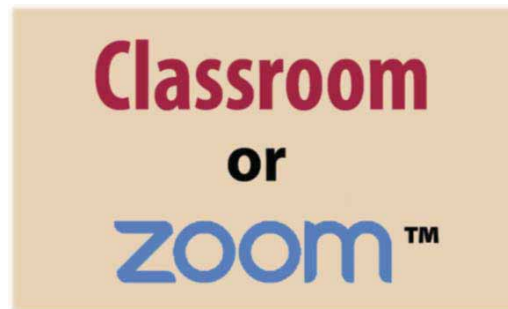


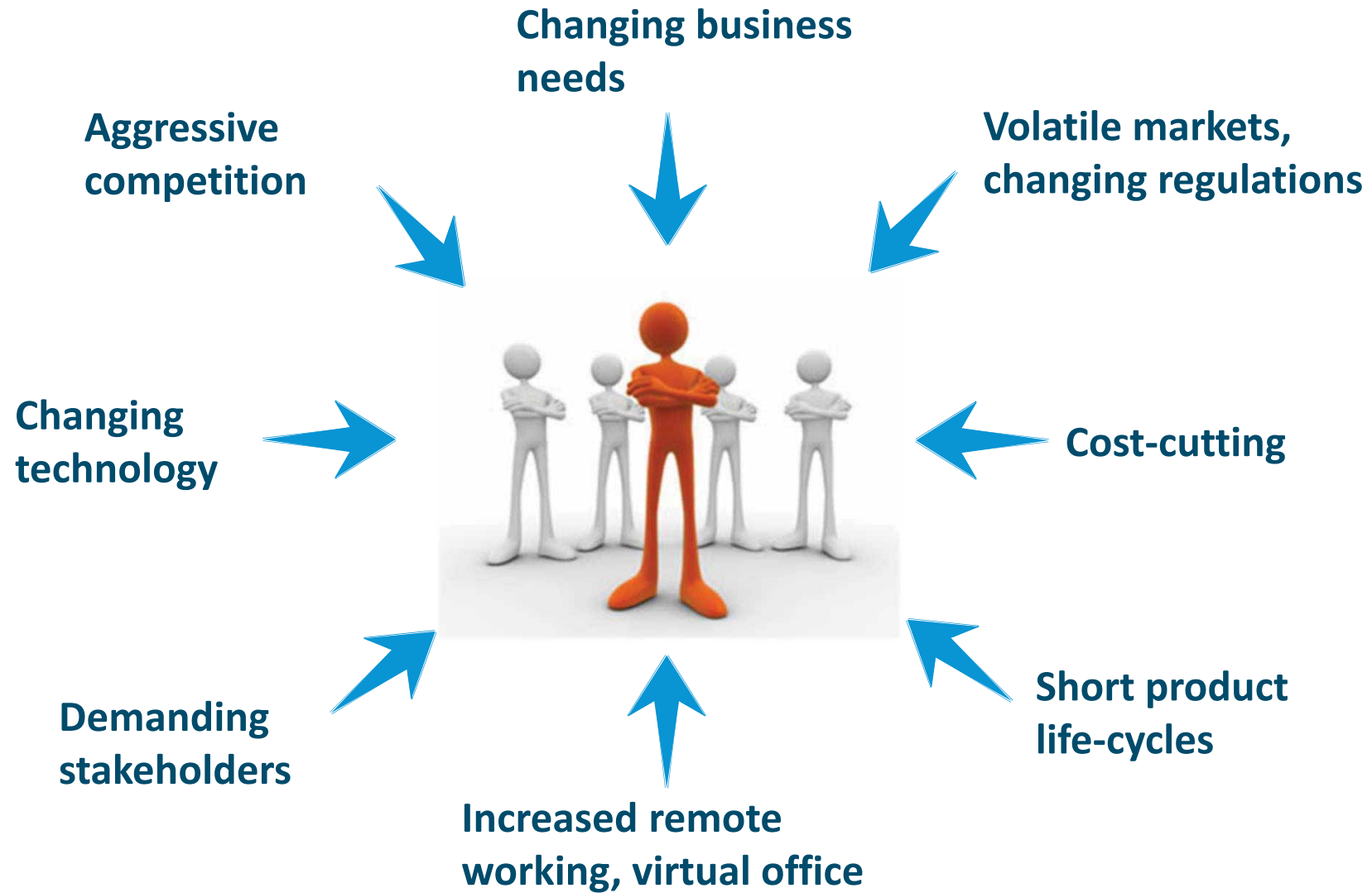
Internal Consulting Skills Course



