

**Grow Your Consulting Business Training Series**  
**Business Diagnostics for Consultants**



# Tentative Training Agenda

## Day 1, May 20

Session # and timing	Topic	Subtopics
Session 1 9:30 – 11:00	Introductions	<ul style="list-style-type: none"> <li>• EBRD BAS representatives; Trainers' introduction</li> <li>• Participants' introduction</li> <li>• Course presentation</li> </ul>
11:00 – 11:15 Coffee break		
Session 2 11:15 – 12:45	The Consulting Cycle: Preliminary problem diagnosis	<ul style="list-style-type: none"> <li>• Reminding about consulting cycle</li> <li>• Steps in preliminary problem diagnosis</li> <li>• Tools for assuring correct understanding of the problem</li> <li>• The importance of relationship building</li> </ul>
12:45 – 13:45 Lunch break		
Session 3 13:45 – 15:15	Diagnosis phase of a Consulting Cycle	<ul style="list-style-type: none"> <li>• Competencies required for conducting problem diagnosis</li> <li>• What is a problem</li> <li>• Approaches to problem solving</li> </ul>
15:15 – 15:30 Coffee break		
Session 4 15:30 – 17:00	Planning diagnosis	<ul style="list-style-type: none"> <li>• Steps in planning diagnostics</li> <li>• Incorporating quality and ethics in business diagnostics</li> </ul>

## Day 2, May 21

Session # and timing	Topic	Subtopics
Session 1 9:30 – 11:00	Result gap concept	<ul style="list-style-type: none"> <li>• Difference between solving problems and analyzing opportunities</li> <li>• What is a result gap?</li> <li>• Principles of logical structuring</li> </ul>
11:00 – 11:15 Coffee break		
Session 2 11:15 – 12:45	Data collection and analysis methods, tools and techniques	<ul style="list-style-type: none"> <li>• Understanding logical reasoning</li> <li>• Formulating the key question</li> <li>• The criteria for selecting data collection method, tools and techniques</li> </ul>
12:45 – 13:45 Lunch break		
Session 3 13:45 – 15:15	Diagnosis report presentation	<ul style="list-style-type: none"> <li>• How to provide the findings</li> <li>• Managing client reaction</li> </ul>

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### Business Diagnostics for Consultants

15:15 – 15:30 Coffee break

<b>Session 4</b> 15:30 – 17:00	<b>Introduction to the EFQM Excellence Model</b>	<ul style="list-style-type: none"> <li>• The Fundamental Concepts of Excellence</li> <li>• The EFQM Excellence Model</li> <li>• RADAR logic</li> </ul>
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### Day 3, May 22

Session # and timing	Topic	Subtopics
<b>Session 1</b> 9:30 – 12:45	<b>EFQM Excellence Model in practice</b>	Case study Instructions, group work
12:45 – 13:45 Lunch break		
<b>Session 3</b> 13:45 – 15:15	<b>EFQM Excellence Model in practice</b>	<ul style="list-style-type: none"> <li>• Presenting finding to the clients</li> </ul>
15:15 – 15:30 Coffee break		
<b>Session 4</b> 15:30 – 17:00	Course wrap up	<ul style="list-style-type: none"> <li>• Expectation management</li> <li>• Course evaluation</li> <li>• Course wrap up</li> </ul>