ANALYSIS AND PROBLEM SOLVING FOR CONSULTANTS (CO20)

Course Code: 8964

Understand critical aspects of a consulting engagement, emphasizing a collaborative problem-solving approach to the client/consultant relationship.

As clients' problems become more complex, and the desire to implement solutions that not only meet needs but deliver true business value increases, technical consultants need to develop a more in-depth understanding of their clients in order to be successful. This shift combined with the fact that the solutions many organizations or internal support functions offer are also becoming broader and include more services means that technical consultants have to have business acumen and better problem solving and analysis skills.

This is an interactive workshop that helps both internal and external consultants build the skills and knowledge to better gather and analyze client information and make sense of it in order to make more effective recommendations.

What You'll Learn

- Understand your client, whether internal or external, and the context for the consulting engagement
- Gather data to clarify the issue, opportunity, or problem to be addressed
- Define success criteria
- Analyze the gap between current and desired results
- Develop and assess alternative solutions or actions
- Select an optimal solution or action
- Develop recommendations to present to your client

Who Needs to Attend

Anyone in an internal or external consulting role

Project managers

Business analysts

IT professionals

Engineers

Other technical professionals who would like to improve the outcomes of their consulting engagements by:

- Collecting the right data from the right stakeholders
- Effectively analyzing the data they collect
- Identifying the right solutions

Prerequisites

Self-study on the Consulting Skills Portal prior to class.

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VIRTUAL CLASSROOM LIVE	$1,395 USD	2 Day

Virtual Classroom Live Outline

Prework: Preparation Phase

- Client Engagement Opportunity
- Consulting Behaviours Benchmark Assessment
- Consulting Engagement Life Cycle
- Personal Needs
- Case Study

Introduction

- Introduction to course
- Personal learning objectives
- The Consulting Life Cycle
- Collecting the right data

Understand the Client

- Understanding the client's business mode and strategy
- Documenting value and service chains
- Analyzing stakeholders

Understand the Issue, Opportunity, or Problem

- Identifying data requirements
- Sources of data
- Data collection methods
- Documenting data
- Determining root causes

Construct the Solution

- Identifying and assessing solutions options
- Creative thinking techniques

- Selecting the best option

Develop a Recommendation
- Summarizing findings
- Planning your message
- Tailoring your recommendation for your audience

Connection
- Your personal action plan

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PRIVATE GROUP TRAINING	2 Day

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