Professional Diploma in Management Consulting
(For IT, NGO and Human Resources)
25 Jun - 3 Sep 2016 (Sat)

Why become a Certified Management Consultant (CMC)?

- Internationally-reciprocal, recognised in over 50 countries belonging to the International Council of Management Consulting Institutes (ICMCI)
- The Consultant has met world-class standard of competence, ethics and independence
- Increases your confidence and guarantees your experience and knowledge to deliver high quality results

How to become a CMC?

Step 1

**HKPC graduates** who are achieving:
- An overall result of grade B or above; AND
- A Degree; AND
- Having verifiable track record of effectively 3 years of management consulting experience

Step 2

- Pass the ethics test; AND
- Complete a membership interview

FREE Information Session

- Management Consulting Tools - Quality and Performance Framework
- How to become a CMC?

Venue: 1/F, HKPC Bldg., 78 Tat Chee Avenue, Kowloon
Date: 19 May 2016 (Thu)
Time: 7:30p.m. - 8:30p.m.

Organizer:
Co-organizer:
Supporting organizations:
# Programme Content

## Module 1

**Using Management Consulting Tools - Approaches and Methodologies (14 Hours)**

- Introduction to management consulting - consultancy cycle and processes
- Business life cycle and management consulting - the movement of enterprise, role of management consulting
- Common body of knowledge of management consultant (IMCHK)
- Business Review & Analysis - the McKinsey 7S, the balanced scorecard, Porter’s five forces, value chain analysis, the BCG growth-share matrix, benchmarking and best practice
- Organizational Review & Change - Organization structure, culture, competence, resources, levers of change, transformational change and workforce management
- Strategic planning and scenario planning for business and business development

## Module 2

**Preparing Proposal and Problems Identification (14 Hours)**

**2A. Preparing Winning Proposal**

- Elements of a proposal
- Practice critiquing a proposal
- Drafting a proposal
- Drafting skills
- Presenting and selling skills
- Presentation and feedback process

**2B. Problem Situation and Analysis**

- Business study and research
- Questioning technique
- Qualitative research
- Analysis of qualitative data
- Documentary research methods
- Statistics for management consultant

**2C. Problem Solving Technique**

- Problem identification
- Root cause analysis
- Solution recommendation
- “Complexity Thinking” (System Thinking) on thinking complex problems

[HKPC reserves the right to change the above contents / schedule]
# Programme Content

## Consulting Practices for IT, NGO and Human Resources (21 Hours)

### Module 3

#### 3A. Consulting Practice for Information Technology Industry
- Definition of data, information, knowledge and knowledge management
- Technology innovation and virtual integration
- Knowledge management system on management consultant practices
- Making smart decision by IT systems
- Information system development methodologies
- System owners and end-user relationship management
- IT system change, changeover and implementation practices

#### 3B. Consulting Practice for NGO
- Service delivery and customer satisfaction
- NGO Corporate Governance, strategy and culture
- Customer relationship management (CRM) and practices
- Voice of stakeholders, customer survey and focus group interview
- Social media strategy

#### 3C. Consulting Practice for Human Resources
- Nature & function of H.R.
- Corporate management training – Leadership development, culture change, skills enhancement
- Competency assessment and enrichment
- Knowledge sharing and skills transferring
- Training the trainer

## Managing a Consulting Project (14 Hours)

### Module 4

#### 4A. Consulting Project Management
- Scheduling and cost a consultant project
- Manage time effectively
- Lead a project team
- Manage conflicts with clients' staffs and consultants

#### 4B. Managing Clients and Implementation
- How to establish a professional relationship with clients
- Managing the contracting meeting and the contracting meeting process
- Effective listening and communication
- Dealing with difficult clients
- Understanding and manage organization culture

#### 4C. Managing Professional Staffs
- Management styles
- Motivating professionals
- Coaching and feedback
- Dealing with potential problems

## Consulting skills for interpersonal and risk management (7 Hours)

### Module 5

#### 5A. Communication / Interpersonal Skills for Management Consultant
- The tasks of a management consultant
- The 6 C's consulting process
- Building relationship with clients
- Personal skills to conduct consulting
- Consultant as a team leader
- Consultant as a team facilitator
- Influencing skills

#### 5B. Consulting Skills to Manage Risk and Crisis
- What is risk?
- The Ishikawa risk model
- Risk management process
- Types of risk
- The six key components of risk management
- What is crisis?
- Key procedures for crisis management

## Case Studies and Project Presentation (7 Hours)

### Module 6

Speaker will share his experience on running management consulting business or managing consulting projects. Candidates can select real life projects on their business areas. Speaker will discuss and advise to candidates to handle the projects and provide solutions by the role of management consultant.

