

The professional 'Business Partner'

Six-module
programme



- ▷ **How to create value in the eyes of your client**
- ▷ **Being recognised as a 'trusted advisor'**
- ▷ **Managing stakeholders expectations**

These fast paced, highly interactive series of half-day workshops shows participants how deliver a high quality, 'value added' service



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The Professional 'Business Partner'



Overview

This programme (consisting of six, half day training modules plus project work and review session) provides practical help to enable people to become outstanding business partners. It helps people in HR, IT and Finance and understand what is required of the role and provides the tools and techniques to deliver an outstanding service to their clients.

Learning objectives

- ▷ **Appreciate the role of the Business Partner**
- ▷ **Discover techniques for building rapport with your client group**
- ▷ **Acquire language skills that will enable you to communicate ideas with precision and power**
- ▷ **Learn how to develop a mandate for your initiatives**
- ▷ **Understand how to coach internal stakeholders and provide them with feedback**



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Programme structure

The Professional Business Partner programme begins with us meeting with key stockholders in order to gain an insight into the participant's real life work environment. This is followed by a series of six, half day, development modules, each held around one month apart, that focus on an important aspect of the business partners role. The first module considers the duties and responsibilities of the business partner, module two looks at networking and influencing strategies; the third addresses one of the most fundamental aspects of the role; that of internal consultancy skills. Coaching and counselling attributes are dealt with in module four; while session five considers how to deal with conflict and discord. This sixth and final development module concentrates on how to work with the wider team and to co-operate effectively across all functional areas.

Action Learning projects

Each workshop is followed by an **Action Learning phase**, which involves the participants meeting once every two weeks for about thirty minutes and discussing how they are using the tools in action. This allows the delegates to support and coach each other as they try out their new skills in the work environment. We conclude this phase with a **Closure Workshop** (about three months after the last of the development modules) during which each participant gives a presentation on how they have applied the lessons from the training in 'real life'. In this way the impact of the training on the business can be evaluated.

Who should attend?

All new and existing Business Partners be they in HR, IT, Finance (or any other function) who want to acquire a methodical and professional approach to delivering a value added service to their client group.



- Understanding what the role of the business partner is and the attitude and mind set that is needed for success in that role.
 - ▷ Defining the role of the business partner
 - ▷ Understanding the key beliefs and attitudes of the expert business partner
 - ▷ Analysing client requirements
 - ▷ Defining key measures for success (financial acumen, external focus, getting success recognised)
 - ▷ Appreciating how the 'business partners' strategy can influence organisational performance

- Developing an understanding of the methods by which stakeholders can be influenced and the sources of authority that the business partner can call upon to make sure that their voice is heard.
 - ▷ Sources of influence and power
 - ▷ Reciprocity principle
 - ▷ Influencing skills
 - ▷ The CIA speech and the 'thirty second rule'
 - ▷ Networking and stakeholder mapping



Module 3

Internal consultancy skills

- Grasping the processes and methods by which programmes and initiatives can be developed, and successfully implemented. Also considering how 'buy in' to projects can be achieved.
 - ▷ The nature of 'Contracting'
 - ▷ Setting 'well formed outcomes'
 - ▷ Developing a mandate for initiatives
 - ▷ Understanding the consultancy process – the BMC 4 'C' consultancy model

Module 4

Coaching and feedback

- Becoming a 'trusted advisor' to the business and mastering coaching and feedback techniques.
 - ▷ The components of good quality feedback
 - ▷ Positive feedback
 - ▷ Direct feedback
 - ▷ Indirect feedback
 - ▷ The coaching process



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Module 5

Conflict management

- Gaining an awareness of the sources of conflict that can arise when performing the business partner role and acquiring tools for defusing tension and reaching a solution.
 - ▷ Sources of conflict
 - ▷ 5 core conflict resolution strategies
 - ▷ Self confidence in conflict situations
 - ▷ Conflict resolution meetings process

Module 6

Working with the wider team

- Maintaining good working relationships with the wider team and understand what each function or area has to offer your client group. Keeping up to date with the technological, legal and other developments with your area and being able to run well structured communication meetings to share information and ideas.
 - ▷ Understanding role of specialists' vs generalists
 - ▷ Keeping up to date with developments
 - ▷ Running communication meetings
 - ▷ Facilitated structured brainstorming sessions



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- A session dedicated to handling any unanswered questions and to writing action plans for continuing professional development.
 - ▷ Reviewing any unanswered questions about the business partners role
 - ▷ What more do you need to achieve excellence?
 - ▷ Writing a personal development plan

Feedback

Feedback is based upon peer reviews using BMC assessment checklists. Completing the BMC assessment checklists is not only valuable to the people involved in a given case study, or exercise, it also helps those completing them to gain an in-depth understanding of the building blocks that make up the work of an expert 'Business Partner'.

Contact

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