

CONSULTING FUNDAMENTALS FOR PROCESS REDESIGN

Overview: Business school students planning a career in consulting often graduate without the fundamental skills needed to be an effective management consultant. Our seminar series is designed to help graduates get better prepared for their interviews and their first job. Consulting is all about putting structure into a confused, unstructured environment. The seminars will give students some tools and perspective to act decisively when surrounded by ambiguity, which is often the case at the client. These workshops are designed to introduce students to some basic tools and the fundamental logic flow used in process redesign engagements. We use simple examples and then a real world case. In addition, students will learn several tips and tricks to use in client engagements.

Topics Covered, Day One:

- Basic Process Redesign Methodology
- Introduction to Process Mapping
- Introduction to Root Cause Analysis

Topics Covered, Day Two:

- Stakeholders Analysis
- Value Based Selling
- How to Scope and Price a Redesign Engagement.

Prerequisites:

- Students should have a minimum of two years professional experience.
- Students should have an interest in pursuing a career in management consulting.
- A laptop computer may be helpful, but it is not needed for the course.
(We will allow students to attend Day 2 without having attended Day 1.)

Target Audience: The course is intended for professionals tasked with process redesign efforts.

- MBA students interested in consulting careers.
- Internal consultants at multinational organizations
- Professionals looking to expand their professional knowledge.
- Operations managers, project managers, technical specialists.

Learning Methodology: Adults learn applicable skills better through actually doing something as opposed to sitting through a lecture. In general, these seminars are about one-third lecture, one-third group led discussions and one-third team based exercises. There are many computer software packages available for process mapping, root cause analysis, and project management, but these tools can lead to the “black box” syndrome where users don’t know what the answers mean. To learn the topics, we prefer to use paper and pencil, then let the users choose their own software.

The Instructor: Gordon Adelsberg is Principal at Adelsberg Consulting, a boutique consulting firm specializing in general strategy and process redesign. As the principal of a small and growing firm, Gordon has the flexibility to help companies solve all types of strategic and operational problems without being constrained to one methodology or tool.

Gordon also recently accepted the CEO role at Communication for Geeks®. The company’s mission is to enable technical experts everywhere to better communicate their ideas. At C4G, we recognize the critical need for effective communication skills and aim to serve this need through awareness, connectivity, education and training.