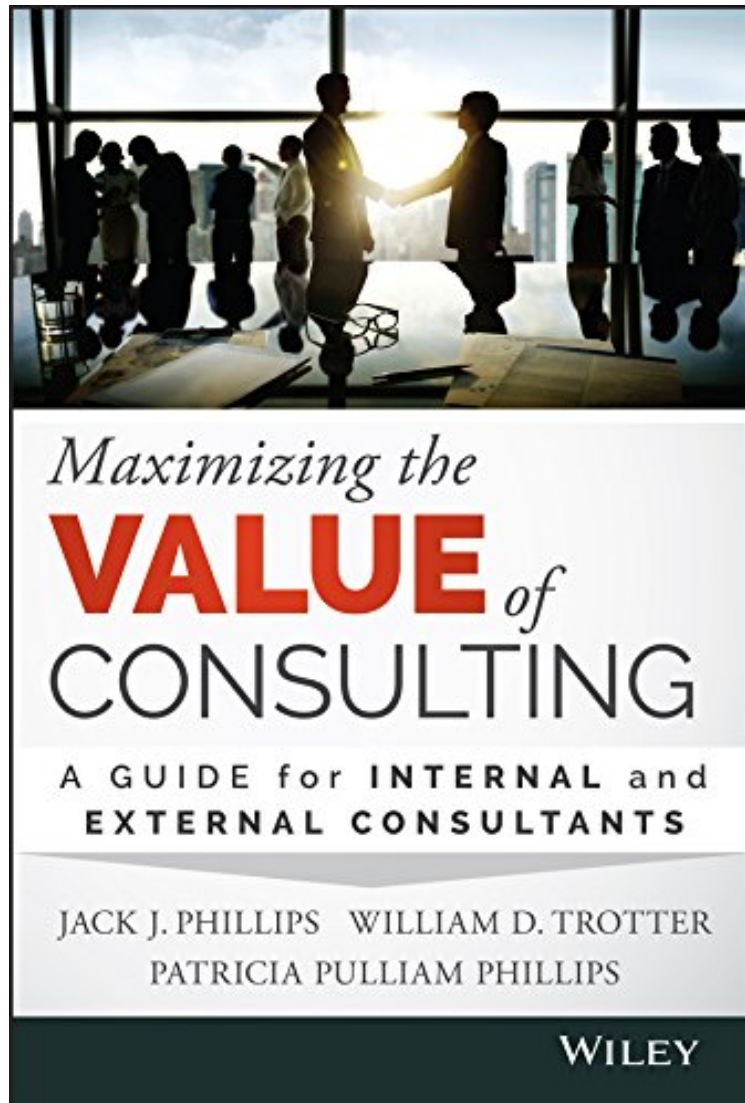


Maximizing the Value of Consulting: A Guide for Internal and External Consultants

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#324127 in eBooks 2015-05-19 2015-05-19 File Name: B00Y2SG1RM | File size: 64.Mb

Jack J. Phillips, William D. Trotter, Patricia Pulliam Phillips : Maximizing the Value of Consulting: A Guide for Internal and External Consultants before purchasing it in order to gage whether or not it would be worth my time, and all praised Maximizing the Value of Consulting: A Guide for Internal and External Consultants:

Provide organized, efficient, relevant consulting with lasting value Maximizing the Value of Consulting is an

