

Introduction to IT consulting skills

Course Leader: Elwyn Hopkin, Associate, Rainmaker Coaching Ltd

Who is it for?

- People in the services teams in IT companies
- Almost anyone in IT companies who has customer contact

What is it about?

It's the team of consultants, project managers, system engineers and subject matter experts that spend more time with clients than anyone else in the company.

Teaching this team how to consult will increase their credibility with clients. If they can really get to the heart of the issues at the beginning of an IT project, this will be a deciding factor in their ability to deliver on your original promise.

Furthermore, if this team can gain an understanding of the key players involved in a project on the customer side, they will have a much better chance of implementing a project that will work in their culture.

The benefits don't just flow one way. Maximising business from an existing client is far less expensive than trying to win a new one and worth taking the time to upgrade skills, in order to make money in the medium term.

How do you benefit?

We show attendees how to develop their consulting skills to uncover a client's true needs and maximise their value by developing projects together, sowing the seeds of your future success with clients.

- Explore how to uncover your client's needs
- Create and add value in developing the solution with them. (Co-creation)
- Gain tools and new skills.
 - tools that will enable you to identify business constraints.
- See how to work effectively within your client's culture.
- See how to lead consulting assignments and deliver results

How does your company benefit?

- A team of motivated services focused individuals
- A group with the skills to develop further business with clients
- A way to increase revenue with almost no increase in the cost of sales.
- A way to increase customer loyalty by increasing satisfaction from your delivery.

Course overview

- Understanding clients business issues needs and wants
- Effective questioning skills that highlight current issues
- How to move to solutions
- How to fully explore the cost Vs value balance of solutions.
- Identifying decision makers and influencers
- Know how to work effectively within your client's culture.
- Assignment leadership including reviews, adding value
- Influencing your client – what works and what doesn't
- Getting started as an IT Consultant

This training provides extensive opportunities to tailor the skills and knowledge to specific situations the delegates find in their work environment and to practise the new skills in role-play exercises.

Testimonial

"This course provides a very useful introductory overview of finding business in an existing client and pointers on how to develop our consulting skills focus in your clients true needs, in order to maximise their value. The information was presented very clear and many examples were used."

Pilar Monterde-Villar, UK Business Development Manager, CIC Consulting Informatica

Venue: Intellect Conference Suite, Russell Square House

Maximum participants: 16

Time: 09:00-17:00

Fee: Intellect members £395+ VAT non-member £595 + VAT