

MAKING RECOMMENDATIONS - COMMUNICATIONS SKILLS FOR CONSULTANTS (CO30)

Course Code: 8965

Enhance open and effective communications between the consultant and client, focusing on oral and written communication, facilitation skills, effective meetings and overcoming communication challenges.

As solutions become more tailored and client decision making groups become more diverse, technical consultants need to be able to develop a recommendation that is clear, concise and compelling. The challenge is however that taking complex technical information and presenting it in business-oriented terms can be difficult. Consultants need to be able to understand their clients' communication preferences and needs and deliver their recommendation in an influential way.

This two-day interactive workshop helps both internal and external consultants build the skills and knowledge required to present recommendations in an effective way and gain stakeholder approval in more situations.

What You'll Learn

- Use the knowledge of how people process information to plan and structure your message
- Write reports and proposals that satisfy the needs of your client and achieve your communication objective
- Make effective presentations with minimal anxiety and maximum energy and enthusiasm
- Manage the content, structure and interaction of a meeting
- Facilitate the exchange of information

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:

- Structuring and tailoring their communications in a more effective way
- Delivering their recommendation in a clear, concise and compelling manner
- Planning and conducting stakeholder meetings to achieve objectives

Prerequisites

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

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