

# Business Consultancy for Corporate Services

## Two-Day Workshop



### Summary

Successful Business Partners and Specialists operating in a business partnering model need to have first-class consulting skills. This workshop combines the internal consultancy process with the skills required and helpful tools. We look at each stage of the consulting process and the underpinning skills required. This includes how we contract and engage with business customers, diagnose and identify issues and opportunities, galvanise resources, deliver and evaluate results. We support participants to engage stakeholders and effectively manage change.

Any Corporate Services professional who needs consultancy skills in their role will benefit from this workshop.

### Contents will include:

- Definitions of different types of consultancy and a detailed review of each of the stages of the consultancy process
- Self-assessment profiling tool and questionnaire
- Diagnosis tools – how to evaluate issues and identify opportunities
- Practical case studies to bring learning to life
- Effective questioning techniques to really understand customer views
- Contracting tools and techniques
- Customer knowledge and stakeholder management
- Change management
- Communication strategies
- Delivering and measuring results
- Action and development planning

### This workshop will enable you to:

- Understand how consultancy fits into your own Corporate Services role
- Review current levels of involvement and effectiveness at each stage of the consultancy process
- Self-assess your own knowledge, skills and attitude as an effective consultant
- Work with tools and frameworks to identify and diagnose issues for business customers and the organisation
- Develop skills to engage and contract with business customers
- Build customer knowledge and productive consulting relationships
- Effectively manage change
- Develop appropriate communication strategies
- Evaluate and measure the effectiveness of consultancy, establishing lessons learned and value add
- Create a consultancy development and action plan

### Workshop Details

This workshop is run in-house for clients and can either be 'off-the-shelf' or designed as a bespoke workshop.

For an informal discussion, please call Judith Strange on +44(0)7866 676230 or email [judith.strange@develop.uk.com](mailto:judith.strange@develop.uk.com).