

# PSP101: Consulting Fundamentals (2021)

## Course Curriculum

Unit	Chapters	Topics
<b>0. Introduction</b>	<ol style="list-style-type: none"> <li>1. Understanding the problem</li> <li>2. Identifying a way forward</li> </ol>	A quick look at why customers purchase professional services and how they are sold. By doing this we can identify a way forward that helps us to be successful.
<b>1. Adapt to Your Environment</b>	<ol style="list-style-type: none"> <li>1. Understanding the Customer Environment</li> <li>2. Understanding the Project Environment</li> <li>3. You and the Project Environment</li> </ol>	This unit centers around understanding the environment in which we deliver our professional services. Without truly understanding this complex and ever changing environment, we are hindering our own ability to be successful in it.
<b>2. Always Know What “Done” Looks Like</b>	<ol style="list-style-type: none"> <li>1. Defining “Done”</li> <li>2. How we Lose Sight of “Done”</li> <li>3. Keeping “Done” in Sight</li> </ol>	This unit centers around understanding the importance of maintain a focus on the project’s final destination and how hard it can be to keep an eye on such a destination when the details in front of us are so distracting.
<b>3. Manage Expectations</b>	<ol style="list-style-type: none"> <li>1. The Anatomy of an Expectation</li> <li>2. The Dangers of Misaligned Expectations</li> <li>3. Managing and Realigning Expectations</li> <li>4. Practice Email Example</li> </ol>	This unit centers around the anatomy of an expectation and how we as consultants can avoid setting them incorrectly.
<b>4. Have Difficult Conversations Early</b>	<ol style="list-style-type: none"> <li>1. The Need for Urgency</li> <li>2. Strategies for Taking Action</li> <li>3. Empathy, Understanding &amp; Resolution</li> <li>4. The Use of Leverage in Difficult Conversations</li> </ol>	This unit helps consultants focus on the need for difficult conversations and provides an easy to remember framework for the delivery of such conversations.
<b>5. Think F.A.A.S.T. for Quality</b>	<ol style="list-style-type: none"> <li>1. Making the Intangible Tangible</li> <li>2. Focused</li> <li>3. Accountable</li> <li>4. Attention to Detail</li> <li>5. Skilled</li> <li>6. Trustworthy</li> </ol>	This unit provides consultants with an “in-the-moment” definition of quality that can be used at any point in a project to self-check if they are providing a quality service.
<b>6. Participate in the Collective Wisdom</b>	<ol style="list-style-type: none"> <li>1. The Value of the Collective Wisdom</li> <li>2. Extracting Value from the Collective Wisdom</li> <li>3. Intellectual Property</li> </ol>	This unit illustrates the importance of consultants both using the available best practices within their firm as well as encouraging them to contribute to it whenever possible.
<b>7. Stay Engaged in Your Career</b>	<ol style="list-style-type: none"> <li>1. Active Career Control</li> <li>2. The Professional Services Career Map</li> <li>3. Staying Engaged</li> </ol>	This unit helps consultants take active control of their professional development by giving them an idea of how they can progress through a professional services career.
<b>8. Bringing it all Together</b>	<ol style="list-style-type: none"> <li>1. The Principles in Practice</li> <li>2. Becoming a Principle-Led Consultant</li> <li>3. Building a Personal Action Plan</li> </ol>	This unit aims to explain to consultants how the principles occur in the real world and where they should focus if they truly want to begin providing a different level of service. This unit uses video to illustrate a customer - consultant interaction and assists the learner in identifying how the principles play out within it.