

Consulting Skills for IT Professionals

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- The Consulting Discipline
- Definition of consulting
- Staff augmentation, subject matter experts, and strategic business partner
- Providing consulting versus technical support
- What your internal clients want

The Five-Step SERVE Consulting Model Description

S – Setting up a Relationship

- Warm-up and rapport
- Understanding communication (face-to-face, phone, email, etc.)
- Understanding your customer/business partners
- Emotional intelligence as a business tool

E – Establishing Needs

- Client types (characteristics, consequences, advice)
- Open, closed and high yield questions
- Strategic question types (uses and tactics)
- Active listening: traditional and intuitive models

R – Recommending Solutions

- Problem definition statements
- Desired end state statements
- Root cause concepts and techniques
- Customer centric vision

V – Valuing Objections

- Moving toward stakeholder agreement
- Levels of stakeholder commitment
- Potential stakeholder challenges

E – Executing – Next Steps

- Reporting during execution
- Staying connected