

Consultancy Skills for the Public Sector



One-week professional development workshop
28 July to 1 August 2025 in London



BRITISH ACCREDITATION COUNCIL
ACCREDITED SHORT COURSE PROVIDER

PAI is accredited by the
British Accreditation Council
for Independent Further and Higher Education

About the workshop

The demand from international development partners and agencies for consulting services has seen significant change over the past 10 years, with a focus on creating less dependence on external expertise and fuelled by the improved quality of national consultants' competency in many countries. This demand for national consultants has also been stimulated by pressure on governments to reorganise, right-size and outsource more government activities in an attempt to manage costs efficiently. However, there are significant disparities in the ability of some countries to meet the growing requirement for national consulting services of the highest standard.

Consultants, whether internal or external, can bring objectivity and fresh insights into an organisation which can transform its performance. The value that consultants offer to the public sector is immense. When used appropriately, consultants provide considerable benefits for clients, ranging from the development of core and specialist skills for individuals to major reviews of strategies and policies, organisational structures and processes.

This workshop focusses on management consultancy for people in the profession or considering entering it or those who wish to have an understanding of the knowledge and skills needed in this area. It is also useful for organisations which employ consultants to give them an intelligent customer capability. It is relevant for staff in the public sector who may be acting as internal consultants within Ministries, departments, local authorities and parastatal organisations and for private sector professionals who wish to gain a better understanding of the public sector.

Who is the workshop for?

The workshop is designed for people who are involved in change management programmes, strategic and efficiency reviews, business and process management analysis. Whether you are an existing internal or external practitioner, line manager, need a refresher or are thinking of entering the consultancy profession, the workshop covers the skills and attributes required by consultants. Regardless of whether you come from a general management, project management, human resource, financial, auditing, sales, communications and information technology or organisation development background, the ability to consult and provide innovative but practical solutions to apparently insurmountable problems requires skills in client management, communication and presentation, creative thinking and analytical methods and the ability to negotiate and persuade managers and their staff to challenge the status quo and accept change.

The workshop is also suitable for managers whose role includes managing consultancy contracts.

How participants will benefit

The workshop will:

- Introduce you to and enable you to practise the skills and techniques of a consultant
- Explore consultancy analytical tools and techniques available for providing clients with solutions to their complex organisational challenges
- Provide a useful "refresher" for experienced consultants or those entering or returning to the profession
- Provide an excellent basis for further professional development
- Improve your career potential
- Offer a useful background in consultancy for senior managers of any specialisation who may also need to undertake consultative approaches or work with consultants
- Give you the opportunity to work throughout the week on a case study example of a consultancy assignment and present your findings to a client in a role-play exercise.

For those who wish to continue to develop their capability and professional development as a consultant, there is an opportunity to arrange one-to-one coaching/mentoring sessions remotely with our Workshop Director. There will be an additional cost for this service. Please let us know if you would like to discuss options for this.

What the workshop will cover

The workshop explores:

- The role and behaviours of a consultant
- The I-Adapt consultancy project cycle
- Structured knowledge gathering, research and data analysis
- Creative thinking, problem analysis and solution finding
- Communication, negotiation and persuasion for consultants
- Client relationship management
- Planning for change
- Consultancy project management and effective delivery
- Risk analysis and management
- Reporting and presentations
- Marketing consultancy services
- Bidding for contracts.

The workshop will include briefings, discussions, case studies, practical exercises and an opportunity for a brief one-to-one continuous professional development advice session. You will also have the opportunity to discuss issues affecting your own professional life and to compare your experience with that of counterparts from different countries.

We aim to include one or more face-to-face or virtual visits to a consultancy unit or private sector consultancy during the week.

