



Internal Consulting

Benefits to individuals: *Effectively manage organisational change*

Value for organisations: *Ensure that organisational objectives are translated into real results*

It is often thought that gaining the support of others is easy. However, many people are surprised, sometimes confused, or even irritated when their approach is met with hostility, indifference or even passive resistance. Internal consultancy is the skills of influencing and persuading people to do things differently, which may mean adaptation to new technology, as well as external and internal environmental changes. It also means supporting behavioural changes that will impact on communication processes that will allow for more effective working relationships.

Is this Course right for you?

This course is aimed at more senior staff or Organisational teams who are responsible for, or developing skills in, setting and implementing strategic priorities and directions.

Once the course is completed you should be able to:

- Recognise the interpersonal needs of others
- Understand how to build trust with different styles of people
- Solve important communication and motivational challenges
- Identify the key factors you need to motivate and persuade others
- Develop strategies and communication processes to optimise effective working relationships

Course content:

- Understanding tools and techniques that influence
- Developing actions plans to achieve optimum working relationships
- Designing personal creative problem solving skills
- Understand how to build trust with different styles of people
- Learning to solve important communication and motivation challenges
- Motivating difficult people

How is the course conducted?

The course conducted as a 2 day workshop session held at MaST's Melbourne location. The session is engaging and stimulating yet relevant to the audience in both style and content by including role plays, continual opportunities for discussion, and activities.

Our workshop groups are limited to 12 participants (a minimum of 6 is required), to ensure opportunities for individual attention and an enhanced learning experience.

You will be provided with a comprehensive course manual and ongoing telephone support from the team at MaST.

Course Dates: 16 & 23 Sept.

Price: \$950 + GST per participant

To book an **Internal Consulting course**, or to arrange **in-house training**, please call the training team on **03 9520 2599**, or email us at mast@mastaustralia.com.au to let us know how we can help you.