[HKPC reserves the right to change the above contents / schedule]
What is Management Consultant?
A management consultant is an independent qualified person who provides a professional service to business, public, and other management undertakings. Service recipients could either be external clients or own employers, where this is the case of an internal management consultant.

Course Features
- Introduce the technical and soft skills essential to a management consultant in accordance with The Common Body of Knowledge proposed by the Institute of Management Consultants Hong Kong (IMCHK).
- The professional diploma holder may be exempt from part of the Certified Management Consultant Examination.

Reason to attend
Management consultants are not required to be registered nor licensed. The profession of management consulting is self-regulated. A professional recognition can always distinguish you from your peers in this competitive industry, offering an assurance of professionalism to clients.

Target Participants
This course is designed for professionals who:
- have developed functional competencies in professional services;
- wish to pursue a career as management consultants;
- want to familiarize with the processes and skills of management consultancy and apply those skills in their daily work.

Programme Objectives
The programme expects to provide participants with:
1. a better understanding of the consulting process and organizational change;
2. the skills necessary to lead consulting projects.

About IMCHK
The Institute of Management Consultants Hong Kong Limited (IMCHK) is the professional chapter and qualifying body for management consultants in Hong Kong. The Hong Kong Chapter represents Hong Kong in the International Council of Management Consulting Institutes (ICMCI), which has over 60,000 members worldwide. The aims of the Institute are to enhance the practicing standards of management consultants and the confidence clients have in the profession in this part of the world. IMCHK is the awarding body of the Certified Management Consultants (CMC), recognized by the United Nations and in over 50 countries around the world. IMCHK will create a platform to get all members and consulting professional worldwide stay connected through various activities organized and professional development programs throughout the year.
Medium of Instruction
Lectures will be delivered in Cantonese, while handouts will be primarily in English. Participants should be proficient in both written and spoken Chinese and English.

Duration / Time / Venue
Date: 25 Jun, 2, 9, 16, 23, 30 Jul, 6, 13, 20, 27 Aug & 3 Sep 2016 (Sat)
Time: 9:30a.m. – 5:30p.m
Venue: 1/F., HKPC Building, 78 Tat Chee Avenue, Kowloon Tong, Kowloon

Programme Fee
Normal: HK$13,000
Enrol & settle the course fee on or before 11 Jun 2016 / group of 2 or more: HK$12,000
Members of supporting organization: HK$11,500

Admission Requirements
Applicants should:
• hold a bachelor’s degree awarded by a recognized university or equivalent; OR
• hold relevant professional qualifications.

Award of Professional Diploma
Students will be granted the “Professional Diploma in Management Consulting” by the Hong Kong Productivity Council if he/she has:
• successfully completed the programme with 75% attendance rate; AND
• achieved a pass grade in the test of each module as well as the final project presentation.

Application Procedures
• Fill in an enrolment form in BLOCK LETTERS.
• Enclose with copies of academic or professional certificates.
• Enclose a crossed cheque payable to “Hong Kong Productivity Council” with the appropriate course fee.
• Mail the completed enrolment form, supporting documents and cheque to:
  Ms. Emily Chan – Unit 2211, 3/F, HKPC Building, 78 Tat Chee Avenue, Kowloon
• Alternatively, you may submit the enrolment materials in person at the following location, and pay by cash, cheque or credit card.
  ➢ 1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (Tel: 2788-5923)

Enquiries
Please call (852) 2788-5802, email: emilychan@hkpc.org or fax (852) 2788-5011.
Website: www.hktrainingonline.com

Application Deadline: 18 Jun 2016