations in 16 countries, the Internal Consulting Skills program uses our proven approach to help you develop, practise and then apply the skills required to operate in this new mode. In the practical consulting simulation sessions you will work with one of our expert consultants in a team with up to 7 other participants. Guided by your facilitator, you and your team will plan and take

part in a lively and realistic simulation of a consulting process – from initial contact with your client or internal stakeholder through to a successful conclusion. You will receive feedback and advice on your current consulting style and take away powerful consulting tools, checklists and proven techniques to help you deal with the real-life hurdles internal consultants, advisors and service providers face. You will learn how to build highly productive partnerships with internal and external clients and stakeholders, how to re-position your team as a value-adding business partner, how to introduce high-impact and lasting improvements and much more...

Style Profiler

Computer analysed assessment of your Personal Consulting Style plus 100 page Consulting Skills course manual and 40 page Personal Development Workbook with your own benchmarked personal profile and personal development action plan.



Get a quote online at:

www.performancedynamics.com.au

PROGRAM OUTLINE

1. The Consulting Process

- What is consultancy?
- Understanding client and stakeholder needs
- The 34 essentials you need to begin a successful initiative
- How to clarify and define what is in and out of scope
- Nine important steps to ensure you 'add value'
- How and when to use 'Expert' and 'Collaborative' modes

2. PRACTICAL CONSULTING SIMULATION: Initial Client and Stakeholder Meetings

- How to manage successful initial meetings
- Establishing credibility and professionalism
- 24 ways for you to run better initial meetings
- The 80:20 rule and why you will fail without it
- Highly effective techniques to distinguish 'needs' from 'wants'
- How to develop highly effective questions
- Four powerful techniques to boost your active listening
- The difficult issues and how to raise them and deal with them
- The client's difficult questions and how deal with them
- Proven and practical ways to manage your client's expectations
- Developing a clear, measurable definition of the real objective
- How to develop proposals and plans with high impact

3. Consulting Tools, Models & Techniques

- How to use the most important professional consulting tools to diagnose the problem and identify options
- When to use quantitative and qualitative techniques
- Harnessing your client's experience to analyse the problem
- Involving your client in identifying solutions they will 'own'
- Using consulting models as powerful communication tools

4. PRACTICAL CONSULTING SIMULATION: Information Gathering and Analysis

- The secrets of successful information gathering meetings
- 20 ways for you to improve your information gathering
- How to deal with dominant people who are more senior
- A highly effective technique to influence demanding clients
- The keys to building rapport and overcoming resistance
- Powerful techniques to gain trust from suspicious client staff
- How to diagnose the problem and begin developing solutions
- Running successful questionnaire surveys and focus groups

5. PERSONAL DEVELOPMENT AND PERSONAL ACTION PLANNING: Developing your Consulting Style and Skills

- Benchmarking your consulting style against over 500 Australian consultants, business partners and service providers
- Using the 'Consulting Style Profiler' to develop your business, client and self management skills
- Over 150 action steps to boost your effectiveness
- Measuring your 'Emotional Intelligence' against our benchmark group of consultants and business partners
- 10 important ways to boost your Emotional Intelligence

Up to maximum 16 participants per course

What our past course participants say...

Words fail me - the course was excellent in every way from content, to materials, presentation style, and presenters. Hilary Wunsch, Dept of Defence, Melbourne

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

One of the best courses I have ever been on, ever. Karen Crossley, ASX

The best course I have ever been on, and being a trainer myself that's a very big accolade. Gaye Burnett, Toyota Australia

6. SKILLS PRACTICE:

Client Management and Influencing

- Essentials of successful client and stakeholder management
- Difficult situations and how to deal with them
- A simple-but-effective 7-step process to help you say 'no'
- How to have the difficult conversations - more techniques
- Applying proven techniques to handle 'difficult' stakeholders

7. PRACTICAL CONSULTING SIMULATION: Presenting Recommendations to gain 'Buy-in'

- How to present 'bad news' without alienating your client
- Using your EQ to help you communicate convincingly
- How to read and respond to your client's behaviour
- 23 ways to help you prepare and run persuasive presentations
- How to present your findings for maximum impact
- Distinguishing 'buying signals' from interruptions
- How to handle the tough questions
- 6 effective ways to handle difficult people in presentations
- How to use the next steps to lock in client commitment

8. ACTION PLANNING: 'Positioning' yourself as a valued 'business partner'

- Moving from 'cost' or 'overhead' to 'added value'
- How to avoid simply being a 'pair of hands'
- Identifying opportunities to add greater value
- Building powerful networks and sponsors
- 30 practical ways to re-position your team as a business partner
- Developing your own 'marketing' action plan

Highly Practical: 6 Special Features

1. Sharpen your skills in our hands-on simulations of real-life business and consulting situations.
2. Pin-point your development needs and capitalise on your strengths with our unique Consulting Style Profiler.
3. Take away our comprehensive manual, practical check-lists and quick-reference Palm Cards for your guidance after the course.
4. Learn simple-but-effective techniques you can apply immediately.
5. Maximise your personal learning in our small, tutor-guided skills development groups.
6. Discover the "trade secrets" from our experienced case study facilitators who are all practising management consultants.

