

Business Partner and Internal Consulting Skills Programme Outline

INTRODUCTION

THE BUSINESS CASE

The Context for Support functions in Today's Organisation
The business and challenges for support functions and outsourcing
Support in transition – the new style and approach
Adopting a client centred approach
Reviewing our current approach
identifying our internal customers/clients
The critical issues for Business Partner and Change Agent Role

CASE STUDY PART 1

Adopting the right approach
Support specialist or business partner?
What are the required behaviours?
Creating the right impression
Getting the targets right and the getting the job offer!
Review and discussion

DEFINING A CHANGE PROJECT OR INITIATIVE

Managing the internal customer / client
Identifying successes and failures in change projects
Preparing a discussion document
The Project Charter

CASE STUDY PART 2

Getting the information you need
Adopting the right disciplines
Avoiding the classic pitfalls in researching the problem
Dealing with the different organisational characters

UNDERSTANDING CLIENT MOTIVATIONS

Factors that motivate clients
Developing your consulting antennae to detect client preferences
Pacing your style to develop client rapport

MANAGING ORGANISATIONAL CHANGE

What really goes on in change projects
The role of the change agent in managing change

REPORTING BACK TO THE CLIENT

Recognising the key tasks and psychology involved
Using consulting tools to communicate effectively
Managing Stakeholders and Stakeholder Analysis

CASE STUDY PART 3

Reporting back to the client
Analysis and preparation of client feedback
Findings, conclusions, recommendations
Determining the key issues involved
Managing different client situations
Planning the next steps
Review and discussion

CASE STUDY PART 4

Managing the client relationship
Maintaining the client's commitment
Avoiding the disappearing client
Confronting bad news issues
Closing the assignment and exiting

MARKETING INTERNAL CONSULTING SERVICES

Developing a marketing strategy
What are you selling?
Identifying your key clients
Defining what your clients want to be buy
Organising to deliver your services

ACTION PLANNING

Programme review
Skill set review
Personal action planning and discussion
Group review and discussion