

Consulting course outline

Overview

This course covers general consulting theory and practice with particular emphasis on management consulting. It reflects international consulting standards developed by the [International Council of Management Consulting Institutes \(ICMCI\)](#), the global association of national management consulting institutes from around the world.

The course is delivered by [Alan Schwartz](#) Chief Certified Management Consultant Assessor of the [Institute of Management Consultants](#) (Australia), 2005-8.

Learning outcomes:

On completion of this course participants should be able to:*

- o Manage projects within contemporary business and industry environments
- o Recognise professional and ethical values, behaviours and attitudes
- o Build and sustain relationships with clients and other key stakeholders
- o Apply a range of tools, methodologies and principles
- o Plan and deliver successful projects
- o Achieve sustainable results

* Subject to satisfying [Institute of Management Consultants eligibility criteria](#), participants may wish to apply for [Certified Management Consultant \(CMC\)](#) certification. Participants may need to gain further knowledge and skills after the course to achieve these outcomes and CMC certification, depending upon their existing knowledge and experience

Overview of content:

Consulting

- o Nature and purpose of consulting
- o Consulting industry
- o Consulting Framework - Institute of Management Consultants (IMC)
- o Certified Management Consultant Certification (IMC)
- o Professional Practice
- o Consulting body of knowledge

Structure, culture and process

- o Organisation Structure
- o Culture and change
- o Consulting process
- o Building capability & getting Clients

Phases

- o Entry and Diagnosis
- o Planning
- o Implementation and control
- o Termination

Communication and Relationship Management

- o Stakeholders including client management
- o Interpersonal Interaction
- o Team management
- o Communication
- o Managing Consultancy Interventions
- o Problem solving and decision making

Commercial and contractual

- o Proposals
- o Pricing and fees
- o Contracts

Methodologies/tools/models

- o Strategic, consulting and management tools and techniques
- o Project, program and portfolio management

Wrap-Up - the next step

- o Professional Development

Who should attend?

- o Consultants, managers, professionals, program managers, project managers

Course Duration:

One or two days to suit client and participants