

INTERNAL CONSULTING SKILLS

OR ... run this
in-house for your team:
Classroom
or
zoom™

**This highly practical
2-day seminar will boost your
consulting skills and dramatically
improve your ability to get things
done right, fast and first:**

- Build highly productive working relationships with internal & external clients or stakeholders
- Develop lasting solutions your clients will 'own'
- Apply the skills and techniques to influence those 'difficult' stakeholders
- Use professional consulting tools and techniques that really work
- Use your EQ to 'read' your client and get what you want
- Overcome resistance and build real commitment to action
- Operate with greater self-confidence and professionalism
- Excel as a value-adding advisor and business partner
- Jump-start your consulting career!



NEW
Interactive, secure
course-delivery via
zoom™

www.performancedynamics.com.au

Public **zoom™** Dates

- 23 & 24 March 2021
- 19 & 20 May 2021
- 20 & 21 July 2021
- 14 & 15 September 2021
- 10 & 11 November 2021

BOOK ONLINE:
www.performancedynamics.com.au

This is a fast-paced and highly concentrated learning experience and draws on the extensive practical consultancy and change management experience of the facilitators. The program includes consulting case studies and role plays, and practical tips, tools and techniques to help you get even better results as an internal or external consultant or business partner.

Past participants: *Commbank, Westpac, CSL, Wesfarmers, ASX, Department of Defence, BHP Billiton, HCF, Telstra, Xero and many more...*

This will boost your performance if you are a:

- Human Resource Practitioner
- IT Professional
- Business Analyst
- OD Specialist
- Business Partner
- Learning & Development Specialist
- Finance Professional
- Governance & Risk Advisor
- Internal Auditor
- Quality & Service Assurance Advisor
- Project Leader
- Business Development Manager
- Change Agent
- Corporate Strategy Specialist
- Business Improvement Manager
- Customer Account Manager

PERFORMANCE Dynamics®



THE CHALLENGE

Today more than ever, **public health measures**, **remote working practices**, unpredictable demand and unrelenting competition are forcing organisations to re-think the way they operate. As a result **corporate and support functions** are under pressure to demonstrate a genuine 'value adding' contribution to organisational performance. Similarly, **external service providers** are under scrutiny to deliver high

quality at a reasonable cost. This is having a dramatic effect on how internal functions and external service providers must now operate.



HOW TO SURVIVE

Many support functions (Human Resources, IT, Finance, Marketing etc) are being downsized, outsourced or opened up to competition from external service providers. Others are moving to a more integrated shared services model with greater responsibility for supporting performance organisation-wide.

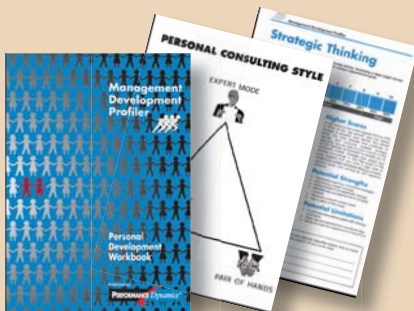
To survive in this new environment, **traditional support functions** must adopt a more proactive role in building relationships, enabling change, influencing outcomes and taking a sharper focus on organisational goals and business needs. Technical specialists (in IT, HR, Finance, Planning etc) need to see issues from a **broader business perspective** and speak the business language of their internal clients and stakeholders. Similarly, to take advantage of the market for internal services, **external providers** and consultants must break down the perceptions of 'us and them' and must collaborate as business partners to deliver **high quality products** and sustainable **improvements in service**. The internal consulting model provides an essential and dynamic way to adapt to these changes.



COURSE STYLE

Tested in over 450 organisations in 17 countries, the Internal Consulting Skills program uses our proven approach to help you develop, practise and then apply the skills required to operate in this new mode. In the practical consulting simulation sessions you will work with one of our expert consultants in a team with up to 7 other participants. Guided by your facilitator, you and your team will plan and take

part in a lively and realistic simulation of a consulting process – from initial contact with your client or internal stakeholder through to a successful conclusion. You will receive feedback and advice on your current consulting style and take away powerful consulting tools, checklists and proven techniques to help you deal with the real-life hurdles internal consultants, advisors and service providers face. You will learn how to build highly productive partnerships with internal and external clients and stakeholders, how to re-position your team as a value-adding business partner, how to introduce high-impact and lasting improvements and much more...



