

Consulting Leadership (CL 8080) The Consultant and the Consulting Process

Course Description

This course explores the various roles, ethical practices of consulting, and the consulting process. The client relationship is critical to being a successful consultant. While knowledge, skills, and abilities are essential, so is the ability to develop a trust-relationship while adding value to the client's business. These attributes will be discussed within the context of the consultant's role within an organization.

With an established relationship, a consultant must frame the roles and responsibilities in concert with the client and determine the scope and deliverables. While deliverables are defined/described, an analysis is conducted and feedback provided, the consultant must work with the client to develop mechanisms to ensure that the accepted recommendations are implemented and sustained. This process involves aspects of change management and addressing resistance.

Learning Objectives

- Define consulting and interpret the purpose of a consultant
- Compare and contrast the various roles of a consultant and when each is most appropriate
- Identify the responsibilities of consultants and the benefits/challenges of being a consultant
- Develop a personal code of ethics for consulting
- Identify, describe, and classify the knowledge, skills, and abilities of a consultant; develop a profile of an ideal consultant within the context of an organization's needs
- Analyze and synthesize the stages of the consulting process and apply aspects of the consulting process to a progressive case
- Through reflection, identify and synthesize seven critical learnings

Grade Scheme: Letter Grade

Minimum Pass: 70%

Assessments:

- Code of Ethics
- Case Assignments
- Interview & Paper
- Reflection Paper

*Please note that this document is for marketing purposes and that the details of the course including grading and objectives may change or vary.

Grade	Grade Point Average (GPA)	Percentage
A+	4.3	98-100%
A	4.0	94-97%
A-	3.7	90-93%
B+	3.3	87-89%
B	3.0	84-86%
B-	2.7	80-83%
C+	2.3	76-79%
C-	2.0	70-75%
F	0.0	0-69%

Consulting Leadership (CL 8081) The Consulting Cycle Applied

Course Description

This course is the second in the Consulting Leadership stream. It provides students with the opportunity to continue to apply the consulting cycle to the Hospital Services of the Americas case study. Students will be required to continue to analyze and diagnose any potential issues or concerns, develop a contract or proposal with the proper pricing structure, evaluate the methods for gathering data, and provide feedback in the form of a formal presentation. This course will prepare students for the third course in which they will be applying this consulting cycle to a real/actual client business or organization.

Learning Objectives

- Apply the consulting cycle to an existing case study and the Hospital Services of the Americas case
- Analyze and diagnose potential problems with the client
- Assemble a contract/proposal including pricing that meets the needs of the client and consultant
- Analyze and propose ways to gather data
- Prepare a formal report based on the client's findings and make a presentation of findings and recommendations
- Demonstrate organizational change and analysis models
- Write a promotional plan

Assessments:

- Analysis
- Presentations
- Papers & Projects
- Discussions

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A-	3.7	90-93%
B+	3.3	87-89%
B	3.0	84-86%
B-	2.7	80-83%
C+	2.3	76-79%
C-	2.0	70-75%
F	0.0	0-69%

Consulting Leadership (CL 8082) Management Consulting Project Capstone

Course Description

This is the third course in the Consulting Leadership stream. During this course, students will be completing a consulting project with an outside organization of their choosing. Alternatively, students may elect to conduct a consulting project as an international consultant. Students will utilize the tools and processes learned in the previous two courses within this stream. The culmination of this project will be a presentation of findings to the class. Also, students will be exploring aspects of management consulting through different contexts related to their professional interests.

Learning Objectives

- Complete a field-consulting project (internal or external) within students' professional interests and expertise
- Discuss a variety of processes and interventions involved in the management consulting area
- Describe the role that consultants take when working with executives
- Analyze the cultural and global consulting function
- Examine consulting as related to public and non-profit organizations
- Assess the strategies used in the formation of a consulting firm
- Conduct an analysis, write and present findings

Grade Scheme: Letter Grade

Minimum Pass: 70%

Assessments:

- Writing Assignments
- Data Collection
- Presentation
- Discussions

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A	4.0	94-97%
A-	3.7	90-93%
B+	3.3	87-89%
B	3.0	84-86%
B-	2.7	80-83%
C+	2.3	76-79%
C-	2.0	70-75%
F	0.0	0-69%