

Commercial Skills for Consultants

Does your organisation need consulting skills training? Your team includes professional services people who are experts in their subject area. They may not be as comfortable with the commercial aspects of managing clients as they are with the technical challenges. How skilled are they in working within a strategic context, maintaining client relationships, presenting, influencing, negotiating client demands, identifying opportunities to build business and selling?

This Consulting Skills program helps professional services people build the confidence and ability to increase service levels and thereby create more value for your own business and your client.

Audience

Client facing IT Consultants, engineers, solutions architects, lawyers, advertising professionals, project managers, accountants, financial advisers and other consultants and professional services people.

Outcomes

In a typical full-day workshop participants learn how to:

- Align activities with the overarching strategy
- Become a trusted advisor
- Engage in a consultative dialogue
- Understand that selling is about adding value to their client's organisation
- Analyse client motivations and decision making
- Use project management techniques
- Conduct effective client meetings
- Use advanced communication and influencing strategies

If there is more time we can also learn to:

- Deal with difficult situations and unreasonable expectations
- Present to clients and stakeholders
- Assertively negotiate
- Document and report on progress

- Write concise, clear and actionable emails
- Review progress and ensure continuous improvement
- Use storytelling to build influence and sell
- Advanced solution selling techniques

Tailored group training - in-house or through virtual workshops

Ask us how we will tailor this program to your organisation or team.

Benefits are that we tailor the:

- *Content* to suit your organisation's needs.
- *Delivery* to reflect your procedures, values, examples and terminology, which encourages participants to apply their new skills in their roles.
- *Duration* to suit the availability of your team members and your budget.

Tailoring is mostly for free and always economical as costs are based on a per day delivery and not per participant.

Request a quote

Please call 1300 655 098 to ask us how we can tailor a program to your needs.

Alternatively, email us at info@icml.com.au or start a 'chat' on our website icml.com.au/.

Virtual Workshops

We deliver programs in interactive, live online workshops, accessible from a device anywhere.

Highly impactful learning

- Replicating face-to-face workshop experiences through conferencing technology.
- Using extra features for engagement: polls, quizzes, chat, electronic whiteboard.
- Learning in multiple shorter bursts – allowing practice between sessions.

Benefits of virtual workshops

- Attend the training from the comfort of home or personal workstation.
- No travel time or expenses.
- Multiple short sessions – less impact on work.

Simple access

- You need: a device with camera and a quiet place.
- No software needed.
- Click on a link to gain access.
- Works on any personal device and most corporate systems.

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