Style Profiler

Computer analysed assessment of your Personal Consulting Style plus 100 page Consulting Skills course manual and 40 page Personal Development Workbook (soft copies for Zoom-based courses) with your own benchmarked personal profile and personal development action plan.

PROGRAM OUTLINE

1. The Consulting Process

- What is consultancy?
- Understanding client and stakeholder needs
- The 34 essentials you need to begin a successful initiative
- How to clarify and define what is in and out of scope
- Nine important steps to ensure you 'add value'
- How and when to use 'Expert' and 'Collaborative' modes

2. PRACTICAL CONSULTING SIMULATION: Initial Client and Stakeholder Meetings

- How to manage successful initial meetings
- Establishing credibility and professionalism
- 24 ways for you to run better initial meetings
- The 80:20 rule and why you will fail without it
- Highly effective techniques to distinguish 'needs' from 'wants'
- How to develop highly effective questions
- Four powerful techniques to boost your active listening
- The difficult issues and how to raise them and deal with them
- The client's difficult questions and how deal with them
- Proven and practical ways to manage your client's expectations
- Developing a clear, measurable definition of the real objective
- How to develop proposals and plans with high impact

3. Consulting Tools, Models & Techniques

- How to use the most important professional consulting tools to diagnose the problem and identify options
- When to use quantitative and qualitative techniques
- Harnessing your client's experience to analyse the problem
- Involving your client in identifying solutions they will 'own'
- Using consulting models as powerful communication tools

4. PRACTICAL CONSULTING SIMULATION: Information Gathering and Analysis

- The secrets of successful information gathering meetings
- 20 ways for you to improve your information gathering
- How to deal with dominant people who are more senior
- A highly effective technique to influence demanding clients
- The keys to building rapport and overcoming resistance
- Powerful techniques to gain trust from suspicious client staff
- How to diagnose the problem and begin developing solutions
- Running successful questionnaire surveys and focus groups

5. PERSONAL DEVELOPMENT AND PERSONAL ACTION PLANNING: Developing your Consulting Style and Skills

- Benchmarking your consulting style against over 500 Australian consultants, business partners and service providers
- Using the 'Consulting Style Profiler' to develop your business, client and self management skills
- Over 150 action steps to boost your effectiveness
- Measuring your 'Emotional Intelligence' against our benchmark group of consultants and business partners
- 10 important ways to boost your Emotional Intelligence

Maximum 8 people (Zoom) or 16 people (Classroom)

What our past course participants say...

Words fail me – the course was excellent in every way from content, to materials, presentation style, and presenters. Hilary Wunsch, Dept of Defence, Melbourne

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

One of the best courses I have ever been on, ever. Karen Crossley, ASX

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

Places are limited. Register NOW at:

www.performedynamics.com.au

6. SKILLS PRACTICE:

Client Management and Influencing

- Essentials of successful client and stakeholder management
- Difficult situations and how to deal with them
- A simple-but-effective 7-step process to help you say 'no'
- How to have the difficult conversations - more techniques
- Applying proven techniques to handle 'difficult' stakeholders

7. PRACTICAL CONSULTING SIMULATION: Presenting Recommendations to gain 'Buy-in'

- How to present 'bad news' without alienating your client
- Using your EQ to help you communicate convincingly
- How to read and respond to your client's behaviour
- 23 ways to help you prepare and run persuasive presentations
- How to present your findings for maximum impact
- Distinguishing 'buying signals' from interruptions
- How to handle the tough questions
- 6 effective ways to handle difficult people in presentations
- How to use the next steps to lock in client commitment

8. ACTION PLANNING: 'Positioning' yourself as a valued 'business partner'

- Moving from 'cost' or 'overhead' to 'added value'
- How to avoid simply being a 'pair of hands'
- Identifying opportunities to add greater value
- Building powerful networks and sponsors
- 30 practical ways to re-position your team as a business partner
- Developing your own 'marketing' action plan

Highly Practical: 6 Special Features

1. Sharpen your skills in our hands-on simulations of real-life business and consulting situations.
2. Pin-point your development needs and capitalise on your strengths with our unique Consulting Style Profiler.
3. Take away our comprehensive manual, practical check-lists and quick-reference Palm Cards for your guidance after the course.
4. Learn simple-but-effective techniques you can apply immediately.
5. Maximise your personal learning in our small, tutor-guided skills development groups.
6. Discover the "trade secrets" from our experienced case study facilitators who are all practising management consultants.

