COURSE SYLLABUS

Internal Consulting Skills for Federal HR Professionals Course (Self-Paced)

Develop consulting skills to build partnerships with management and provide effective HR solutions within the federal context.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/internal-consulting-skills-for-federal-hr-professionals-course-self-paced



support@graduateschool.edu •
(888) 744-4723

Course Outline

Module 1: Consulting Skills Overview

- Define basic consulting terms and roles.
- Differentiate internal vs. external consulting.
- Explore three key consultant roles: expert, pair of hands, collaborator.
- Assess consulting competencies using self-evaluation tools.

Module 2: Entry, Engagement, and Clarifying

- Plan and conduct an exploratory entry meeting with clients.
- Clarify project goals, roles, and scope of work.
- Apply listening and framing techniques to understand client needs.
- Prevent common challenges like scope creep and unclear expectations.

Module 3: Finding Data, People, and Information

- Use interviews, focus groups, and surveys to collect diagnostic data.
- Evaluate data collection methods and match them to client needs.
- Develop skills in questionnaire design, data analysis, and benchmarking.
- Practice using structured templates for note-taking and documentation.

Module 4: Recommending Options and Strategies

- Design and deliver effective feedback meetings.
- Develop solution options and analyze potential implementation strategies.
- Use decision-making tools collaboratively with clients.
- Address client concerns with assertive, actionable recommendations.

Module 5: Dealing with Client Resistance

- Understand why resistance occurs and recognize its forms.

- Apply power and influence strategies without formal authority.
- Practice techniques to manage and overcome client pushback.
- Use empathetic and non-defensive communication techniques.

Module 6: Implementation

- Select appropriate intervention strategies for various change initiatives.
- Implement pilot programs to reduce risk and gain stakeholder support.
- Develop practical action plans with milestones and checkpoints.
- Support people through change and promote buy-in across the organization.

Module 7: Evaluating the Project

- Differentiate process vs. results evaluations.
- Develop an evaluation plan including baseline measures and data sources.
- Use Kirkpatrick's model to assess outcomes, reactions, learning, and behavior change.
- Present evaluation results and recommendations for future consulting cycles.

Module 8: Federal HR Consulting Skills: Summary and Close

- Review and integrate the five-phase consulting model.
- Reflect on personal growth and learning throughout the course.
- Develop an action plan for applying new consulting skills in real-world settings.