



INTERNAL CONSULTING SKILLS – TWO DAY WORKSHOP

Program Overview

This two-day program has been developed to teach you the secrets to become an indispensable internal consultant. It has been designed to increase your ability and skill so that your stakeholders and peers will respect you and see you as a specialist and qualified trusted advisor. The course will give you the keys to effectively identifying performance gaps and develop strategic improvement plans. It will also equip you with the tools so you can effectively support the implementation of the recommended plan of action.

Description

Discover how these factors apply to your role at AMP:

- The Internal Consultant Model (earning the right, inquiring and summarising, proposing solutions, implementing and communicating, maintaining relationships)
- Applying a variety of tools and methodologies to consulting projects
- Utilising communication techniques to help you lead the consulting conversation
- Demonstrating competence using the Internal Consultant Model

Abstract

This course aims to arm you with the skills to be a respected and trusted internal consultant within the business. This involves using your knowledge about a specific area of the company to help develop and implement strategic improvement plans, identify performance gaps, develop and support the implementation of a recommended plan of action to close the gaps and provide for long term sustainability of the initiative.

Through a variety of activities and learning methodologies, you will be taken through three approaches to consulting and understanding the various types of client needs. You will then learn to use the Internal Consultant Model, which explores relationship building and business improvement strategies from planning all the way through to execution.

You will discover how you can use your knowledge and understanding to impact business at AMP and make improvements. The course will give you essential steps to gaining the trust of key stake holders, researching and summarising their business needs and following through with solutions that suit the business and are implemented correctly. It will also aid you in maintaining positive change through ongoing progress reports and maintaining relationships.