

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) (3 credits)

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.

Textbook & Course Materials:

- Poulfelt, F., & Olson, T. H. (Eds.). (2018). *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. Ethics and Trusted Advisor
6. Consulting to CEOs and Boards
7. Public Sector Consulting
8. IT Management Consulting
9. Strategy and Organization Consulting
10. Trust-Based Selling of Consulting Services
11. Operation Management Consulting
12. Managing Growth Stages in Consulting Firms
13. Intervention Strategies Management Consulting
14. Business Transformation and Innovation Consulting
15. Knowledge Management in Consulting
16. Consulting in Entrepreneurship