

## CCSC Purpose

Finally – you can deliver the core skills and tools that internal consultants and project managers in business critical functions need today – conveniently and cost effectively.

We created the Core Consulting Skills Course to fill a common skill gap in today's organizations. In functions like IT, Finance, and Marketing – to name just a few, project leaders need the ability to precisely scope clients' needs and outcomes and contract for clear results, as well as the advanced communication skills to manage complex relationship demands. And they need all of this in a streamlined, practical learning process with immediate real-life application.

## Design

The Core Consulting Skills Program is a two-day, hands-on skill building experience, led by a qualified internal professional certified to facilitate the workshop. An optional multi-rater survey, the Consulting Skills Assessment, may be purchased and utilized for individualized development planning.

## Learning Objectives

- Utilize a client-focused consulting model; how to elicit current reality, desired outcomes; contract for clear deliverables; identify success metrics.
- Practice advanced communication skills; build rapport and influence responsiveness in the client.
- Develop behavioral flexibility; use multiple perspectives to view the client's problem, system or situation.

## Target Audience

- Project Managers
- Internal Consultants
- Process Designers

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# core consulting skills course

## Facilitator Certification

### The Process

Each facilitator participating in certification will receive:

- Pre-class phone interview to discuss your unique needs and application of curriculum; helps personalize the learning experience.
- Participation in the three-day Advanced Consulting Skills Course. This key experience builds both competence and confidence to facilitate the program; provides depth and background on core skills.
- A two-day, intensive train-the-trainer to equip you with the ability to deliver the program professionally.
- Our multi-rater Consulting Skills Assessment to provide you with feedback and to help you build an ongoing personal development plan.

### Materials and Support

- A full facilitator's guide will be provided to you at the session, documenting course flow, exercises, and background information.
- Once certified, your organization will be licensed to purchase course materials. Fees vary depending on volume. In addition, you may purchase and use the Consulting Skills Assessment for a discounted fee.
- An optional post-certification coaching session is provided free of charge to support you as you plan your first class. Additional coaching or facilitation support can be purchased.



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