



## INTERNAL CONSULTANCY

Do you want to know how to deal with internal clients more effectively?

JMA's internal consultancy course is filled with invaluable information, plenty of participation and will ensure participants are presented with all the necessary expertise for advancing their skills as an internal consultant.

This training program addresses the following issues:

- The essence of the internal consulting process
- The skills
- The tools
- Personal development
- Marketing strategy

A typical training program: 2 day program

- Introduction & Expectations
  - Nature of internal consultancy
  - Training colleagues into clients
  - Two styles of consulting
  - Key stages of the internal consulting process
  - Personal styles
- What makes for successful internal consultants
- Critical interpersonal skills
  - Listening
  - Questioning
  - Giving and getting feedback
  - Managing conflict
  - The internal consultant toolkit
  - Networking
  - The marketing strategy
  - Review and Conclusion

Networking skills are essential for internal consulting

**Some interpersonal skills are critically important to the success of the internal consultant:**

- Listening
- Questioning
- Feedback
- Dealing with conflict
- The consultant's tools
- The internal consultant cannot do without some of the following tools:
- Forcefield analysis
- SWOT analysis
- Flow chart
- Cause and effect diagram
- Managing the project

*While the internal consultant doesn't have to be a project manager, they do need some skills in managing the project*

•Marketing strategy  
The best technical skills mean nothing unless they are combined with a winning marketing strategy

•Preparing presentations  
While there is no time in this workshop to concentrate on presentation skills, participants need to realise that it is an important part of being an internal consultant, and so may need to get training and practice in this area

•Review & Conclusion  
This session to clear up any remaining issues as well as to wrap up.

*Some comments from recent training programs:*

- Excellent presentation & presenter
- Very high quality training
- Useful, illuminating and thought provoking
- It appeared effortless but this reflects the excellent design & experienced delivery skills of the presenter
- Overall I've found this a very useful & practical (in terms of actually being able to implement ideas) session.