Classroom vs zoom™ ?

Online public courses and in-house classroom courses have identical content. In addition to instructor-led presentations and discussions, during online courses participants collaborate in Zoom breakout rooms with shared cloud whiteboards then run and review simulated consulting meetings with our highly experienced facilitator. Online participants receive soft copies of all course materials.

I feel like I've been given the Trade Secrets – good feeling! Thank you. Ken McHugh, Brisbane City Council

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

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



Daryl Wightman is Managing Director of Performance Dynamics and our Course Leader. He has over 30 years' experience as a management consultant and has a unique background in both business information systems and human behaviour. He joined Andersen Consulting (now Accenture) as an IT Consultant in 1978 and designed and implemented large computerised business systems for clients in insurance and banking in London. As a Chartered Psychologist in the SHL Group and then a Managing Consultant in PricewaterhouseCoopers (pwc) he assisted clients in London and Sydney to initiate and manage organisational and culture change and introduce leading-edge Human Resources practices to align human performance with business goals. He regularly facilitates business planning and change management initiatives for clients. He has assisted over 100 major organisations in Australia, New Zealand, Asia, Europe, UK, USA, Canada and South Africa including AMP, BHP Billiton, British Nuclear Fuels, Tata Steel Europe, ThoughtWorks, Lloyd's underwriters, Optus, Suncorp, QBE, Commonwealth Bank and the UK National Health Service. Daryl is one of the authors of the book 'Australian Human Resources Management' and consults to organisations internationally. He was awarded a scholarship to Cambridge, holds a double MA in Physics and Psychology from Cambridge University, is a Chartered Psychologist in the British Psychological Society and a registered Psychologist in Australia.



Kate McLaughlin is Training Director of Performance Dynamics and has over 20 years' experience in training and business consultancy in financial institutions in London and Sydney. She is a specialist in banking operations and designed and implemented the quality standards and process for the first project in Europe to centralise back office processing in retail banking operations.

Kate designs and implements training and development solutions to support business improvement initiatives and her past clients include HSBC, Schroders, Hill Samuel and Midland Montagu. She holds a BA(Hons) from Southampton University, Post Graduate Certificate in Education (Cambridge) and is an Associate of the Chartered Institute of Financial Services (UK).



Natalie Verdon has over 20 years' experience in management consultancy. She specialises in change management processes taking a holistic view of business systems, organisational culture and factors influencing bottom-line results. She is co-author of the 'International Customer Service Standard' and is a regular speaker and trainer on customer service and process improvement. Her clients include Pfizer, Westpac, Qantas and Woolworths. Natalie holds a

Bachelor of Arts degree in Psychology and is a licensed assessor for the International Standards Accreditation Board.

To join a zoom™ course each person will need their own:

- Laptop or desktop computer with speakers, webcam, microphone (or headset). See requirements: <https://support.zoom.us>
- Zoom video conferencing application (*free*)
- Miro online whiteboard application (*free*)
- Broadband internet connection (wired or mobile) minimum bandwidth 1.5Mbps/1.5Mbps (up/down). A standard nbn broadband service is around 20Mbps.
- Test your equipment at <https://zoom.us/test>

☐ **YES** I want to improve my consulting skills.

- BOOK ONLINE:** www.performancedynamics.com.au/booknow.php (you don't have to pay online – we will invoice you)
 - Pay by **credit card** or **bank transfer** – get a credit card authorisation from www.performancedynamics.com.au/credit.html
- You can email your completed credit card authorisation to: booking@performancedynamics.com.au



**book
now**

REGISTRATION DETAILS (fees must be paid in advance)

Course Fee (Australian Dollars): \$900+GST = \$990 which includes downloadable soft copies of course materials including the Consulting Skills Course Manual and a computer-analysed Personal Consulting Style assessment (completed before the course) with your personal profile and Personal Development Workbook. A tax invoice will be issued.

