

# Leadership & Management Development



## 1.13 The Internal Consultant - Skills Development

The programmes within this Communication pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening inside your organisation. What initially presents as a “communication problem” frequently turns out to be something deeper – a question of confidence, trust, conflict, influence or clarity of management.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how people currently communicate, where friction or misunderstanding arises and what kind of development will genuinely shift behaviour. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Personal Development, Management and Leadership, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

### Course Overview

Internal consultants are trusted advisors who help bridge the gap between technical expertise and business needs. This one-day programme provides practical techniques to build strong client relationships, diagnose challenges and present recommendations that support organisational delivery.

Participants will deepen their consulting mindset, strengthen communication skills and learn proven frameworks that support analysis and decision-making. They will leave better equipped to create value and influence outcomes across the organisation.

### Who Should Attend

**Professionals who provide specialist advice to internal stakeholders, including those working in:**

- HR, IT and Finance
- Operations, Compliance or Transformation
- Project-based and shared services teams

Ideal for those developing or transitioning into internal consulting roles.

### Context

Influence without authority is a challenge faced by internal experts and support functions every day.

Success depends on earning confidence through insight, communication and strong stakeholder relationships. Teams who advise the business must present solutions that leaders trust and act upon.

At Expleo we help internal consultants shape decisions through clarity and commercial awareness. This programme enables participants to understand stakeholder priorities, frame recommendations effectively and contribute to organisational success through positive and professional influence.

### How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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## Course Objectives

**By the end of the programme participants will be able to:**

- Describe the responsibilities and value of internal consulting
- Build rapport and credibility with internal clients
- Apply structured analysis and consulting tools
- Communicate insights clearly and persuasively
- Anticipate resistance and respond constructively
- Plan and track progress on internal consulting engagements

## Course Outline

### 1. Understanding the Internal Consultant Role

- How internal consulting supports business performance
- Distinction from support-only or advisory roles

### 2. Strong Client Relationships

- Establishing trust and partnership
- Active listening and expectation-setting

### 3. Consulting Models and Tools

- Structured frameworks for diagnosing challenges
- Approaches for problem-solving and decision support

### 4. Communicating for Influence

- Presenting recommendations with clarity
- Tailoring delivery to different stakeholders

### 5. Navigating Challenge and Resistance

- Identifying early warning signs
- Strategies to progress agreement and commitment

### 6. Project Discipline for Internal Consultants

- Planning, monitoring and managing milestones
- Reviewing success criteria to support ongoing improvement

## Training Methodology

**The programme is practical and interactive, using:**

- Case studies and group-based exercises
- Peer and facilitator feedback
- Tools and templates for real-world application

Participants will leave with a widened consulting toolkit and greater confidence in their role as trusted internal advisors.

## Contact

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