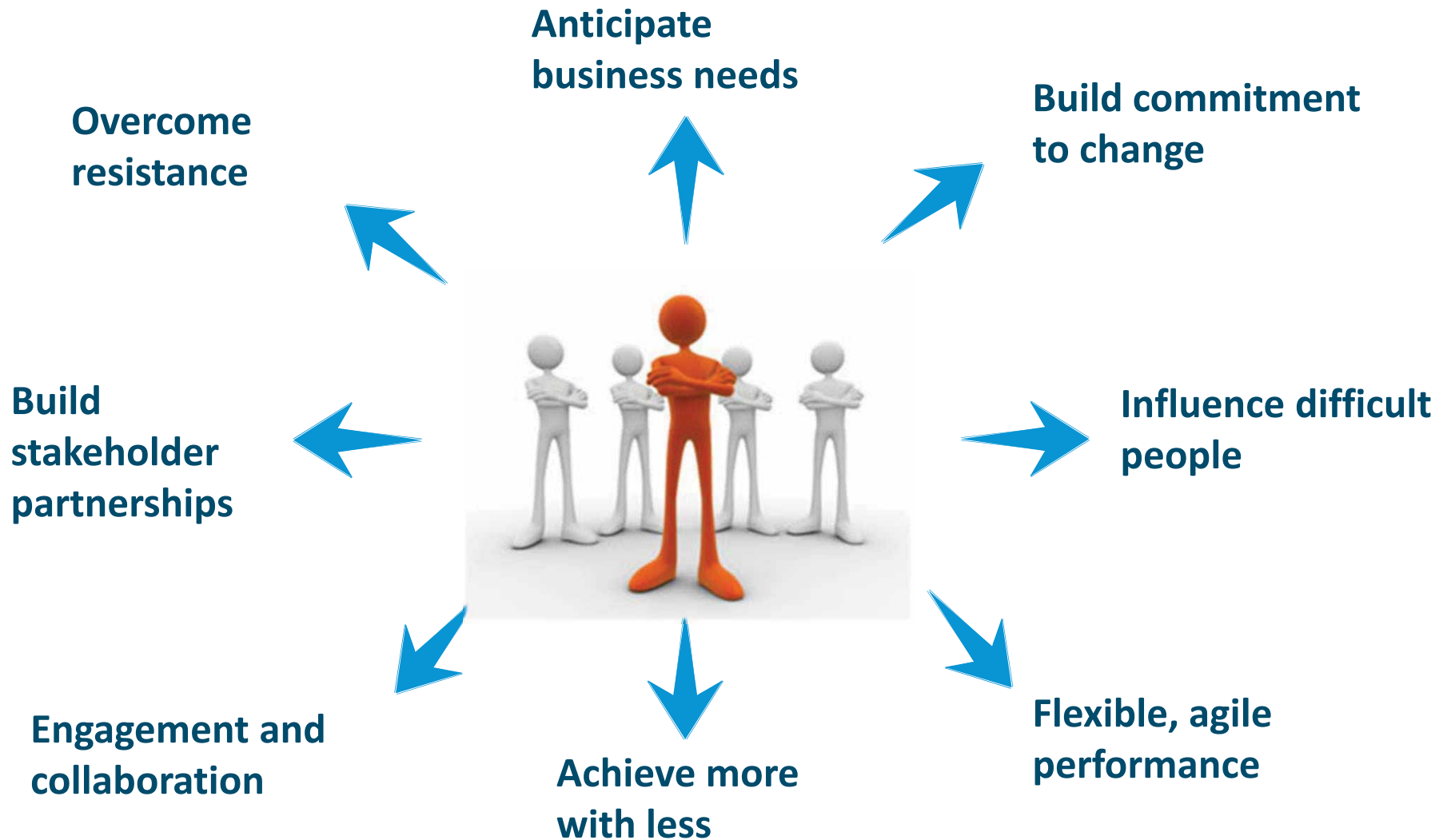
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The Challenge