\$99 per person Group Booking Discount: When 2 or more people from your organisation register at the same time, the fee is \$990 (inc GST) for the first person and **\$810+GST = \$891 (inc GST)** for each additional person.

Up to \$198 per person Government Discount: Fee is **\$810+GST = \$891** for the first person and **\$720+GST = \$792** for each additional person from a **not-for-profit**, not fee-for-service **government department, agency or charity**.

COURSE REQUIREMENTS, CANCELLATIONS AND POSTPONEMENTS

Before booking a place on this course you must verify (<https://support.zoom.us>) and test (<https://zoom.us/test>) that the computer and internet service you will use to join this online course satisfy the requirements for the Zoom platform. Your internet connection must have a minimum bandwidth of 1.5Mbps/1.5Mbps (up/down): verify at <https://www.speedtest.net>. If you are unable to attend, a substitute person is very welcome at any time. Performance Dynamics will make a full refund or give you a credit for a future course (less \$99 cancellation or change fee per person) for cancellations or postponements received in writing by email at least 15 full days prior to the course start date. For cancellations or postponements received in writing by email at least 7 days prior to the course we will give you a 50% refund or 50% credit note for a future course. Unfortunately, no refund or credit can be made for cancellations or postponements received less than 7 days prior to the course start date or for people who fail to attend or join the course. Fees unpaid by the booking invoice due date may result in the loss of your course place and may be deemed by Performance Dynamics to be a de facto cancellation of your course booking. Performance Dynamics reserves the right to change the program and facilitators without notice. In the event of a cancellation of a course Performance Dynamics' liability is limited to the return of the paid course fees only. Credit notes are valid for 12 months.

Past participants include: AAMI, Accenture, ActewAGL, AMP, ANZ Bank, ASC Shipbuilding, AstraZeneca, ASX, Australia Post, Australian Federal Police, Australian Taxation Office, BaptistCare, BHP Billiton, Boral, Brisbane City Council, BAE Systems, Bunnings, BUPA, Caltex, Canon, Centrelink, City of Melbourne, Clayton Utz, Coca-Cola Amatil, Commbank, Credit Union Australia, CSIRO, CSL, De Bortoli Wines, Deloitte, Dept of Defence, Dept of Human Services, Dept Premier & Cabinet (Qld), Dept Transport & Main Roads (Qld), Education Queensland, Energex, Ergon Energy, Ernst & Young, Exxon, Fairfax Media, Foxtel, Fujitsu, Getronics, HCF, Honeywell, Housing NSW, HSBC, IAG, IBM, ING, Integral Energy, Kmart, KPMG, Logica, Macquarie Group, Macquarie University, Mater Hospitals, MBF, Medicare, Medibank, Middletons, Minter Ellison, Monash Health, Murrumbidgee Irrigation, MYOB, National Australia Bank, Nestlé, News Limited, NIB, Nickel West, Novell, NRMMA, NSW Police, Optus, Oxford University Press, Pfizer, PricewaterhouseCoopers, Qantas, QBE, Queensland Health, RAAF, RACV, Red Cross, Rio Tinto, RMIT, The Royal Mint, Salvation Army, SA Water, Sanitarium, Santos, Sensis, Seven Network, Shell, St George Bank, Stanwell Corporation, Suncorp, Sydney City Council, Sydney Opera House, TAFE NSW, Telstra, ThoughtWorks, Toyota, UniSuper, University of Melbourne, University of NSW, VicRoads, Victoria Police, Vodafone, Wesfarmers, Westpac, Woodside Energy, Xero, Zurich Insurance and more...

How the **zoom™**
course works

Course Leader – our office



Participant 1
– at home



Participant 3
– in head office

... up to
8 participants



Participant 2
– in regional office

Shared Miro whiteboard: Team collaborates for consulting meeting planning and preparation



Participant 4
– at home



Join one of our public online courses from any location, region or country. You just need **your own computer** (with speakers, microphone and webcam) and a broadband internet connection. Feel free to wear a headset or ear buds if you prefer. Courses run from 9am to 5pm Australian Eastern time.