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Client-Centered Consulting: Getting Your Expertise Used When You're Not in Charge

Peter Cockman, Bill Evans, Peter Reynolds

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Consulting is an increasingly important area of training and management and many trainers are finding themselves undertaking the role of an internal consultant. This text discusses the role of the trainer as an internal consultant and how the emphasis should be on becoming client centred. It identifies the role of the internal consultant in facilitating changed behaviour and learning and how intervention must be across the whole organization. The consultant must learn how to diagnose problems and implement successful action. The text features checklists, case-studies and a usable framework which aims to show trainers how to become successful internal consultants

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