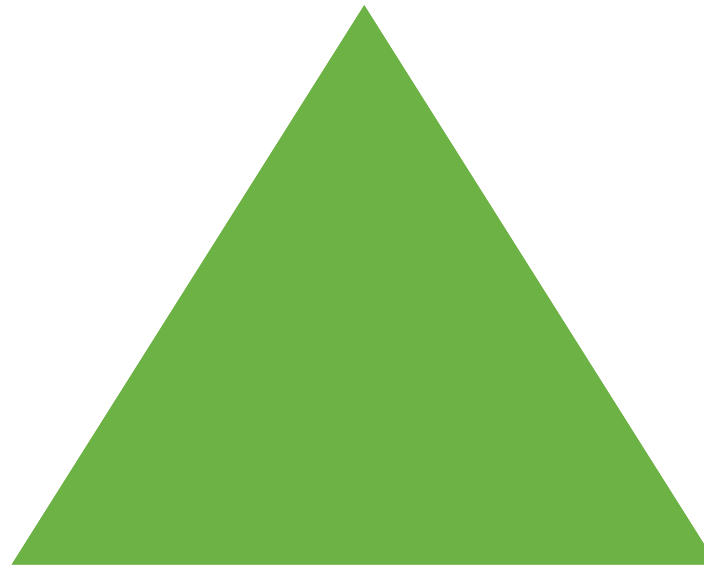
Consulting Skills – Maximise Capability



Consulting Modes – which is best?

Expert Mode

“here is my solution”



**Reactive, low
value-add**



Collaborative Mode

“how should we do this?”

Pair of Hands

“tell me what to do”

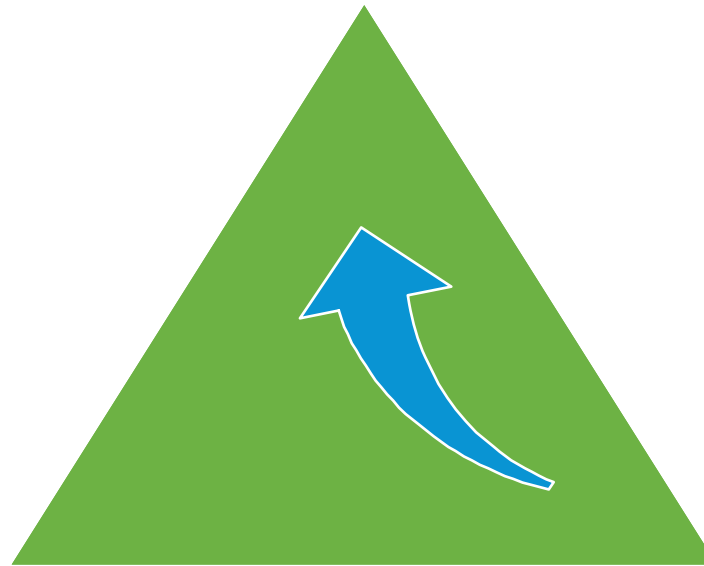
Consulting Modes – which is best?

Possibly? If this is a clear problem with clear answer. But have we got our client / stakeholder's ownership and commitment?



Expert Mode

“here is my solution”



Collaborative Mode

“how should we do this?”

Pair of Hands

“tell me what to do”

Consulting Modes – which is best?

**Client ownership,
commitment. Robust,
sustainable solutions**



Collaborative Mode

“how should we do this?”

Expert Mode

“here is my solution”



Pair of Hands

“tell me what to do”

The Consulting Process



Our Approach – Highly Practical



The consulting process looks obvious – it's only when you put the process and techniques into practice that the subtleties emerge

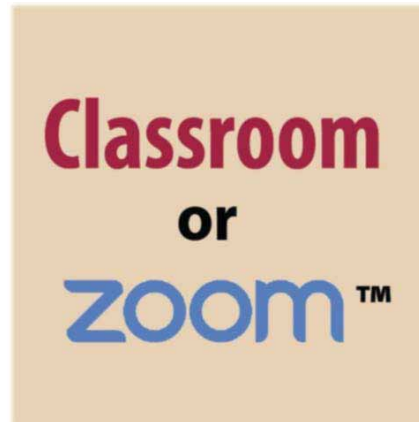


Group work and simulations



Simulated meeting from a *real* course – you will apply consulting techniques immediately

Our Approach – Highly Interactive



You will work in a team. Our experienced facilitators will help you prepare for and apply consulting techniques in your team's simulated consulting meetings. On Zoom courses teams collaborate and prepare via online cloud whiteboards, guided by our experienced facilitator.

Your facilitator will then help your team analyse what techniques helped and what approaches and techniques you might use differently in the next stakeholder meeting. Build your capability from real experience.

