

## What is Consulting Skills Training?

The need for consulting work is more important than ever as businesses look to improve their processes and streamline operations. Hence, [business skills and personal development training courses](#) are greatly important.

The aim of this Consulting Skills training course is to develop the consulting skills of professional staff to promote and improve a client centered approach.

Having completed this consulting skills training course participants will be able to:

- Build an effective working relationship with their clients,
- Carry out an initial diagnosis of client needs,
- Contract with clients to provide a framework within which they will work,
- Provide feedback to a client,
- Review and evaluate solutions implemented,
- Develop ongoing relationships with their clients.

We offer Consulting Skills courses on a private basis with course content tailored to your specific goals. Call us on [+44 \(0\)1273 622272](#) to discuss your needs.

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## Course Objectives

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## What is consultation?

- Consulting v. managing; different consultancy styles and key features; transferring ownership; linking activities to organisational aims and goals.

## **The consulting process.**

- Consulting is really a series of stages or phases, and we use ECIFAR (entry, contracting, investigation, feedback, action, review) to explore the key activities and skills of each of these phases of the process.

## **Key skills in consultancy.**

- Questioning, listening, matching energy, diagnosing and analysis, feedback.

## **Consulting issues.**

- Ethical considerations; the true client.

## **Current Perceptions:**

- Individual Roles
- Clients View
- Ideal Situation

## **Introduction to Consultancy:**

- Key skills and behaviours required by a consultant
- The consultancy process
- Self-analysis

## **Entry and Contracting Phases:**

- Key skills and behaviours
- practical session

## **Investigation phase:**

- Diagnosis techniques
- Analysis techniques

## **The final Stages Process - key skills:**

- Feedback
- Action
- Review
- Practical Session

## **Consulting Issues:**

- Ethical issues
- Who is the real client?

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