

Internal Consulting Skills

Overview:

"You are consulting any time you are trying to change or improve a situation but have no direct control over the implementation." Peter Block

The past several years have seen an evolution of the various business functions within organizations working together toward a business relationship that contributes to the organization's bottom line and fulfills strategic goals. Functional managers are thus adapting to a role of a proactive *internal consultant*, one who takes on strategic, tactical, and transformational responsibilities. Such an evolution presents challenges and opportunities to these professionals. On the one hand, they may be challenged to acquire new skills, competencies, and behavioral characteristics; on the other, they have the opportunity to increase significantly the scope of their responsibilities and their value within the organization.

Internal Consulting Skills explores the strategic requirement of functional professionals, their evolving role within the organization, and the skills, competencies, and behavioral characteristics required to perform effectively as an internal consultant. It provides an in-depth working knowledge of the seven stages of the internal consulting process and concludes by discussing the multiple keys to consulting success. An optional set of business skills training topics are also offered to allow for a comprehensive and customized approach to developing functional manager expertise.

Focus Areas:

- Stop being reactive and start being proactive
- Defining the strategic context of business functions in relation to creating business partnership that deliver value to the organization
- Describe, understand and practice the seven stages of the consulting process
- Develop a working understanding of the multiple tools of an internal consultant
- Building credibility and delivering results across the organization as an internal consultant

OJI – On the Job Impact:

- Convert your cost center into a center of profit
- Integrating the essential success factors of effective internal consultants into everyday work
- Target internal consulting efforts on the highest profile strategic initiatives
- Focused cross-discipline planning of a real-time business project
- Earn a seat “at the table” with your peers and Executive management

Who will benefit:

- This program can be offered to managers representing the multiple functions of an organization – IT, HR, Operations, Marketing or Finance & Accounting, etc.
- Senior leaders will benefit through increased effectiveness of leading groups of functional managers from across the organization toward completion of strategic projects