



Results Through People

## Developing Internal Consulting Skills

### Business Partnering for HR Professionals

*I gained a better understanding of my own process, and walked away with new tools and models and am more confident as a result. This program builds knowledge and skill in an enjoyable way."*

Department of Main Roads and Transport

*I can't thank you enough for preparing and delivering such an interesting and insightful workshop. You have equipped our team with much needed and invaluable consulting skills that will no doubt assist us in providing exceptional service to our client groups.*

State Government Client

*Anne Paterson, Workshop Leader*

*Anne has over 20 years' experience in the areas of Learning and Development and Human Resource Management in the UK, mainland Europe and Australia.*

*She was Head of Human Resources for Flight Operations in British Airways and HR Manager Europe, providing consulting support and advice to 24 countries. Since establishing Results Through People in 1995, she has worked with a wide range of clients across both public and private sectors.*

#### Taking a Consulting Approach

Over the last decade, there has been a greater demand for HR professionals to partner with their organisations and deliver people management solutions that drive and support business performance.

With businesses increasingly demanding more of HR, the traditional role of the HR professional has expanded and evolved, and HR is now expected to adopt the role of business partner and 'internal consultant'.

This 2 day program focuses on helping HR professionals understand what consulting is and provides practical tools and techniques to enable them to improve their influencing and problem solving skills, and work more effectively with client managers.

#### Learning Outcomes

This program will enable participants to plan and prepare effectively for consulting discussions, and to:

- Leverage their expertise as internal consultants and demonstrate their ability to be value-adding business partners
- Enhance their HR internal consulting skills
- Develop themselves as internal coaches and consultants
- Use consulting frameworks, tools and techniques to diagnose issues and develop solutions
- Apply consulting skills and a consulting approach to problem solving business issues



#### Course Overview

The Workshop is highly practical and interactive, combining short theory presentations, case studies and skill practices. Participants use consulting models, tools and techniques to solve a current business issue. The Workshop can be run for intact HR teams to help them develop their individual skills as well as increase team effectiveness.

- What is Consulting?
- 3 different Types of Consultation
- 4 Key Stages of the Internal Consulting Process
- Consulting Skills Practice
- The Deadly Traps to Avoid
- Critical Consulting Skills
- Consulting Tools and Frameworks
- Creating and Presenting Solutions to the Real Work Case Study
- Developing Client Commitment
- What does this Consulting Approach mean for us as individuals and as a Team?

Contact Results Through People

Tel: 1300 807 904

To find out more go to [www.rtpeople.com.au](http://www.rtpeople.com.au)