In-house courses

For 8 to 16 people: run this course for your team using your training rooms at a time and place that suits you in any town or city in Australia

Get a quote from our website:

www.performancedynamics.com.au

I feel like I've been given the Trade Secrets – good feeling! Thank you. Ken McHugh, Brisbane City Council

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

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



Daryl Wightman is Managing Director of Performance Dynamics and our Course Leader. He has over 30 years' experience as a management consultant and has a unique background in both business information systems and human behaviour. He joined Andersen Consulting (now Accenture) as an IT Consultant in 1978 and designed and implemented large computerised business systems for clients in insurance and banking in London. As a Chartered Psychologist in the SHL Group and then a Managing Consultant in PricewaterhouseCoopers (pwc) he assisted clients in London and Sydney to initiate and manage organisational and culture change and introduce leading-edge Human Resources practices to align human performance with business goals. He regularly facilitates business planning and change management initiatives for clients. He has assisted over 100 major organisations in Australia, New Zealand, Asia, Europe, UK, USA, Canada and South Africa including AMP, BHP Billiton, British Nuclear Fuels, Tata Steel Europe, ThoughtWorks, Lloyd's underwriters, Optus, Suncorp, QBE, Commonwealth Bank and the UK National Health Service. Daryl is one of the authors of the book 'Australian Human Resources Management' and consults to organisations internationally. He was awarded a scholarship to Cambridge, holds a double MA in Physics and Psychology from Cambridge University, is a Chartered Psychologist in the British Psychological Society and a registered Psychologist in Australia.



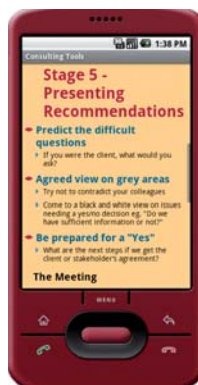
Kate McLaughlin is Training Director of Performance Dynamics and has over 20 years' experience in training and business consultancy in financial institutions in London and Sydney. She is a specialist in banking operations and designed and implemented the quality standards and process for the first project in Europe to centralise back office processing in retail banking operations. Kate designs and implements training and development solutions to support business improvement initiatives and her past clients include HSBC, Schroders, Hill Samuel and Midland Montagu. She holds a BA(Hons) from Southampton University, Post Graduate Certificate in Education (Cambridge) and is an Associate of the Chartered Institute of Financial Services (UK).



Natalie Verdon has over 20 years' experience in management consultancy. She specialises in change management processes taking a holistic view of business systems, organisational culture and factors influencing bottom-line results. She is co-author of the 'International Customer Service Standard' and is a regular speaker and trainer on customer service and process improvement. Her clients include Pfizer, Westpac, Qantas and Woolworths. Natalie holds a Bachelor of Arts degree in Psychology and is a licensed assessor for the International Standards Accreditation Board.

Consulting Tools

Free Palm Cards for your wallet



Google play (TM Google Inc)

Plus "Consulting Tools" App for Android-based phones and tablets

\$4.95 from Google Play

<https://play.google.com/store>

YES I want to improve my team's consulting skills.

- 1 **GET A QUOTE ONLINE:** www.performancedynamics.com.au/getquote.html (we will e-mail a quote to you)
- 2 Contact us to **reserve your course dates.**
- 3 Book your internal **training room** (or external training venue) and choose your **course participants.**

Past participants include: *AMI, Accenture, Alcoa, AMP, ANZ Bank, ASC Shipbuilding, AstraZeneca, ASX, Australia Post, Australian Federal Police, Australian Taxation Office, BHP Billiton, Boral, Brisbane City Council, BAE Systems, BUPA, Caltex, Canon, Centrelink, City of Melbourne, Clayton Utz, Coca-Cola Amatil, Commonwealth Bank, Credit Union Australia CSIRO, De Bortoli Wines, Deloitte, Dept of Defence, Dept of Human Services, Dept Premier & Cabinet (Qld), Dept Transport & Main Roads (Qld), Education Queensland, Energex, Ergon Energy, Ernst & Young, Exxon, Fairfax Media, Foxtel, Fujitsu, Getronics, HCF, Honeywell, Housing NSW, HSBC, LAG, IBM, ING, Integral Energy, Kmart, KPMG, Logica, Macquarie Bank, Macquarie University, Mater Hospitals, MBF, Medicare, Medibank, Middletons, Minter Ellison, Monash Health, Murrumbidgee Irrigation, MYOB, National Australia Bank, Nestlé, News Limited, NIB, Nickel West, Nokia, Novell, NRMA, NSW Police, Optus, Oxford University Press, Pfizer, PricewaterhouseCoopers, Qantas, QBE, Queensland Health, RAAF, RACV, Red Cross, Rio Tinto, RMIT, The Royal Mint, Salvation Army, SA Water, Sanitarium, Santos, Sensis, Seven Network, Shell, St George Bank, Stanwell Corporation, Suncorp, Sydney City Council, Sydney Opera House, TAFE NSW, Telstra, ThoughtWorks, Toyota, UniSuper, University of Melbourne, University of NSW, VicRoads, Victoria Police, Vodafone, Wesfarmers, Westpac, Woodside Energy, Zurich Insurance and many more...*

Run this course to boost your team's ability...

