

# Business Consulting Skills

## IT專業人員的業務諮詢技巧

MEDIUM : English

COURSE CODE : BCS

DURATION : 1 Day

**IT** professionals today need to have excellent technical skills, but they also require excellent business and consulting skills. These include:

- Industry knowledge for the business they work for
- Understanding of the concepts of business acumen
- Understanding of their organisation's culture
- Being capable of providing a business solution
- Having a strong customer focus
- Developing excellent interpersonal and communication skills
- Working in teams to solve problems
- Ability to analyse problems, information, data and make recommendations

This course is designed to demonstrate how commercial consulting practices can assist internal IT groups to deliver superior IT solutions to its customers. It includes many *examples* based on the presenter's extensive experience as a commercial IT Consultant. It also includes *workshops and case studies* to allow participants to reinforce the skills learned.

### Who Should Attend

All IT staff who have responsibility for service delivery to both internal and external customers, including Business Analysts, IT Support Personnel, System Analysts, Programmers, DBAs, Project Managers, etc.

### Course Style

This course is highly interactive and includes many *activities and case studies* to endorse the concepts.

### Course Outline

#### 1. Introduction to Consulting

- What is "Consulting" and how does it help in the successful delivery of IT solutions
- What attributes are required to be a successful IT consultants
- Benefits of adopting a "Business Approach" to technology deployment, and how this is undertaken

#### 2. The Consulting Approach

- Identifying and qualifying opportunities
- Defining the approach and scoping the task
- Defining the business problem
- Defining the outcome that the customer requires
- Developing an approach that is acceptable to the customer
- Selling the approach to the customer
- Identifying potential solutions
- Developing a solution
- Selling the solution to the customer

#### 3. Consulting Skills

- Business strategy analysis
- Data collection techniques
- Problem analysis
- Problem resolution and solution determination
- Enhancing the consultant's communication skills
- Interviewing skills
- Conducting workshops
- Making presentations
- Developing a relationship and gaining the client's trust
- Negotiation with a range of stakeholders
- Team skills
- Superior Customer Service skills
- Managing customer's expectations
- Defining the link between Quality and Customer Service

# COURSE ARRANGEMENTS

Week	Course Date	Course Title	Course Code	Duration (Days)	Fees* (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium	
<b>January 2015</b>									
3	Jan-12, 2015	Blue Ocean Change Management 【藍海變革管理】	BCHM	1	HK\$3,480	HK\$3,180	Dec 19, 2014	Dec 24, 2014	C/E
	Jan-13-14, 2015	Managing People for Win-Win Results	MPWWR	2	HK\$6,180	HK\$5,680	Dec 19, 2014	Dec 24, 2014	C/E
	Jan-14, 2015	Win-Win Negotiation	WIN	1	HK\$3,480	HK\$3,180	Dec 19, 2014	Dec 24, 2014	C/E
	Jan-16, 2015	Influencing Others without Formal Authority	IFSW	1	HK\$3,480	HK\$3,180	Dec 19, 2014	Dec 24, 2014	C/E
4	Jan-19-20, 2015	Systems Requirement Journey	SRJ	2	HK\$6,380	HK\$5,880	Dec 24, 2014	Dec 29, 2014	E
	Jan-21, 2015	Business Consulting Skills	BCS	1	HK\$3,680	HK\$3,380	Dec 24, 2014	Dec 29, 2014	E
	Jan-21, 2015	Leadership Skills Workshop	LSW	1	HK\$3,480	HK\$3,180	Dec 24, 2014	Dec 29, 2014	C/E
	Jan-22, 2015	Professional Telephone Skills Workshop	PTSW	1	HK\$3,480	HK\$3,180	Dec 24, 2014	Dec 29, 2014	C/E
	Jan-23, 2015	Sales Coaching Workshop	NEW SCW	1	HK\$3,480	HK\$3,180	Dec 24, 2014	Dec 29, 2014	C
5	Jan-26, 2015	Negotiating Skills for Buyers	NEW NSFB	1	HK\$3,680	HK\$3,380	Jan 2, 2015	Jan 7, 2015	E
	Jan-27, 2015	Managing and Measuring Vendor Performance	NEW MMVP	1	HK\$3,680	HK\$3,380	Jan 2, 2015	Jan 7, 2015	E
	Jan-28, 2015	Contract Management	NEW CTM	1	HK\$3,680	HK\$3,380	Jan 2, 2015	Jan 7, 2015	E
	Jan-29, 2015	Speed Thinking & Ideas Blitz	NEW STIB	1	HK\$3,680	HK\$3,380	Jan 2, 2015	Jan 7, 2015	E
	Jan-30, 2015	Rapid Innovation	NEW RI	1	HK\$3,680	HK\$3,380	Jan 2, 2015	Jan 7, 2015	E
<b>February 2015</b>									
1	Feb-04, 2015	Effective Email Writing	EMAIL	1	HK\$3,480	HK\$3,180	Jan 9, 2015	Jan 14, 2015	C/E
	Feb-05, 2015	Time and Task Management	TTM	1	HK\$3,480	HK\$3,180	Jan 9, 2015	Jan 14, 2015	C/E
	Feb-06, 2015	Managing Conflict and Disagreement	MCD	1	HK\$3,480	HK\$3,180	Jan 9, 2015	Jan 14, 2015	C/E
	Feb-06, 2015	Performance Management and Coaching	PMC	1	HK\$3,480	HK\$3,180	Jan 9, 2015	Jan 14, 2015	C
2	Feb-09, 2015	Leadership with Sun Tzu 【孫子領導智慧】工作坊	STL	1	HK\$3,480	HK\$3,180	Jan 16, 2015	Jan 21, 2015	C
	Feb-11, 2015	Strategic Thinking : The Mind of a Strategist	ST	1	HK\$3,480	HK\$3,180	Jan 16, 2015	Jan 21, 2015	C/E

**TIME:** 9:00 am - 5:00 pm daily    **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

**\* Fees includes refreshments and lunch**

**\*\* We accept P. Cards**

**PAYMENT AND CONFIRMATION:**

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrollments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

**CANCELLATION AND SUBSTITUTION POLICY:**

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

**ATTENDANCE CERTIFICATE:**

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

**CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:**

Please visit our Website at [www.celhk.com](http://www.celhk.com) or telephone Ms Mak at 2838 1182 to inquire the above.

*Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.*

## ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

**Company Name :**

**Address :**

**Contact Person : (Mr / Ms)**     **Job Title :**

**Direct Line :**     **Email Address :**

**Mobile :**     **Fax :**

**Authorized Person : (Mr/Ms)**

**Job Title :**     **Direct Line :**

**Signature :**     **Date :**

Cheque enclosed for HK\$

**Please note seminar fees are payable in advance**

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



**BY PHONE:**  
Call Miss Mak at:  
**2838-1182**



**BY POST TO:**  
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Rooms 802-804,  
Hua Qin International Building,  
340 Queen's Road Central,  
Sheung Wan, Hong Kong



**BY FAX:**  
Send enrolment form above to  
our FAX at number:  
**2838-7122**



**BY EMAIL:**  
[cel@celhk.com](mailto:cel@celhk.com)