The changing market, fluctuating demand and intense competition are forcing organizations to deliver more with less. Each tries to be ‘cheaper, faster, better’ in order to differentiate themselves. As a result corporate and support functions such as IT are coming under increasing pressure to demonstrate genuine ‘value-added’ contribution to business performance besides their own. For individuals involved in the IT industry, the adoption of a consultative approach to service delivery with a focus on adding value to the business is becoming essential.

Similarly, external service providers such as consultants are being held more accountable for achieving goals and improving performance as well. These new demands are having a dramatic effect on how people in internal functions and external service providers must operate. By transforming IT professionals into internal consultants, organizations will help raise the professional and service levels of IT and its perceived value to the business and prepare the ground for the future where some of these services could potentially be marketed to external clients thereby changing IT from a cost centre to a revenue generator.

Understanding how consultants operate also helps IT project staffs and sponsors to better manage consultant-led assignments so that there is greater synergy, partnership and closer supervision. This workshop therefore represents a worthy investment towards enhancing the competencies and capabilities of IT professionals and IT Function making them more adaptive and adaptable.

For Whom
Systems Analysts, Business Analysts, Network Specialists, Helpdesk Support Staffs, Project Leaders, Project Managers, CIOs and those who wish to function as effective internal consultants within their organization. Organizations which intend to leverage internal IT resources and expertise for external clients should also consider sending senior staffs to this course.

Prerequisites
Basic communication, interpersonal and process skills.

Duration
3 days

Venue
STMI@NUS
ICube, Level 3
21 Heng Mui Keng Terrace
Singapore 119613
stmi@nus.edu.sg

Programme Benefits
At the end of the course, participants will be able to:

- Build highly productive working relationships with internal and external clients
- Develop consulting methodology and framework for domains of expertise they are good at
- Develop value propositions which are differentiating
- Draft a compelling proposal
- Select the right consultant for the right project
- Manage and control consultants and consultant-led projects
- Ensure value for money in terms of consultant fee and resources
- Package a consultancy service, market and sell to potential clients
- Leverage consultancy skills, tools and techniques to advance in their careers
- Manage stakeholders and client relationships
Mr. Tan Kim Leng
As the Managing Director of KDi Asia, Kim Leng oversees the business development and operations of the professional services firm in Singapore and several regions. He has more than 20 years of consulting and training experience and has led many consulting engagements in the area of e-Government, strategic ICT management, strategic planning, business process re-engineering, knowledge management and change programmes.

He has consulted widely for organisations both in public and the private sectors including organisations such as Ministry of Manpower, Ministry of Education, Ministry of Home Affairs, Singapore Police Force, Immigration and Checkpoint Authority, Singapore Telecom, Singapore Exchange, Infocomm Development Authority of Singapore, United Overseas Bank (UOB), Asian Fund Services and Infocomm Asia Holdings.

Kim Leng's international experience includes countries such as Tanzania, Botswana, Vietnam, Cambodia, Malaysia, Philippines, Mauritius, Bangladesh and Bahamas. He has been engaged by several international organisations such as the World Bank, United Nation Development Programme (UNDP) and Asian Productivity Organisation (APO) to provide technical assistance to these countries.

As a highly sought after trainer and advisor, Kim Leng has led many executive workshops addressing senior executives from leading institutions such as Defence Management Group and Singapore Workforce Development Agency, and senior executives from the ASEAN region and beyond. He is an adjunct lecturer/associate trainer for National University of Singapore, Singapore Civil Service College and Institute of Adult Learning.

Kim Leng is currently an advisor to the Tanzania's President Office on the matters of e-Government and is also an active council member for the Singapore Training and Adult Education Manpower Skills and Training Council. He is a certified ACTA Trainer conferred by Singapore Institute of Management (SIM) and a Quality Analyst conferred by the Quality Assurance Institute (QAI), USA. He was the President of the Nanyang MBA Alumni Association for two terms and was awarded the Nanyang Alumni Award in 2006 for his outstanding contributions to the University.

### PROGRAMME OUTLINE

#### CONSULTING MARKET, PROCESS AND BUSINESS LANDSCAPE
- How consultancy, a recent phenomenon, has evolved over the years
- Where the market is and where it is heading
- How consulting companies operate and grow
- Who are the dominant players and their areas of specialization
- Typical consulting process model

#### MANAGEMENT/IT CONSULTANT
- What types of problems do consultants typically work on
- What it takes to be a management consultant
- Which are the types of management consultants
- What are attributes of a good management consultant
- Right and wrong reasons for engaging consultants

#### CLIENT RELATIONSHIP MANAGEMENT
- Importance of client relationship management
- What are the challenges to building good client relationships
- How to build positive and lasting relationships with clients
- Consultant Code of Ethics and Professional Integrity

#### CONSULTANT SKILLS, TOOLS AND TECHNIQUES
- How to qualify an assignment or prospect
- Data gathering techniques and facilitation skills
- How to manage Marketing and Sales
- Methodology and Framework
- Structured Thinking and Communication
- Project Management / Program Management Office (PMO)

#### WINNING WORK THROUGH RFX AND COMPELLING PROPOSAL
- How to respond to RFx and tenders
- How to develop winning proposals
- How to obtain buy-in to your recommendations
- How to manage audience and expectations at client presentations

#### HOW TO PACKAGE AND PRICE YOUR SERVICES
- How to create leverage model
- How to work out the charge-out rates
- How not to re-invent the wheel
- Contracting and Consulting
- Contracts and Agreements

Whee Teck holds a Bachelor of Electrical Engineering from University of Malaya. Upon graduation he joined the then Andersen Consulting (now known as Accenture) where he spent 2 stints of over 20 years.

In his years as a consultant, he was involved in many IT Strategies development for clients. His experience though primarily in the Financial Services sector, also includes various other sectors. He has done consulting work around the globe, in key Asian countries such as Singapore, Malaysia, Indonesia, Taiwan, Hong Kong, South Korea, and Thailand and in European countries like Spain and Greece. Whee Teck was involved in successful banking mergers in Indonesia (Bank Lippo and Bank Niaga) and in one of the largest banking merger in Singapore. His role includes helping clients with managing IT and operational activities. Besides mergers, Whee Teck has deep expertise in Banking Transformation programs such as core banking replacement.

In 2009, he was a partner in Accenture running their ASEAN Technology Consulting practice when he left the firm. He joined United Overseas Bank (UOB) as Group Head of Wholesale Technology in UOB’s Technology and Operation organisation. As Executive Director, he was responsible for the group’s IT applications for Cash and Trade, Risk Management and Treasury applications. He was with UOB until early 2012. He rejoined Accenture for a second stint in 2012. Currently he is a partner with PwC responsible for technology consulting at the regional ASEAN level.

To request for an application form or more information please contact: Tel: +65 6601 1040 Email: stmi@nus.edu.sg