



## Consulting Fundamentals

**Duration: 2 Days**    **Course Code: CF100E**

---

### Overview:

Consulting is about more than just demonstrating your expertise. You need to be able to build a relationship so your advice is valued and accepted. This training course centers on the 'consulting lifecycle': a model that helps you to analyze, advise and implement.

---

### Target Audience:

The program is designed for Project Managers, Business Analysts, IT Professionals, Engineers, and other technical professionals who would like to improve the outcomes of their consulting engagements by: Deepening their skills and competencies across the entire Consulting Life Cycle Using a set of proven tools to achieve better results in current and future engagements Using communication techniques to better understand client needs and preferences Aligning decision makers to gain buy-in and commitment Preparing project teams to ensure successful solution implementation

---

### Objectives:

- After completing this course, you will be able to:
  - Use the five-step Consulting Engagement Life Cycle and associated key actions to successfully consult with your clients
  - Articulate the value technical consulting brings to the client, to the consulting company and to the consultant
  - Assess your behaviours against the competencies required for technical consulting and identify how to leverage your strengths and close any gaps
  - Increase your technical credibility and value by adding consulting skills to your current skill set
-

## Content:

### INTRODUCTION

- Introduction to course
- Personal learning objectives
- The Consulting Life Cycle
- The definition and value of technical consulting
- The Consulting Competency Model

### UNIT 1: ENGAGE THE CLIENT

- Establishing an initial relationship
- Making a preliminary assessment of needs
- The Strategic Questioning Process – better understanding client needs
- Active listening
- Recognizing and dealing with client resistance
- Confirming the scope of the engagement – getting client agreement

### UNIT 2: GATHER AND ANALYZE INFORMATION

- Collecting and organizing data
- Establishing a clear definition of desired outcomes
- Identifying success criteria
- Analyzing the data
- Selecting the best solution option
- Developing and testing an initial recommendation

### UNIT 3: PRESENT FINDINGS AND RECOMMENDATIONS

- Planning your recommendation message
- Structuring your communication to achieve your objectives
- Delivering a compelling presentation
- Recognizing and handling client concerns or objections

### UNIT 4: PLAN AND IMPLEMENT RECOMMENDATIONS

- Identifying and mitigating implementation risks
- Transitioning responsibilities to project teams
- Ensuring client satisfaction during implementation

### UNIT 5: EVALUATE RESULTS AND EVOLVE ENGAGEMENT

- Ending a specific consulting engagement
- Evaluating the engagement and identifying lessons learned
- Celebrating successes
- Evolving the relationship

### CONNECTION

- Your personal action plan

---

## Further Information:

For More information, or to book your course, please call us on 0800/84.009

[info@globalknowledge.be](mailto:info@globalknowledge.be)

[www.globalknowledge.com/en-be/](http://www.globalknowledge.com/en-be/)