

## **MGMT 314 Management Intervention and Consultation**

This course is designed to initially overview the consulting profession with a subsequent emphasis on organization consulting issues. Effort will be placed on developing proficiencies in various skills required to practice consulting. The overall objective of this course is to help students develop a basic understanding of consultation skills and knowledge.

*(Prerequisite: MGMT 301)*

### **Course Learning Outcomes:**

By the end of the course, students will be able to:

1. Demonstrate critical knowledge and understanding of some specialized principles and concepts relevant to the business of consulting.
2. Apply specialized concepts in consulting in the different areas of a business, such as operations, marketing and finance.
3. Critically assess the role and impact of consultation ethics standards and manager-client relationships on the financial growth of an organization.
4. Demonstrate effective oral and written communication skills, including the ability to develop sound and coherent arguments to present complex organizational change to gain competitive advantage in the field of business consultancy.
5. Demonstrate ability to conduct self-reflection, constructive peer review and feedback in project teams.
6. Demonstrate adequate ability to work in diverse teams on tasks pertinent to consultation projects.

### **Text Book & Course Materials:**

- *Poulfelt, F., & Olson, T. H. (Eds.). (2017). Management Consulting Today and Tomorrow: Perspectives and Advice from Leading Experts. Routledge.*

### **Course Content:**

1. The Changing Global Consulting Industry
2. The Marketing and Selling of Consulting Services
3. High-Performance Consulting Firms
4. Professionalism in Consulting
5. Greiner and Poulfelt: Part VI,
6. Ethics and Trusted Advisor
7. Consulting to CEOs and Boards
8. Public Sector Consulting
9. IT Management Consulting
10. Strategy and Organization Consulting
11. Trust-Based Selling of Consulting Services
12. Operation Management Consulting
13. Managing Growth Stages in Consulting Firms
14. Intervention Strategies Management Consulting
15. Business Transformation and Innovation Consulting
16. Knowledge Management in Consulting
17. Consulting in Entrepreneurship