



Consulting Skills Pathfinder

PROGRAM OF COURSES FOR CONSULTANTS

8963	Consulting Fundamentals (2 days in-class +5 hours – 15 PDUs)	<ul style="list-style-type: none"> Define the role, value and accountabilities of the Consultant Learn and apply the Consulting Engagement Life Cycle
8964	Analysis and Problem Solving for Consultants (2 days in-class +9 hours – 15 PDUs)	<ul style="list-style-type: none"> Apply a collaborative problem-solving approach to the client/consultant relationship Understand the client: service chain, client needs and motivation Understand the issue, opportunity or problem Construct the solution, identifying, assessing and prioritizing alternatives Develop the recommendation, including nominal problem, contributing factors and business impact
8965	Making Recommendations – Communication Skills for Consultants (2 days in-class +7 hours – 15 PDUs)	<ul style="list-style-type: none"> Learn and apply the common principles of effective communication Develop and deliver written reports and verbal presentations with maximum impact Conduct effective meetings and facilitate communication among stakeholders
8966	Developing Client Relationships for Consultants (2 days in-class +7 hours – 15 PDUs)	<ul style="list-style-type: none"> Create sustainable, mutually satisfying and profitable relationships with internal and external clients Select and develop appropriate relationship with clients: product vendor, service provider, or strategic partner Investigate different client engagement models
8967	Planning and Implementation for Consultants (1 day in-class +5 hours – 7.5 PDUs)	<ul style="list-style-type: none"> Being and change agent: understanding levels of change Planning for the impact of change on individuals and organizations Managing effective handoff to the project team

PROGRAM OF COURSES FOR COACHES AND MANAGERS

8669	Coaching Workshop for Leaders of Consultants (0.5 day in-class – 3.5 PDUs)	<ul style="list-style-type: none"> Coaching for superior performance and providing effective feedback Understanding the overall Consulting Skills program Maximizing your effectiveness as coach
8939 or 8943	(2 days in-class + 7 hours – 14 PDUs) Active Leadership™ (3 days in-class – 21 PDUs)	<ul style="list-style-type: none"> Apply concepts and models for effective leadership Handle difficult and challenging situations with confidence

ACTIVE LEARNING APPROACH

Prepare	<ul style="list-style-type: none"> Gain background information Identify and analyze workplace situations that will be used as reality-based case studies in class Planned interaction with coach
Participate	<ul style="list-style-type: none"> In-class experience Participate with a group of peers and a facilitator
Connection	<ul style="list-style-type: none"> "On the job" experience Transfer classroom learning to the workplace Planned interaction with coach or peers Connect and integrate learning from prior phases

CERTIFICATE REQUIREMENTS

ASSOCIATE'S CERTIFICATE OF COMPLETION, from McMaster University Centre for Continuing Education:

Complete the following three courses within one year: 8963, 8964 and 8965

ADVANCED CERTIFICATE OF COMPLETION, from McMaster University Centre for Continuing Education:

- Complete four Consulting Skills courses within two years, comprising a minimum of eight days in-class time.
- Provide evidence of project management knowledge in one of the following ways:
 - In addition to the four Consulting Skills courses, take any one of the following Project Management courses: 2783, 8721*, 2868*, or 2819* (*one day may be applied towards the minimum 8-day in-class time requirement)
 - Provide evidence of PMP® certification from the Project Management Institute
 - Produce evidence of two years experience in a project management role
- Demonstrate an overall competency through the completion of Global Knowledge's project-based practicum, 8668: *Certification Practicum for Consulting Professionals*, within one year.
- Candidates must complete all training requirements within two years, and will then have up to one year to complete the 8668 Practicum.

NOTE: Consulting Skills courses do not carry academic credit and are not eligible for transfer credits towards any of McMaster University's Diploma programs. Please visit our website for complete details.

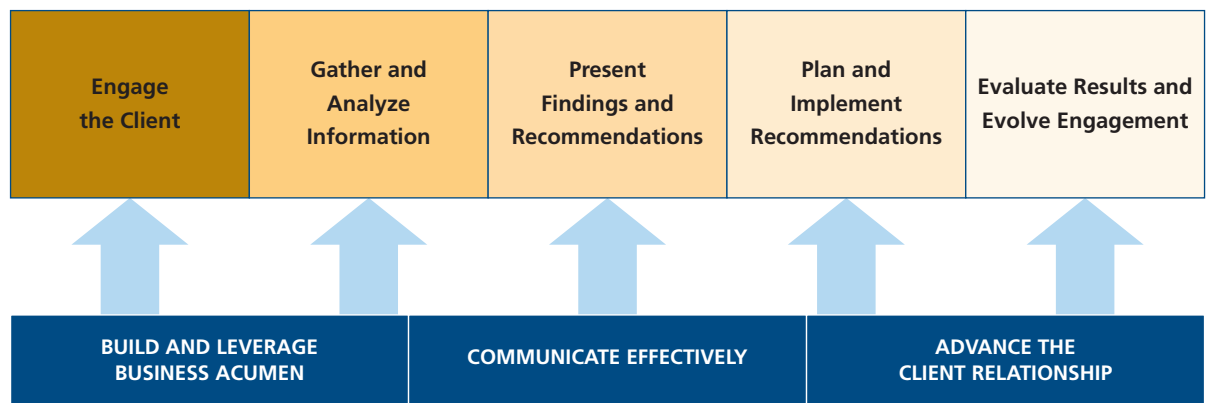
DEMONSTRATION OF OVERALL COMPETENCY

8668	Certification Practicum for Consultants	<ul style="list-style-type: none"> Project-based, on-the-job opportunity to demonstrate overall competency as a consultant Performance assessed by participant's management, approved by Global Knowledge
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CONSULTING LIFE CYCLE



COMPETENCIES



Provider #1999

