ACS AUSTRALIAN COMPUTER SOCIETY

Business and Consulting Skills for IT Professionals
2-day Short Course

This course will be valuable for any ICT professional who aspires to senior business positions. Also internal and external consultants.

Course content

The adoption of a consultative approach is an important skill required for most Information Technology professionals who today are more and more are being asked to provide guidance and advice to their customers.

This course will provide you with an understanding of the scope of consultancy and the attributes and skills needed for consultancy. It will also provide you with an understanding of the consultancy process and the requirements to operate as an internal or external consultant.

Learning outcomes

- Understand the scope of consultancy and the attributes and skills needed for consultancy.

- Understand and development of important interpersonal skills required for consultancy.

- Definition and explanation of the steps in the consultancy process.

- Customer service techniques as they apply to consultancy.

- Understand the importance of a business focus when undertaking IT consultancy.

- Explanation of the differences between an internal and external consultant.

Who should attend

- Internal and External Consultants

- Business Analysts

- Systems Analysts

- Project Leaders and Managers

- Technical Specialists or those aspiring to these positions

SFIA alignment

Follow	Assist	Apply	Enable	**Ensure/ Advise**	Initiate/ Influence	Set Strategy

This workshop is aligned to SFIA Level 5 and the Consultancy (CNSL) skill.

Course duration

2 days – 9am to 5pm

CPD hours = 14

Course fees

- Members $1,250 inc gst

- Non-members $1,650 inc gst

  Fees includes refreshments, lunch and course materials.

For further information contact Professional Development on 02 9299 3666 or email professional.development@acs.org.au

Enrolment

To enrol , view dates and locations of courses across Australia, please visit:
www.acs.org.au/shortcourses