Internal Consultancy Skills

Transform Your Impact as an Internal Consultant

In today's dynamic business environment, professionals across HR, L&D and Leadership teams are increasingly called upon to act as internal consultants. This comprehensive two-day workshop is designed to equip you with the essential skills, behaviours, and methodologies needed to excel in this critical role.

Whether you're navigating complex stakeholder requirements, translating business needs into actionable solutions, or influencing without authority, this program provides practical frameworks and hands-on experience that you can implement immediately upon returning to your workplace.

Learning Objective

By the end of the workshop, you will have explored and practised the key skills, qualities and behaviours required to be an exceptional internal consultant, ready to implement back in the workplace immediately.

Designed for mid-to-senior level professionals who want to enhance their consultancy approach and drive meaningful organisational change through strategic internal partnerships.

What You'll Achieve During This Workshop

Master the Consultancy Process

Appreciate the process and structure of consultancy interactions through exploration of a proven model that guides successful client engagements from initial contact to solution delivery.

Develop Core Skills

Explore essential skills including strategic questioning, active listening, uncovering needs vs. wants, exploring priorities, demonstrating empathy and conducting thorough needs analysis.

Adopt Key Behaviours

Identify and practice the key behaviours which distinguish great internal consultants, including building trust, managing expectations and maintaining professional credibility.

Translate Needs to Solutions

Learn how to effectively translate client needs and wants into practical solutions and master the best practices for documenting and sharing recommendations with stakeholders.

Course Information & Audience

Target Audience

This program is specifically designed for mid-to-senior level individuals who act as internal consultants across HR, Learning & Development and Leadership teams.

Participants typically include those in business partner, project manager and subject matter expert roles who need to influence stakeholders, gather requirements and deliver solutions without always having direct authority.

Group Size & Format

The workshop is optimised for up to 12 learners to ensure personalised attention and meaningful interaction. This intimate setting allows for deep dive discussions, peer learning and individualised feedback during practice sessions.

The two-day format provides sufficient time to not only learn the concepts but also practice and refine skills through real-world scenarios and expert coaching.

Lead Facilitator

qpeople Managing Director - Candy Hogan

Candy brings extensive experience across multiple industries in both internal and external consultancy roles. In addition, she has worked as Head of HR, Head of Learning & Talent Development and sat within strategic HR and Exec leadership teams. Her practical approach combines proven methodologies with real-world insights, helping participants develop confidence and competence in their consulting interactions.

During the workshop, Candy will guide learners through a robust consultancy process, help them build a comprehensive bank of strategic questions and teach them to navigate complex client relationships while delivering the right solutions to meet internal client needs. Her facilitation style emphasises experiential learning and immediate practical application.

Support Facilitators

react Business Actors

Our workshops are supported by experienced Business Actors who can bring to life your practise sessions, playing the part perfectly of your own challenging internal clients. We have the directive Senior Partner, struggling to give your team the time they need or the Functional Leader who is struggling with a talent challenge across their department. We build these practise sessions in collaboration with you based on your own organisational challenges. Our acting partners are experienced in a range of psychometric tools and create a supportive environment where feedback is given in the moment, helping attendees to immediately learn.

What Our Clients Say

> "I just wanted to drop you a quick note to say how much I enjoyed the consultancy skills training. I got so much out of it, and I really feel like it's going to be one of those pivotal career moments which fundamentally changes how I approach conversations and scenarios."
>
> **HR Manager, Leading UK Law Firm**

> "I walked into a challenging conversation the day after our training and felt confident in using the skills I learnt. It went far better than I hoped for, and the outcomes were positive."
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> **Head of Learning & Development, Leading UK Law Firm**

Ready to Transform Your Consultancy Approach?

This workshop represents an investment in your professional development that will pay dividends throughout your career. You'll leave with practical tools, increased confidence and the ability to drive meaningful change through enhanced internal consulting skills. For further information, drop a line to learning@qpeople.co.uk for an opportunity to discuss.

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