indispensable, practical guide for managing, measuring, and delivering the results that make internal and external consulting a lasting value to clients and the company. Sponsored by the ROI Institute and the Association of Internal Management Consultants, this book provides a roadmap to relevance for consultants operating in the increasingly fast-paced, changing, dynamic environment. Readers will learn how to use resources properly and manage the investment efficiently, while truly connecting to the business, securing appropriate levels of commitment, and providing adequate levels of support. Detailed coverage includes guidance toward calculating the value of consulting in terms that executives understand, including business impact and ROI, and using the appropriate tools to show how things are working throughout the process. Whether organizations are using internal or external consultants, or both, consultants can provide better value to the company. Consultants are needed to provide advice, support, and insight into the processes undertaken to improve the business, and integrate the input of different functional units into a more streamlined strategy. This book is designed to help consultants provide the utmost value to clients by maximizing organization, efficiency, and ultimately, ROI. Manage for value with better organization and cost control Set objectives at multiple levels to deliver useful results Measure implementation, impact, ROI, and intangibles Use final results to drive appropriate actions, creating lasting value The skyrocketing need for internal and external consultants will continue, in almost every functional area ranging from HR and technology, to auditing and risk management. Maximizing the Value of Consulting provides a manual for relevant, value-driven consulting, with world-renowned expert insight.

From the Inside Flap By consistently delivering and maximizing value for clients, professional consultants have become an integral and permanent part of organizational landscapes. Maximizing the Value of Consulting offers internal and external consultants an essential resource for managing, measuring, and delivering consistent results that are valued by their clients. Sponsored by the ROI Institute and the Association of Internal Management Consultants, and written by a team of experts, this important guide provides a roadmap for consultants who must deliver promised results when operating in today's fast-paced and ever-changing global environment. Comprehensive in scope, the text shows how to use resources properly and manage an investment efficiently, connect successfully to the business, secure appropriate levels of commitment, and ensure adequate levels of support. The text describes the current opportunities available to consultants, shows how the field has evolved, and reviews the profession's key issues and challenges. Maximizing the Value of Consulting then puts the focus on how value is delivered throughout the consulting process—from the beginning of a project to the end. The authors demonstrate how to manage an organization's consulting investment, ensuring that a consultant's work is efficient and delivers optimal ROI. The text also offers guidelines for setting clear objectives at multiple levels and shows how to monitor and report on the success of consulting as an entire function or as an entire organization for external consulting. In addition, the authors reveal what it takes to deliver value in a project, illustrating how any consulting project can be measured all the way through to the long-term impact and total ROI. Designed as a practical resource, Maximizing the Value of Consulting includes important suggestions on how to report results to senior executives, so they can see collectively how well consulting is working, the value consulting is adding to the organization, and how it connects to critical issues and business outcomes. The ever-growing need for highly trained internal and external consultants continues in almost every functional business area, ranging from human resources and technology, to auditing and risk management. Maximizing the Value of Consulting provides a manual for relevant, value-driven consulting, grounded in world-renowned expert insight.

From the Back Cover THE GUIDE for BECOMING an ORGANIZED, EFFICIENT, and VALUE-DRIVEN CONSULTANT "For those providing consulting services within their company or public sector organization and external consultants who want to work effectively with clients, this book provides highly practical insights into how to maximize the value of their work and capitalize on future opportunities." ndash;From the Preface Processes in organizations are becoming more complex, and as different functional units attempt to improve an organization, consultants are increasingly needed to provide advice, support, integration, and insight into how to make processes work. Sponsored by the ROI Institute and the Association of Internal Management Consultants, Maximizing the Value of Consulting offers both internal and external consultants an invaluable guide for learning how to deliver value from their consulting work and maximize value for their clients. Maximizing the Value of Consulting shows how to organize a consulting practice (whether internal or external) that will consistently deliver value throughout the process. Step by step, the expert authors reveal how to adopt the most useful tools to enhance a professional practice, what it takes to manage the process properly, how to deliver value time after time, and how to ensure that consulting remains relevant within the organization. Maximizing the Value of Consulting offers the key to managing for value with better organization and cost control, setting objectives at multiple levels, measuring overall impact, and using final results to drive organizational targets and create lasting value. Using this important resource can help any consultant provide the utmost value to their clients by maximizing organizational efficiency and, ultimately, ROI.

About the Author JACK J. PHILLIPS, PHD, is a world-renowned expert on accountability, measurement, and evaluation. Phillips provides consulting services for Fortune 500 companies and major global organizations. DR. WILLIAM D. TROTTER, is an internationally recognized expert in the areas of strategic planning, process and

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