

## A4Q Business Design Consultancy Course with Online Exam

Duration: 3 Days    Course Code: BBDC

### Overview:

Gain the knowledge, skills, understanding and confidence you need to deliver effective business design consultancy to internal and external clients.

### Target Audience:

The **Business Design Consultancy** course is for anyone involved in offering consultancy services to internal or external customers, in particular: Business Consultants; Business Service Designers (including Business Designers and Service Designers); Business Analysts; Business Architects; Business Engineers; Solution Architects and Product Managers.

### Objectives:

- This course covers the key skills required to deliver effective business design consultancy, including the consultancy lifecycle and service portfolio, the consultancy mindset, stakeholder engagement, investigation and negotiation techniques, and situation diagnosis.
- Presented by one of the expert training consultants pictured below. Each member of our **Business Design Consultancy** training team brings substantial internal and external consultancy experience to the programme.

### Content:

During this course, you will cover:

- The business design consultancy assignment lifecycle
- Rationale and business context for business design consultancy
- The consultancy service portfolio
- The consultancy mindset and key skills
- Qualifying consulting opportunities
- Procurement and contracting consultancy assignments
- The OSCAR framework for initiating a consultancy assignment
- Quality management, quality assurance and quality control
- Stakeholder analysis, influencing and management
- Outcome-based negotiation and conflict resolution
- Situation investigation techniques, situation diagnosis and solution definition
- Risk management and impact analysis
- The economics and ethics of consultancy
- Change control and configuration management
- Assignment disengagement and expansion

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### Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

[info@globalknowledge.co.uk](mailto:info@globalknowledge.co.uk)

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

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK