Training Course on Internal Consultancy Skills at Work

Professional Development Training Course Outline

Category	Development	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's dynamic organizational landscape, the ability to drive internal improvements and foster collaboration is paramount Training Course on Internal Consultancy Skills at Work equips individuals with the essential **consultation frameworks**, **communication strategies**, and **problem-solving techniques** to effectively partner with internal stakeholders. Participants will learn to navigate organizational complexities, build strong relationships, and deliver impactful solutions, ultimately contributing to enhanced **organizational effectiveness** and a culture of continuous improvement. This program focuses on practical application through **real-world case studies** and interactive exercises, ensuring participants gain tangible skills to immediately implement within their respective roles and contribute to achieving strategic **business objectives**.

This intensive training program is designed to cultivate **internal change agents** who can act as trusted advisors and catalysts for positive transformation. By mastering the art of **internal stakeholder management**, participants will be able to diagnose organizational needs, facilitate collaborative problem-solving, and guide the implementation of sustainable solutions. The course emphasizes the development of crucial **soft skills**, including active listening, effective questioning, and persuasive communication, alongside structured **consulting methodologies**. Through a blend of theoretical knowledge and practical application, attendees will gain the confidence and competence to drive impactful internal consultancy projects and contribute significantly to their organization's success in achieving key **performance indicators**.

Programme Curriculum

Training Course on Internal Consultancy Skills at Work

Introduction

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Course Duration

5 days

Course Objectives

This training course aims to equip participants with the following key skills and knowledge:

1. Effectively identify, analyze, and engage diverse internal stakeholders to build strong working relationships and ensure project buy-in.
2. Understand and apply various consulting models and tools to structure internal consultancy engagements and drive effective outcomes.
3. Develop the ability to accurately diagnose organizational challenges and opportunities through effective data gathering and analysis.
4. Learn techniques to lead productive meetings and workshops that foster creative solutions and shared ownership.
5. Craft compelling written and verbal communication to influence stakeholders and effectively present recommendations.
6. Understand the nuances of organizational dynamics and develop strategies to navigate potential challenges and build consensus.
7. Cultivate the personal and professional attributes necessary to be seen as a trusted advisor and influential partner.
8. Master the art of asking insightful questions and actively listening to understand stakeholder perspectives and uncover underlying needs.
9. Understand and apply key change management methodologies to facilitate the adoption of internal consultancy recommendations.
10. Develop methods to track progress, assess the effectiveness of interventions, and demonstrate the value of internal consultancy.
11. Learn to leverage data and analytics to support problem diagnosis, develop evidence-based recommendations, and measure results.
12. Understand and adhere to ethical principles and professional standards in all internal consulting engagements.

13. Foster a proactive approach to identifying opportunities for improvement and driving ongoing positive change within the organization.

Organizational Benefits

- Equipping internal staff with consulting skills fosters a more proactive and effective approach to addressing organizational challenges.
- Training promotes better communication, understanding, and partnership between different departments and teams.
- Internal consultants can streamline processes, identify inefficiencies, and drive improvements that lead to higher productivity.
- Utilizing internal expertise for consultancy projects can reduce reliance on external consultants, leading to significant cost savings.
- Internal consultants possess a deeper understanding of the organization, enabling quicker and more effective implementation of strategic initiatives.
- Empowering employees to drive change fosters a culture of ownership, continuous improvement, and innovation.
- Investing in employee development and providing opportunities for growth can boost morale and reduce employee turnover.
- The skills gained through this training can contribute to the development of future leaders within the organization.

Target Audience

1. Internal Project Managers
2. HR Business Partners
3. Process Improvement Specialists
4. Department Heads and Managers
5. Change Management Practitioners
6. Organizational Development Professionals
7. Business Analysts
8. Individuals aspiring to take on internal consulting responsibilities

Course Outline

Module 1: Foundations of Internal Consulting

- Defining Internal Consulting and its Value Proposition
- Distinguishing Internal vs. External Consulting Roles
- Understanding the Core Competencies of an Effective Internal Consultant
- Establishing Ethical Guidelines and Professional Standards
- **Case Study:** Analyzing the successful implementation of an internal consultancy project within a multinational corporation.

Module 2: Understanding the Internal Client and Stakeholders

- Identifying and Mapping Key Internal Stakeholders
- Techniques for Analyzing Stakeholder Needs and Expectations
- Building Rapport and Trust with Internal Clients
- Effective Communication Strategies for Diverse Audiences
- **Case Study:** Examining a situation where mismanaged stakeholder expectations led to project challenges and how they were addressed.

Module 3: The Internal Consulting Process: From Entry to Exit

- Defining the Stages of an Internal Consulting Engagement
- Developing Clear Terms of Reference and Project Scopes
- Planning and Structuring Internal Consulting Projects
- Managing Project Timelines and Resources Effectively
- **Case Study:** Reviewing the different phases of a complex internal consulting project aimed at improving cross-departmental collaboration.

Module 4: Data Gathering and Analysis for Internal Consultants

- Various Data Collection Methods: Interviews, Surveys, Focus Groups
- Qualitative and Quantitative Data Analysis Techniques
- Identifying Key Insights and Patterns from Collected Data
- Presenting Data Effectively to Internal Stakeholders
- **Case Study:** Analyzing how data-driven insights informed the recommendations of an internal consultancy project focused on improving customer service.

Module 5: Problem Solving and Solution Development

- Defining and Structuring Organizational Problems
- Brainstorming and Idea Generation Techniques
- Evaluating Potential Solutions and Selecting the Best Fit
- Developing Actionable Recommendations and Implementation Plans
- **Case Study:** Examining different problem-solving approaches used by internal consultants to address a decline in employee morale.

Module 6: Communication and Influencing Skills for Internal Consultants

- Mastering Active Listening and Effective Questioning Techniques
- Crafting Persuasive Written and Verbal Communication
- Presenting Findings and Recommendations with Impact
- Handling Objections and Building Consensus
- **Case Study:** Analyzing the communication strategies employed by an internal consultant to gain buy-in for a significant organizational change initiative.

Module 7: Managing Change and Implementing Solutions Internally

- Understanding the Principles of Change Management
- Identifying and Addressing Resistance to Change
- Developing Strategies for Successful Implementation
- Monitoring Progress and Evaluating the Impact of Interventions
- **Case Study:** Reviewing the change management process implemented during a large-scale technology adoption project led by internal consultants.

Module 8: Building a Successful Internal Consulting Practice

- Developing Internal Consulting Capabilities within the Organization
- Marketing and Promoting Internal Consulting Services
- Measuring and Demonstrating the Value of Internal Consulting
- Continuous Learning and Professional Development for Internal Consultants
- **Case Study:** Examining the evolution and impact of a dedicated internal consulting team within a large financial institution.

Training Methodology

This training program utilizes a blended learning approach incorporating:

- **Interactive Lectures and Discussions:** Engaging presentations covering key concepts and principles, followed by facilitated group discussions to encourage knowledge sharing and application.
- **Practical Exercises and Role-Playing:** Hands-on activities and simulations to allow participants to practice newly acquired skills in a safe and supportive environment.
- **Case Study Analysis:** In-depth examination of real-world organizational scenarios to illustrate the application of internal consulting methodologies and problem-solving techniques.
- **Group Work and Collaborative Projects:** Opportunities for participants to work together on practical challenges, fostering teamwork and the application of learned skills.
- **Individual Reflection and Action Planning:** Dedicated time for participants to reflect on their learning and develop personalized action plans for applying their new skills in their workplace.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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