

Internal Consulting Engagement Skills Training Course

5 – 9 April 2027
Milan

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Training Center

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Ref: 1735_230393 **Date:** 5 – 9 April 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

Internal Consulting Engagement Skills Training Course is a one-week foundation course for internal consultants, business partners, improvement professionals, and functional advisers who leave with an Internal Consulting Engagement Plan. Participants practice internal consulting engagement skills through ethical role boundaries, client contracting, stakeholder mapping, discovery interviews, evidence gathering, problem diagnosis, option appraisal, proposal writing, facilitation, influence without authority, implementation support, and benefits evaluation. The course turns informal advice into a defined, evidence-led internal consulting process. Agile Leaders Training Center develops practical internal consulting capability.

Who Should Attend

- Internal advisory functions responsible for diagnosing and addressing business needs
- Human resources and finance partners responsible for guiding internal clients
- Transformation and improvement functions responsible for cross-functional change initiatives
- Project and PMO functions responsible for stakeholder alignment and delivery support
- Functional specialists responsible for advising colleagues without formal authority

The course assumes participants advise internal stakeholders or support improvement decisions and leaves out external consulting sales, organization development qualification, and generic communication training.

Departments and Industries

The course supports departments and industries that rely on credible internal advice and coordinated implementation.

- Human resources, finance, strategy, and transformation functions
- Project offices, operational excellence, and quality functions
- Energy, manufacturing, and logistics organizations
- Financial services, technology, and professional services
- Healthcare, education, retail, and public services

Learning Objectives

By the end of this course, participants will be able to:

- Apply ethical role boundaries and engagement contracting
- Build stakeholder maps and discovery interview guides
- Analyze evidence and diagnose internal client problems
- Compare options and construct recommendation logic
- Use facilitation and influence without authority
- Evaluate implementation progress and realized benefits

Course Agenda

Day 1: Role Boundaries and Contracting

- Internal Consultant Role Boundary Map
- Consulting Ethics and Confidentiality Checklist
- Client-Sponsor-Stakeholder Relationship Map
- Engagement Contracting Canvas
- Scope, Assumption, and Success-Criteria Record

Day 2: Discovery and Problem Framing

- Stakeholder Power-Interest Mapping Grid
- Discovery Interview Planning Guide
- Evidence Collection and Source Plan
- Problem Statement and Context Canvas
- Evidence Quality and Bias Checklist

Day 3: Diagnosis and Options

- Cause-and-Effect Diagnosis Tree
- Hypothesis and Evidence Matrix
- Current-State Process and Issue Map
- Option Generation and Appraisal Grid
- Recommendation Logic and Trade-Off Record

Day 4: Proposals and Implementation Support

- Internal Consulting Proposal Template
- Facilitation Session Design Plan
- Influence-without-Authority Stakeholder Plan
- Resistance and Commitment Map
- Implementation Support and Benefits Tracking Plan

Day 5: Internal Consulting Engagement Practice

- Exercise: Contract an Internal Advisory Assignment
- Exercise: Diagnose Conflicting Stakeholder Evidence
- Exercise: Facilitate an Option-Appraisal Discussion
- Exercise: Present and Defend a Recommendation
- Capstone Exercise: Internal Consulting Engagement Plan

Practical Exercises

The course uses suggested activities to connect advisory methods with workplace decisions.

- Suggested activity: contract a finance process-improvement assignment with a sponsor and internal client.
- Suggested activity: analyze interview and operating evidence from a manufacturing delay case.
- Suggested activity: facilitate option appraisal for a healthcare service-change scenario.
- Suggested activity: assemble scope, evidence, diagnosis, recommendations, implementation support, and benefit measures in an engagement plan.

FAQs

Who suits internal consulting engagement skills training, and what does it assume?

Internal advisers, business partners, improvement professionals, project personnel, and functional specialists suit the training. It assumes that participants already contribute to internal decisions or improvement work.

How does internal consulting engagement skills training differ from general communication training?

Internal consulting training follows a defined engagement from contracting and diagnosis through recommendations and implementation, while general communication training focuses more broadly on messages, conversations, presentations, and interpersonal interaction.

What does an internal consulting engagement include?

An internal consulting engagement includes agreed scope, stakeholder relationships, discovery, evidence review, diagnosis, options, recommendations, implementation support, and evaluation of benefits.

How can an internal consultant influence without authority?

An internal consultant can influence through credible evidence, clear stakeholder interests, facilitated dialogue, transparent trade-offs, practical recommendations, and explicit commitments rather than positional power.

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Why is client contracting important in internal consulting?

Client contracting clarifies the business need, sponsor and client roles, scope, boundaries, deliverables, access to evidence, success criteria, decision rights, and review points before diagnostic work begins.

Conclusion

Participants take an Internal Consulting Engagement Plan back to work. The plan connects contracting, stakeholder evidence, diagnosis, options, recommendations, facilitation, implementation support, and benefits evaluation. It changes informal requests for advice into a traceable internal engagement with defined responsibilities, decision points, and measures.