



Core Consulting Skills Program



Leading to Core Consulting
Skills Certification (CCSC)

AIMC CORE CONSULTING SKILLS CERTIFICATION PROGRAM (CCSCP)

The Association of Internal Management Consultant's (AIMC) **Core Consulting Skills Certification Program (CCSCP)** is a digital learning-based, self-paced, comprehensive consulting capability building program that incorporates interactive **20-30 minute digital learning modules** (powered by CrossKnowledge, a global integrated digital learning solutions provider), and **AIMC consulting tools, methodologies, and book chapters** taken from the AIMC Knowledgebase. The target audience for this program is consultants new to consulting and/or with relatively little formal training in consulting competency areas and also others in internal client support roles (e.g., **HR, IT, Finance, OD, Marketing, Strategy, Training, QM, Lean, Supply Chain, Audit, Project Management**, etc.) seeking to develop consulting skills.

The CCSCP is built around the **AIMC Competency Model for Effective Consultants** – an eight-item competency model that includes the following core consulting competencies:

Business Acumen
Business Process Optimization
Change Management
Coaching
Customer Service Focus
Management Consulting Skills
Professional Impact
Project Management



PROGRAM HIGHLIGHTS

- **Core Consulting Skills Certification** credential awarded by the AIMC upon successfully passing the comprehensive final exam (70% score or above).
- **One year membership to the AIMC** (upon program registration) – which includes:
 - Access to the **AIMC Knowledgebase** – a digital repository over 1,000 consulting-related tools, methodologies, white papers, presentations, book chapters, etc.
 - “Affinity Calls” to discuss topics relevant to consultants
 - AIMC Chapter Meetings (for geographies where chapters exist)
 - AIMC Newsletter and Career Center
 - Discounted rates for the International AIMC Annual Conference
- **Access to our learning partner CrossKnowledge's digital library** of over 10,000 learning assets (upon program registration and until certification awarded) -- ideal for supplementing the CCSCP curriculum with other courses of interest and relevance to the participant. CrossKnowledge learning assets are:
 - Short, engaging and mobile content to address new learning trends
 - Cover a broad range of critical themes such as management, leadership and personal development
 - 100% mobile to ensure learners have access to their programs when and where they need them
 - Available in 15 different languages
- **CCSCP Electives** – recommended digital learning courses to supplement the certification program, but not required for the certification exam
- Access to associated **Reference Material** from AIMC Knowledgebase
- Participants have **one year to complete** the CCSCP from the date of registration
- Core Consulting Skills Certification recipients will be **acknowledged at AIMC International Annual Conference, April 2018, and posted on the AIMC Website**

CORE CONSULTING SKILLS CERTIFICATION CURRICULUM SUMMARY

BUSINESS ACUMEN

eLearning Modules:

- Building Your Strategy At The Business Level
- What is a Balance Sheet?
- The 3 Keys Of Finance
- What is Company Strategy?

Reference Material:

- Internal Consulting Excellence (ICE), Chapter 7 – Translating Strategy Into Action
- Enterprise Performance Measurement Systems

Electives:

- Financial Statement Analysis



BUSINESS PROCESS OPTIMIZATION

eLearning Modules:

- Measuring Processes for Improvement
- Lean Philosophy
- Quality at the Source
- Continuous Improvement

Reference Material:

- ICE, Chapter 9 – The Evolving Role of Optimization
- Process Improvement Methodology
- Process Improvement Principles
- Responsibility Charting

Elective:

- Process Reviews



CHANGE MANAGEMENT

eLearning Modules:

- Handling Planned Changes Successfully
- Choosing The Right Strategy For Implementing A Change
- Change Projects: The Crucial Role Of Communications
- Organizing a Planned Change

Reference Material:

- ICE, Chapter 6 – Implementing More Effective Change Management Across the Enterprise
- Leading Change – Overall Process
- Overcoming Resistance

Electives:

- Developing Your Change Capability



CLIENT SERVICE FOCUS

eLearning Modules:

- Providing A Service That Meets The Customer's Expectations
- Discovering Your Client's Needs And Motivations
- How to Deal with Unhappy Clients
- Creating Value for Internal Customers

Reference Material:

- ICE, Chapter 11 – Other Areas Where Building Internal Consulting Capabilities is Important
- ICE, Chapter 12 – Implementation & Continuous Improvement
- Managing Client Relations

Electives:

- Managing Client Dissatisfaction
- What Does it Mean to Be Client-Oriented?



COACHING

eLearning Modules:

- How to Improve Your Coaching by Understanding People Better
- When Should You Coach, When Should You Manage?
- Giving Constructive Feedback
- Developing Your Team's Skills Through Individual Coaching: The GROW Approach



Reference Material:

- ICE, Chapter 10 – Role of Coaching in Becoming a Trusted Advisor
- Coaching Messages for Project Team Members

Electives:

- Changing Behavior

MANAGEMENT CONSULTING SKILLS

eLearning Modules:

- Analyzing A Complex Problem Using An Issue Tree
- SWOT Analysis
- How To Respond When Faced With Objections
- Asking Questions

Reference Material:

- ICE, Chapter 3 – Building Internal Consulting Competencies
- Internal Consulting Survival Skills

Electives:

- Enhance Your Listening Skills
- Managing Expectations – Selling an Idea Internally



PROFESSIONAL IMPACT

eLearning Modules:

- What Is Self-confidence?
- What Is Emotional Intelligence?
- Building Rapport And Influence
- Preparing Convincing Presentations

Reference Material:

- ICE, Chapter 2 – Providing a Framework for Success
- Critical Thinking/Problem Solving/Team building

Electives:

- Building Trust Across Cultures



PROJECT MANAGEMENT

eLearning Modules:

- Define the Project And Assign Key Roles
- Set the Project Milestones
- Break Down the Project
- Launch the Project Under the Right Conditions

Reference Material:

- ICE, Chapter 8 – Integrating Change and Project Management
- Transformational Change Leadership Methodology

Electives:

- Developing Soft Skills to Boost Projects
- Day to Day Management of Planned Change



For More Information Regarding Program and Registration

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