STMI@NUS

Strategic Technology Management Institute

WS SINGAPORE WORKFORCE SKILLS QUALIFICATIONS

nicf NATIONAL INFOCOMM COMPETENCY FRAMEWORK

NICF – Consulting Skills and Techniques

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

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.

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

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