

## *Consulting Skills*

Consultancy entails a complex range of skills and disciplines and combines them with a distinctive client focus. Consulting skills are essential for any managers serving either internal or external clients. This is an intermediate course providing managers with the basic skills required to gather information, understand client's existing problems, propose solution, and handle resistance when launching solution implementation.

Course Duration: 1 day

Course Format: Pre- and post-training assessment, Skill Practices, Process and Tools Development, Development Action

Target Audience: Mid to senior level managers

### Key Topics:

- Building business solution - A case approach
- The consulting process
- Understanding and defining your client's problem
- Managing the solution development
- Managing difficult situations
- Launching the solution
- Selling to the client and senior management
- The critical success factors

Upon completion of this course, participants will learn to:

- ✓ Understand the skills required to become a high performance consultant
- ✓ Develop stronger and more productive working relationships with your clients
- ✓ Enhance your own worth and value to the organization