

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2902](http://www.amanet.org/2902)

# Internal Consulting Skills for Business Professionals

**Add value to your organization by consulting effectively with internal clients.**

There's a problem in your organization—maybe a process that needs to be fixed, or a project that's overdue, yet outside of your responsibility. Or perhaps there's an opportunity in your organization, like a chance to collaborate with others on a new product, or save the company money. Almost anyone today can be called upon to act as an internal consultant, or position themselves as one—someone who temporarily steps in to bring about a change needed by an internal client. In this seminar, you'll learn and practice skills for assessing client needs, building relationships, implementing strategy, negotiating for best results with difficult clients, and providing feedback. This course can help you add value to your organization and your career, as you achieve greater visibility and recognition.

## How You Will Benefit

- Know the phases and processes of internal consulting
- Clarify the roles and responsibilities of a professional internal consultant
- Be able to market yourself as an internal consultant
- Learn how to implement a strategy for the client
- Build relationships and influence through credibility, rapport and trust
- Develop client-facing skills, manage expectations and conduct client interviews
- Handle difficult clients, overcome objections and provide solutions

## What You Will Cover

- Exploring the 8-step consulting methodology
- Diagnosing the situation in the initial meeting and confirming metrics for success
- Developing the approach you'll take to address the challenge
- Synthesizing information: recognizing patterns and making connections that contribute to results
- Presenting a compelling and credible case
- Identifying and overcoming resistance
- Creating an action plan for the client to solve the problem
- Closing the engagement and evaluating success

## Who Should Attend

Business professionals with proven expertise in their own jobs but who need special

consultative skills when going beyond their area of focus to consult with internal clients.

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