Our Approach – Highly Applied



Classroom
or
zoom™

**Consultancy
Tools**



You will receive practical tools, guides and checklists to download and take away to help you remember and apply important consulting techniques

zoom™ – How the online course works

Course Leader (in Performance Dynamics Office)



Participant 1 – working from own home



Participant 3 – working in your main office



Participant 2 – working in interstate office

... up to **8 participants**

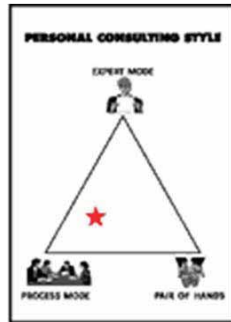
Shared cloud online whiteboard:
Team **collaborates** for consulting meeting preparation, runs simulated consulting meetings and debriefs with course leader



Participant 4 – working from own home



Individual Needs



Low	Moderate	High	
1	2	3	4
			BUSINESS MANAGEMENT
		■	Business Building
		■	Change Driving
		■	Strategic Thinking
	■		Organisation
		■	Decision Making

Low	Moderate	High	
1	2	3	4
			TEAM MANAGEMENT
			Team Energising
		■	Team Development
	■		Human Insight
			Involvement
		■	Influence
	■		Building Trust

Low	Moderate	High	
1	2	3	4
			SELF MANAGEMENT
			Achievement Focus
		■	Proactive Energy
			Stress Management
	■		Emotional Resilience
		■	Social Interaction

Low	Moderate	High	
15	45	110	200
			Emotional Intelligence Index
		■	"EQ"

Personal Consulting Profile



Personal development action planning



Everyone is different – you will receive feedback on your personal consulting style and we will help you prepare personal development actions

Why attend this course?

- **Highly practical**
 - Apply professional consulting techniques *immediately*
- **Proven track record**
 - **9,000 people** trained
 - in **470 organisations**
 - in **20 countries**
- **Take-away Tools**
 - Personal Consulting Style assessment and development
 - Palm Cards and checklists
 - Consulting Course Manual

You'll learn a lot and it's great fun!

Highly experienced course leader:

- Consulting since 1978
- Experienced in hundreds of public & private sector clients world-wide
- Expert in people:
Registered Psychologist
- **Senior IT Consultant:** Accenture
- **Management Consultant:** PricewaterhouseCoopers
- **Organisational Psychologist:** SHL Group
- **30 years' real-life consulting experience**
– *here to help you!*



Comments from past participants

"The best course I have ever been on, and being a trainer myself that's a very big accolade!" Gaye Burnett, Sales Training Supervisor, Toyota Australia

"An excellent course. Very professionally presented and managed" Leigh Maynes, Accenture, Melbourne

"Packed full of practical action-oriented hints, tips and excellent 'real life' examples of how to manage the consulting process. Very enjoyable" Mark Dickson, Optus Communications, Sydney

"One of the best courses I have ever been on, ever" Karen Crossley, Australian Stock Exchange

"Words fail me - the course was excellent in every way from content, to materials, presentations style, presenters" Hilary Wunsch, Department Defence, Melbourne

"I feel like I've been given the Trade Secrets - good feeling! Thank you" Ken McHugh, Employee Relations Brisbane City Council

"This was an unbelievably good learning experience. I have taken away so much, especially the practical opportunities to apply techniques. Great course!" Luke McCaul, Tourism Queensland

"Lots of practical tips and tricks that can be put to use immediately. Delivered by someone with real experience who can pass this on in an engaging and entertaining way. Extremely valuable and thoroughly enjoyed it!" Gwynne Harries, Business Project Manager, Vodafone UK

"Did what it said on the tin! Good range of consultancy tips which will be valuable in my current and future roles" Keith Chalmers, Scottish & Southern Energy

"Extremely valuable - not only is it a sound introduction to my next internal consultancy role but I have an action plan to take my development further" Maria Psaras, Internal Consultant, Financial Ombudsman Service, London

"Excellent, I deal with business contacts daily and this has been a very valuable course" David Hodson, Business Process Specialist, BOC Gases UK

"Very valuable - very relevant to my current role. Helped me consider new and more effective ways of dealing with the client - very practical" Louisa Hanley, HR & Recruitment Advisor, Telefónica O2 UK

"Thank you for making me think differently! Liked the reference cards. Has given me techniques to use to influence the change I want to put in place". Pauline Morgan, Vocational Skills Manager, Southern Rail

The Next Steps

Join a public course or run this course in-house exclusively for your team

Public Course

- Book a place on one of our regular **online public courses**
- **Highly interactive, small groups**
- Limited to **8 participants** per course
- Run by facilitator **highly experienced** in real-life consulting
- Join from **home** or **office**

Book Online:

www.performancedynamics.com.au

In-house Course

- **Run this course for your team** online via **Zoom** (or at any location in Australia, New Zealand, Asia or Europe as regulations allow)
- We run this course exclusively for your team allowing participation from **multiple locations** (home or office) at a **time that suits you**

Get a Free Quote:

www.performancedynamics.com.au

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