Consultative Skills for L&D Business Partners Training Course



02 - 06 Nov 2026

Milan

5900 € (Per Person)

Ref: #TDD3763_189400

Course Introduction / Overview:

This course is meticulously designed to transform Learning and Development professionals from service providers into strategic business partners. In today's dynamic corporate landscape, the L&D function is pivotal in driving organizational performance, and this requires a profound shift towards a consultative approach. The program moves beyond traditional training delivery to equip participants with the essential skills for performance consulting, needs diagnosis, and strategic alignment. Drawing upon foundational concepts from thought leaders like David Ulrich, particularly his work on the HR Business Partner model detailed in "Human Resource Champions," this course emphasizes building credibility and influencing key stakeholders. Participants will learn to engage in powerful conversations, uncover the root causes of performance gaps, and co-create impactful solutions that deliver measurable business results. At BIG BEN Training Center, we provide a comprehensive framework for L&D professionals to effectively partner with business leaders, ensuring that learning initiatives are not just activities, but strategic levers for achieving critical organizational goals and demonstrating a clear return on investment.

Target Audience / This training course is suitable for:

- Learning and Development (L&D) Managers and Specialists.
- Human Resources Business Partners (HRBPs).
- Organizational Development (OD) Practitioners.
- Talent Management Professionals.
- Training Coordinators and Managers aspiring to a strategic role.
- Internal Consultants and Corporate Trainers.
- HR Generalists with L&D responsibilities.
- Department Heads and Line Managers involved in team development.

Target Sectors and Industries:

- Technology and Information Services.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Telecommunications.
- Professional Services and Consulting.
- Government Agencies and Public Sector Organizations.

Target Organizations Departments:

- Human Resources.
- Learning and Development.
- Talent Management.
- Organizational Development.
- Training and Employee Development.
- Corporate Strategy and Planning.
- All operational departments seeking to improve performance through L&D partnerships.

Course Offerings:

By the end of this course, the participants will have able to:

- Transition from a reactive order-taker to a proactive strategic L&D consultant.
- Apply a structured consultative process to diagnose business challenges accurately.
- Conduct comprehensive performance needs analysis to identify root causes of issues.
- Build credibility and foster strong, trust-based relationships with business leaders.
- Develop powerful questioning and active listening skills to uncover underlying needs.
- Influence stakeholders and gain buy-in for strategic learning initiatives.
- Design and propose data-driven learning solutions that align with business objectives.
- Develop compelling business cases to secure resources for L&D projects.
- Measure the impact and return on investment (ROI) of learning interventions.
- Act as a change agent to help embed a continuous learning culture.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and immediately applicable to the workplace. We believe that adult learning is most effective when it is centered on solving real-world problems. This course moves beyond theoretical lectures to immerse participants in a dynamic learning environment. A significant portion of the program is dedicated to practical application through role-playing scenarios, group-based case study analysis, and peer-to-peer coaching sessions. Participants will work on diagnosing complex business problems, practicing their consultative questioning techniques, and presenting their proposed solutions to the group for constructive feedback. Interactive workshops and facilitated discussions will encourage the sharing of experiences and best practices. Our expert facilitators guide participants through a structured yet flexible learning journey, ensuring that each individual can connect the course content to their specific organizational context. The emphasis is on building confidence and competence, equipping attendees with a practical toolkit they can deploy from day one.

Course Agenda (Course Units):

Unit One: The Strategic L&D Business Partner

- Defining the L&D Business Partner Role.
- The Evolution from Training Provider to Performance Consultant.
- Core Competencies of a Consultative L&D Professional.
- Understanding Business Acumen and Financial Drivers.
- Aligning L&D Strategy with Overall Business Strategy.
- Mindset Shift: From Taking Orders to Shaping Demand.
- Establishing Your Credibility and Professional Brand.

Unit Two: Mastering the Consultative Process

- The Five Phases of the Consulting Cycle.
- Techniques for Effective Entry and Contracting with Stakeholders.
- Advanced Questioning and Probing Techniques.
- Active Listening for Deeper Understanding.
- Diagnosing Performance Gaps vs. Skill Gaps.
- Root Cause Analysis Tools for L&D.
- Differentiating Symptoms from Core Problems.

Unit Three: Data Gathering and Needs Analysis

- Conducting a Comprehensive Training Needs Assessment (TNA).
- Methods for Data Collection: Interviews, Surveys, Focus Groups, and Observation.
- Analyzing and Interpreting Qualitative and Quantitative Data.
- Presenting Data and Findings to Stakeholders Persuasively.
- Validating Needs and Gaining Agreement on the Problem Statement.
- Moving Beyond Training Requests to Performance Solutions.
- Linking Performance Analysis to Business Metrics.

Unit Four: Developing and Proposing Impactful Solutions

- Brainstorming a Range of Potential Solutions (Training and Non-Training).
- Designing Holistic Interventions for Sustainable Performance Improvement.
- Creating a Compelling Business Case for Your Proposed Solution.
- Calculating and Projecting the Return on Investment (ROI).
- Presenting Your Proposal with Confidence and Influence.
- Handling Objections and Managing Stakeholder Expectations.
- Gaining Commitment and Securing Resources.

Unit Five: Implementation, Evaluation, and Driving Change

- Partnering with the Business for Successful Implementation.
- The L&D Partner's Role as a Change Agent.
- Applying the Kirkpatrick Model of Evaluation.
- Measuring Business Impact and Demonstrating Value.
- Communicating Results to Senior Leadership.
- Fostering a Culture of Continuous Learning and Improvement.
- Planning for Your Continued Development as a Strategic Partner.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an L&D Business Partner effectively challenge a senior leader's proposed solution without damaging the relationship or losing credibility?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing intensely on the mindset shift and practical behaviors required to be a true strategic partner, rather than just teaching a theoretical consulting model. While many programs cover the basics of needs analysis, our curriculum delves deeper into the nuances of organizational politics, stakeholder influence, and building unshakeable credibility. We emphasize the development of business acumen, enabling participants to speak the language of the business and connect every L&D initiative directly to measurable outcomes like revenue growth, cost reduction, or risk mitigation. The methodology is heavily reliant on sophisticated, real-world case studies and role-playing scenarios that simulate the complex and often ambiguous challenges L&D partners face. This provides a safe environment to practice difficult conversations, handle pushback from senior leaders, and craft compelling business cases. Unlike courses that focus solely on instructional design, this program equips participants with the critical front-end consulting skills to ensure that the right problem is being solved in the first place, thereby maximizing the strategic value and impact of the entire L&D function.