



# Managing Internal Clients

Managing relationships with internal clients and operating as an internal consultant is a key role for managers and support staff in a professional firm and it can be difficult.

- How often have you failed to get the 'buy in' to your ideas from partners and fee earners?
- Do you find yourself simply reacting to requests from partners and fee earners?
- Would you like to add more value to the firm?
- How much do partners and fee earners and other departments really understand about what you do?
- Are you frustrated feeling that you could do much more?

This course will help managers and staff in professional firms to develop the influencing and persuasion skills needed by internal consultants to help their clients.

Being an effective internal consultant leads to:

- Individuals being valued by internal clients
- Providing the right solutions to help internal clients
- An increase in the perceived value of what support departments contribute to the firm is increased
- Improved productivity and job satisfaction
- Not constantly fire-fighting and reacting to problems but more proactive and better able to plan work.

## Objectives

At the end of the course, participants will:

- Understand the role of a business manager as an internal consultant
- Learnt the skills to increase influence as an internal consultant
- Learnt how to develop and manage an effective internal network
- Practised consultancy skills
- Planned how to apply learning to current work practices

## Benefits

- Individuals are more aware of their role as an internal consultant
- Individuals become effective internal consultants
- Individuals are more confident in managing their relationships with internal clients

## Course Content

- Understanding the role of the internal consultant
- Understanding the 4-stage consultancy model
- Developing the skills required for being an effective internal consultant
- Networks of Influence
- Personal Development Action plans.

## Pre-course work

There is a short piece of pre-course reading that delegates will need to read prior to attending the programme.

## Duration

1 day

NB: we would recommend further coaching after the main training to enable people to further test understanding and to reinforce skills.

## Facilitation

1 trainer to 8 delegates

## Group Size

Max group size is 8 to allow the trainers to provide delegates with individual input.

## Who should attend?

Managers or support staff