

CONSULTING SKILLS FOR IT PROFESSIONALS

Overview

This workshop is designed to provide participants with the ability to enhance organizational performance by applying consulting skills within an IT framework.

Benefits and outcomes

- Discover what it means to be an IT consultant and develop an expanded repertoire of behaviors for that role.
- Understand the business trends transforming the role of the IT practitioner.
- Use a proven consulting cycle for structuring consulting engagements.
- Be better able to manage client expectations around the consulting process.
- Be able to plan how you will build relationships with clients and prospective clients inside your organization--by focusing on their needs and business drivers.
- Be better able to recognize opportunities to impact client systems, before they are recognized as problems requiring intervention.
- Be able to develop more robust inquiry strategies to focus data gathering efforts.
- Be prepared to recognize and better respond to “the games clients play” around data gathering.
- Be able to use the “Tower of Power” to influence clients and negotiate successful approaches to your IT projects.

Program Curriculum

Module 1: Setting the Context

- IT professional as business consultant
- The roles and competencies of the complete consultant
- The expanding role of IT

Module 2: Framing the Engagement

- Steps in the executing the consulting cycle
- Blueprinting an IT project
- Steps for effective advocacy and inquiry

Module 3: Entry and Contracting

- Building relationships with clients and prospects
- Managing the client
- Typical phases of IT solution development

Module 4: Data Collection and Analysis

- Pros and cons of data collection methods
- Analyzing the situation
- Applying the systems model to IT projects

Module 5: Feedback and Decision to Act

- Influencing and negotiating
- Giving and receiving feedback
- Resistance

Module 6: Action Planning and Implementation

- Evaluating alternative solutions
- Creating conditions for change
- Building a coalition—stakeholder analysis

Linkage Training Programs are approved by the following organizations