Programme outline:

	AM	PM
Day 1	Welcome and introductions Overview of the structure and objectives of the programme The consultancy environment The consultancy profession and its role Challenges facing the public sector	The I-Adapt consultancy project cycle and stages Client relationship management Tasks 1 and 2: Briefing on the case study consultancy assignment
Day 2	Scoping a consultancy project and its effective delivery Task 1: Client relationship management and scoping the project: <ul style="list-style-type: none">• Bidding and proposal writing• Winning the contract• Marketing consultancy services	Consultancy tools and techniques Data collection and analysis methods Task 2: Analysing the organisation
Day 3	Strategic and environmental analysis Creative thinking and solution finding Task 3: Group exercises on strategies and environmental analysis	Developing and appraising options and recommendations for change Task 4: Appraising the options <ul style="list-style-type: none">• Working as an independent consultant in the public and private sectors
Day 4	Change management Assessing and managing risks for consultancy assignments Task 5: Assessing risks and managing change	Communication for consultants: <ul style="list-style-type: none">• Report writing and presentation skills• Negotiation skills and conflict management Task 6: Preparation for presenting options and solutions to the client
Day 5	Presentations of consultancy findings and recommendations to a client Feedback on presentations and / question and answer session	Review and evaluation of the workshop Presentation of certificates of attendance <i>* Optional one-to-one professional development session with the Workshop Director</i>

We reserve the right to change the programme as necessary.

** This option is available to those participants who may wish to continue one-to-one mentoring and coaching sessions following the workshop.*

Workshop Director

The Workshop Director will be Stephen Catchpole.

Stephen is an Associate Consultant of PAI. Following a near 30-year career in the UK's civil service, both as a former lecturer at the UK's Civil Service College and a senior manager, he set up his own consultancy business in 1998. He has wide consultancy and training experience in the UK and internationally, having worked as a team leader and specialist in over 30 countries and with more than 35 years' consulting within the public sector.

How to apply

Please complete the PAI application form online via our website:

www.public-admin.co.uk/booking-form/

You can also complete our hard copy application form. Please contact us at pai@public-admin.co.uk to obtain a copy. Once completed, please return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director. We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the fee.

Fees

The fee for the workshop will be £2,550 and is payable at least 21 days before the first day of the workshop. It includes tuition, travel to and from one of the airports in London, travel on scheduled visits which form part of the programme¹, presentation material and other documentation. It also includes an Android tablet for you to use during the workshop and take home with you for future reference and follow up. We provide lunch and refreshments during each working day as part of the fee.

Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from lunch on working days) and other incidental expenses.

Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are “employed by the government in furtherance of its sovereign activities”. In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit or debit card. Please contact us if you would like to pay by credit or debit card.

Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

Cancellations

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days or fewer of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/ Embassy confirming refusal of a visa and providing you have not entered the UK.

Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty, but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop, but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions, please let us know.

<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>

Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

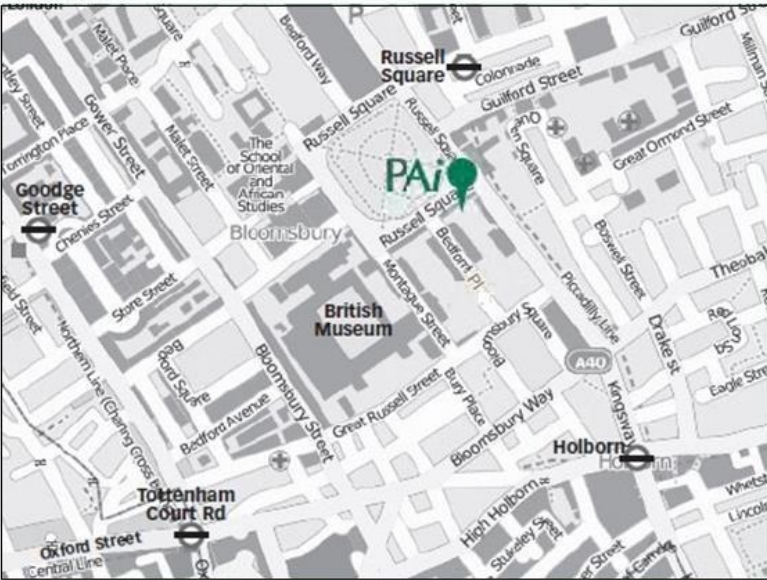
Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. These workshops are part of our range of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

Where we are



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