

Knowledge K10 - Consulting services

Course Summary

Expanding the training offering with broader customer-aligned services

Introduction

Training organisations who provide consulting services gain the ability to assist customers in maximising the effectiveness of their investment in the technology purchased, and that of their employees. Establishing trust and respect enables the building of strong and long-lasting business relationships. Consulting provides the means to positively influence the customer's experience by applying their skills in strategy, planning, implementation and execution to ensure the achievement of desired goals.

This module outlines the service offering and details the main steps that a training group needs to consider if looking to offer consulting as a service to their customers.

Topics

- The consulting services profile
- Consulting and account management
- Training and business needs analysis
- Custom versus tailored solutions
- Managed training services

Prerequisites

Foundation Series