

## Consulting In Action for New Professionals

# Program Overview

### Description

*Consulting in Action for New Professionals* is a consulting “bootcamp” designed to quickly acclimate entry-level consultants to their new work environment. The program emphasizes the emotional and social intelligence required to be a successful consultant. It introduces key consulting concepts and skills, including topics such as the six phases of consulting, team basics, and being a Trusted Advisor.

*Consulting in Action for New Professionals* is designed to be both practical and engaging. It consists of three half-day sessions delivered over a period of two months. In the interim, participants complete “research projects” that immediately put their consulting skills to work.

### Learning Objectives

By the end of this program, participants will:

- Have a general and consistent understanding of the consulting process
- Know project team basics
- Understand the individual attributes of a professional consultant
- Identify and plan for 1 – 2 areas for your own development as an effective consultant
- Be better prepared for client-facing roles.



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## Consulting In Action for New Professionals

### "A Story about Connecting"

BossaNova bridges the gap between the technical and people sides of consulting.

That's why when David Seelke, a manager at consulting giant [Booz Allen Hamilton](#), wanted to prepare their next generation of consultants to work with clients, he called Andrea Howe, BossaNova's President. According to David, "Many of our recruits are only months away from academic life. We want to ensure their success with our company and BossaNova's training is a surefire way to do that."

BossaNova carefully selected a team of two experienced facilitators. Sara Rohling, a former employee, knew the Booz Allen culture inside and out. Andrea brought over 15 years of experience in the consulting industry. Together, they created a pathway for the new staffers trying to find their way inside a global consulting firm with 19,000 employees serving clients on six continents.

BossaNova's Consulting in Action methodology combined classroom work with real-life assignments for the trainees. Participants liked this arrangement — the academic portion provided the foundation, but the practical applications helped connect theory to reality.

During the program, the consultants learned one of the most important consulting skills: trustworthiness. BossaNova uses the Trust Equation and other unique tools in much of their work, thanks to a special partnership with Charlie Green, the man who literally wrote the book on being a trusted advisor. Of all the material covered in class, this is what stood out for the team – learning how to genuinely connect with their future clientele through proven knowledge, communication and trustworthiness.

"From the get-go, Andrea and Sara were encouraging and set the right tone," says Mark, one of the participants. "When they critiqued us they were always constructive, thorough and energetic. Their feedback was valuable and professional, which is just what we need at the start of our careers. And, from day one we knew we could talk candidly about anything in class."

In the end, many salient connections were made. And, months later, David is still impressed by his experience with BossaNova. "Sara and Andrea obviously knew the consulting environment. They combined their own experience with strong facilitation skills and an ability to motivate our people to really engage in what they were learning," says David. "Their approach was really well-rounded and helped our new consultants make a smooth transition from academia to professional life."



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- Consulting Phases
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### Advanced Topics

- Consulting: A Balancing Act
- Trusted Advisor: A Collaborative Approach
- Trust: Return on Investment
- The Trust Equation
- What Clients Want

### Research Projects

- SOW 1: The Consulting Process at <your company name here>
- SOW 2: How to be Successful on Client Site
- SOW 3: What it Takes to Build a Successful Career at <your company name here>

### Tools

- The Trust Creation Process
- Root Cause Analysis
- The Eight-Stage Process of Creating Major Change
- Stakeholder Analysis

### Checklists

- 11 Rules to Consult By
- Master List of Discovery Questions
- What a Consultant Should Know About a Client
- How to Build Trust on the Current Assignment

### References

### Learning Journal



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# Program Roadmap

### Session I:

**8:00a – 12:00p**

Welcome/Intro

Consulting Basics:

Perceptions/Myths  
about Consulting

Consulting Phases

Team Basics

Advanced Topics:

Building Trust with  
Clients

**Research Project:** *The  
Consulting Process at  
<your company name here>*

Session I Closing

### Session II:

**8:00 – 12:00p**

Welcome Back

Your TQ (Trust Quotient)

**Presentation:** *The  
Consulting Process at <your  
company name here>*

Reflections on Teaming

**Research Projects:** *What it  
Takes to Build a Successful  
Career at <your company  
name here> and How to be  
Successful on Client Site*

Session II Closing

### Session III:

**12:00p – 5:00p**

Welcome Back

Lunch: Career Development  
Q&A

**Presentations:** *What it Takes  
to Build a Successful Career at  
<your company name here> and  
How to be Successful on Client  
Site*

Career Development Planning

Perceptions/Myths about  
Consulting – Revisited

Program Closing



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# Sample Research Project

### SOW #2: How to be Successful on Client Site

#### Project Goals

Develop a list of best practices for successfully transitioning from working off-site to working on-site with a client, while simultaneously:

- Practicing your data collection, analysis, synthesis, teamwork, listening, and presentation skills
- Building relationships with key staff at <your company name here>.

#### Tasks

1. Conduct interviews to gather the data that will form the basis of your best practices document.
2. Interview Guide:
  - What are the biggest differences between working on-site and working off-site?
  - What do clients want/not want from their consultants working on-site?
  - What best advice do you have for making the transition to client site as smooth as possible?
  - What are the pitfalls to be avoided?
3. Consolidate/theme your data as a group.
4. Work together to create a 12 minute presentation that will be given in Session II.



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### What Our Clients Say

#### Program Sponsors

“BossaNova’s facilitators obviously know the consulting environment. They combine their own experience with strong facilitation skills and an ability to motivate people to really engage in what they are learning. BossaNova’s approach was really well-rounded and helped our new consultants make a smooth transition from academia to professional life”—*David Seelke, Senior Associate, Booz Allen Hamilton*

“What sets BossaNova apart from other consultants I have worked with is their willingness to work collaboratively with an unwavering focus on the goal rather than the obstacles to getting there”—*Michael Austin, Booz Allen Hamilton*

#### Participants

“I thought that all of the projects were great—definitely hot topics for us.”

“I particularly enjoyed working on the presentations, and presenting. I think practicing these skills is very valuable.”

“As one of the newer consultants I found the training as a great entry into the start of my career here. Having our entire team there was a great building exercise for all of us.”

“I think that team roles and feedback from peers were by far the most valuable aspects of the training program. These were both areas that require a great deal of thought and self-assessment.”

“The instructors were very knowledgeable and were great to work with. I came away with some very useful information.”

“The most beneficial aspect was the comfortable atmosphere in which the training was conducted. From the first session the room was established as a ‘safe’ zone. This made it easy to participate and give honest feedback.”



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