



TripleWin Consulting

Advanced Consulting Skills

This three-day course, *Advanced Consulting Skills*, helps participants increase their understanding and further develop skills needed to use a collaborative approach in business situations. Participants learn to contract and build collaborative relationships with their clients to maximize the effectiveness of the provided consulting services. Assessments are used to help participants identify their strengths and weaknesses. A strong theoretical framework on consulting, change and Organization Development is taught with key models practiced within the course. Participants complete several simulated consulting projects to practice the collaborative consulting process.

Program Objectives:

- Increase personal knowledge and skills needed to use the collaborative consulting process
- Practice the steps in collaborating consulting
- Apply the collaborative consulting approach to business situations
- Understand and recognize how to use key organization development theories and models
- Understand the change dynamics involved in consulting projects

Course Overview:

This course uses a highly interactive teaching style, combining discussions of relevant theory and principles with assessments and practice simulations to create a rich and engaging learning environment.

Content:

- **7 S Model:** McKinsey's 7 S model as a business context
- **Systems Theory:** understanding that every organization is a system
- **Change Strategies:** planned change and common mistakes
- **Collaborative Relationships:** what is required in collaboration, consulting continuum of expert to process consultant
- **Consulting Skills Inventory:** self assessment of key skills involved in consulting
- **Consulting Model:** Entry; Data Collection & Diagnosis; Feedback & Recommendations; Implementation; Follow-up
- **Contacting:** checklist, action tables
- **Dealing with Resistance:** positive approach to resistance
- **Practice Consulting Assignment:** field trip case study/role play to practice the first three steps of the consulting process
- **Data Collection Approaches:** sources, questions
- **Organization Models:** methods for organizing data
- **Implementation Tools:** important change management tools to help with implementation
- **Pitfalls and Rewards:** explore the realities of consulting