

Internal Consulting Skills for Information Technology Professionals

Course Summary

Description

The role of the Information Technology organization continues to undergo revolutionary change. The need to develop or deliver comprehensive business solutions combined with emerging technologies has resulted in a fundamental shift in the role and responsibilities of the IT professional. In addition to their traditional role, IT professionals are now required to perform as internal facilitators within their organization as businesses seek to gain the competitive advantages that today's information technology offers. This workshop teaches the essential skills and techniques needed to transform IT professionals into effective internal IT facilitators. This workshop begins by exploring and outlining the importance of consulting concepts and how an IT professional can develop a strategy for delivering consulting services to their clients that is based on a solid business focused approach to IT.

Objectives

At the end of this course, students will be able to:

Describe the role and responsibilities of the internal facilitator

- Describe the relationship of the internal consulting process to other organizational and IT processes e.g. System Development Lifecycle, Project Management methodology etc.
- Describe the personal effectiveness skills and behaviors essential to success as an internal facilitator,
- Plan an effective internal consulting engagement,
- Prepare and document the stages of the internal consulting engagement,
- Avoid common internal consulting pitfalls.

Topics

- The role of internal consulting in information technology – how the role of the IT professional has evolved and become an essential part of the business
- Developing an internal consulting plan – establishing the terms and scope of an internal consulting assignment which includes
 - documenting client expectations,
 - preparing a written proposal,
 - establishing and agreeing scope,
 - preparing and agreeing a work-plan.
- Methods and practices used by internal facilitators – a "toolkit" of essential practices and skills relevant to the role of internal facilitator which includes
 - effective listening and feedback skills,
 - planning and conducting effective meetings,
 - managing relationships.
- Common consulting pitfalls and how to avoid them – strategies and tactics to manage client expectations.
- Gaining and maintaining client acceptance and trust – strategies and tactics for building trust and influencing others.

Audience

This course is designed for any IT professional wanting a sound knowledge of internal consulting techniques and processes.

Prerequisites

None, however participants may choose to augment their skills and effectiveness by also enrolling in Communication Skills for IT Professionals, Presentation Skills for IT Professionals, Facilitation Skills for IT Professionals, and Negotiation Skills for IT Professionals.

Duration

Two days

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