

# 21<sup>st</sup> Century Consulting - 1 Day

**Course Description:** This one-day course is designed to teach core consulting competencies with individuals who are giving customers advice and helping them solve problems. *21st Century Consulting* can be used by internal consultants or external independent consultants. This seminar teaches the approaches for discovering real life solutions that work with consulting. In addition, this course focuses on how to build, keep, and advance the customer relationship while building long-term trust.



virtual  
instructor-led

## Course Objectives:

### Objective 1: Discuss areas to brainstorm when doing a client project

- Discuss the differences between internal and external consultants
- Analyze interview skills that will give insights into any project
- Practice setting project objectives that are measurable and realistic
- Discuss collecting data and information
- Evaluate how to analyze a problem
- Analyze the best skills and personnel needed to successfully fulfill this project
- Evaluate ways to create a project plan, set expectations, and monitor progress

### Objective 2: Analyze the process of conducting a gap analysis

- Discuss the steps to a force field analysis
- Examine techniques for problem solving

### Objective 3: Evaluate best practices of coaching and mentoring the client

- Identify ways to discuss strategic changes that will help the client
- Evaluate roadblocks to strategic change
- Analyze best approaches in creating a transition team for implementation
- Create a code of conduct for assisting the team in acting professional
- Examine options in presenting the results to the customer
- Discuss proposal design and documentation

### Objective 4: Analyze feedback systems which assist the consulting relationships

- Develop project planning techniques for running the consulting project
- Analyze approaches for conducting a close out session on a project
- Discuss the benefits of a Post Mortem and how to conduct one