



# Core Consulting Skills Program



Leading to Core Consulting  
Skills Certification (CCSC)

## AIMC CORE CONSULTING SKILLS CERTIFICATION PROGRAM (CCSCP) OVERVIEW

The AIMC's 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, presentations, and book chapters taken from the AIMC Knowledgebase and is geared towards those who are relatively new to their internal or external consulting careers.

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 internal and external 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 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 Knowledge Base
- Participants will 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*



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## 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*



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## 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*



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## 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*



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## **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*

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## **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*



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## **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**

Contact Dr. William Trotter, AIMC Executive Director, at [wdtrotter@earthlink.net](mailto:wdtrotter@earthlink.net) or visit [www.aimc.org](http://www.aimc.org)