

RTM Consulting

Consulting Skills Development Curriculum

Our mission is to help consulting, professional and shared services organizations get better at what they do

The Challenge

You spend lots of time and energy training your consultants on products and technology. But do they really know how to: effectively engage with a client; manage scope creep; effectively handle complaints and issues; and up-sell new opportunities – the soft skills every consultant needs! Too often the consultant is under-utilized due to a lack of soft skills training to complement their product and technical knowledge.

The Solution

RTM Consulting can tailor a vast library of course material to create a customized curriculum that addresses your organization's specific soft skill challenges.

Who We Are

RTM Consulting provides strategic and operational advisory services to technology companies and other industries to assist them in increasing revenues and growing margins by leveraging consulting, professional and shared services more effectively.

Soft Skills Development Curriculum

RTM Consulting's Skills Development Practice works with consulting and professional services organizations to enhance skills of your consulting resources. Our modular Skills Development curriculum focuses on enhancing the soft skills of your consulting personnel to complement their product, business and technical knowledge.

Communication Strategy & Tactics

- ▶ Tools and techniques for communicating various types of information through the different phases of an engagement
- ▶ Meeting and workshop facilitation
- ▶ Developing and delivering key messages

Role & Dynamics of a Consultant

- ▶ Defines the various roles a consultant plays throughout an engagement
- ▶ Evaluates client stakeholders and provides tools on how to manage various types of stakeholders
- ▶ Introduces how to become the 'Trusted Advisor' to your customers

Scope & Issue Management

- ▶ Provides tools and techniques for managing scope in various environments (e.g., T&M vs. Fixed Bid)
- ▶ Identifies difficult scope management situations and educates consultants on how to avoid saying "yes" without really saying "no"
- ▶ Delivers tools and techniques for communicating and managing issues and maintaining client satisfaction

Identifying & Capturing Value

- ▶ Overcome the fear technical resources often have with "up-selling"
- ▶ Define how and where to look for opportunities
- ▶ Developing and communicating value propositions

Get Started

We work with your organization to identify the key development needs of your organization and personnel – and then tailor a curriculum that addresses your specific needs. Training programs can be delivered on-site as well as over the web.

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