

€ TRAINING

Internal Consultancy Skills at Work





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Introduction:

This training program equips participants with the competencies necessary to excel as internal consultants within their organizations. By mastering these skills, individuals can provide valuable insights, drive change initiatives, and contribute to organizational success as trusted internal consultants.

Program Objectives:

At the end of this program, participants will be able to:

- Prioritize and manage multiple tasks effectively.
- Think strategically like a manager, including planning, decision-making, and problem-solving.
- Enhance their communication skills to foster stronger relationships.
- Manage their thoughts and emotions, leading to improved self-confidence.
- Demonstrate assertiveness for increased effectiveness in the workplace.
- Understand and develop both intrapersonal and interpersonal skills.

Targeted Audience:

- Professionals seeking to raise their consultancy skills.
- All HR Staff interested in Internal Consultancy.
- Team Leaders responsible for internal consultancy.
- Technical Professionals who wish to develop their internal consultancy and communication skills.
- Individuals who desire to develop and facilitate internal consultancy projects.
- Heads of departments who need to get special projects delivered on time and within budget.

Program Outlines:

Unit 1:

Understanding Internal Consultancy Roles:

- Defining the role of internal consultants within organizations.

- Identifying the responsibilities and expectations of internal consultants.
- Exploring the benefits and challenges of internal consultancy.
- Understanding the differences between internal and external consultancy.
- Recognizing the importance of building trust and credibility as an internal consultant.

Unit 2:

Effective Communication for Internal Consultants:

- Enhancing communication skills to convey complex ideas and recommendations.
- Developing active listening techniques to understand client needs and concerns.
- Utilizing questioning strategies to gather relevant information and insights.
- Tailoring communication styles to different stakeholders and audiences.
- Practicing assertiveness and diplomacy in challenging situations.

Unit 3:

Diagnostic Tools and Data Analysis:

- Learning to conduct thorough organizational assessments and diagnostic analyses.
- Utilizing various tools and methodologies for gathering and analyzing data.
- Interpreting findings to identify root causes of organizational challenges.
- Developing recommendations based on data-driven insights and evidence.
- Presenting findings and recommendations in a clear, compelling manner.

Unit 4:

Building Client Relationships and Stakeholder Engagement:

- Establishing rapport and building trust with internal clients and stakeholders.
- Understanding stakeholder perspectives and expectations.
- Collaborating effectively with cross-functional teams and departments.
- Managing conflicts and navigating political dynamics within the organization.
- Cultivating long-term relationships to ensure ongoing support and collaboration.

Unit 5:

Implementation and Follow-Up:

- Developing action plans and implementation strategies for recommended solutions.
- Monitoring progress and tracking outcomes to ensure effectiveness.
- Providing ongoing support and guidance to internal clients during implementation.
- Evaluating the impact of interventions and adjusting strategies as needed.
- Documenting lessons learned and best practices for future projects.