



bristol business college

YOUR BEST BUSINESS DECISION

Internal Consultancy 1 Day Training Workshop

The aim of this workshop is to enhance your influencing skills, enabling you to develop productive working relationships with people across your organisation and use those skills to identify business needs, propose effective solutions and build ownership and commitment.

9.30 a.m.

Session 1: Introduction to the workshop

- Welcome and introductions
- Understanding the workshop aims and objectives

This module will ensure that delegates understand:

- What is consultancy
- Consultancy modes
- Consultancy process
- How to approach an initial meeting and develop a contract
- Clarify objectives, scope, process
- Skills: Asking effective questions, active listening

11.00 a.m. – 11.15 a.m.

Break for Coffee/Tea

11.15 a.m.

Session 2: Data gathering and working with stakeholders

This module will ensure delegates understand how to build rapport with stakeholders and collect and analyse information.

Data Gathering

- Working with stakeholders
- Develop productive relationships and build rapport
- Collating, summarising and structuring information
- Skills: Building rapport, diagnostic questioning, brainstorming, 'cause and effect analysis'

1.00 p.m. – 2.00 p.m.

Lunch



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2.00 p.m.

Session 3: Developing Positive Communication Skills

This module will focus on developing positive communication skills, dealing with difficult people and presenting recommendations and initiating change

- Communicating findings
- Gaining agreement
- Implementing change
- Review and evaluate progress
- Deal with resistance
- Skills: Effective speaking, dealing with difficult people

4.15 p.m.

Evaluation of the day: Conclusions and action planning for future development

4.30 p.m.

CLOSE