



BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY

Course Outline

School of Business

Program: Business Administration

Option:

BUSA 4850
Consulting Skills and Problem Solving

Effective Date: January 4, 2001

Instructor

David Horspool

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Course Description

This is an introductory course in the theory and application of Consulting Skills and Problem Solving. The intent of the course is to provide students with a set of tools that will help them to solve unstructured business problems. While the course is not specific to the Information Technology Industry, the methodologies taught are widely practiced by IT and Management Consultants

Course Objectives:

Upon successful completion of this course the student will be able to apply the Consulting Process to solve unstructured business problems:

- Planning the project;
 - Identify the issues,
 - Develop hypotheses.
 - Fact gathering;
 - Identify sources of information,
 - Interview techniques.
 - Analysis;
 - Identify facts and findings,
 - Develop conclusions,
 - Creative problem solving techniques,
 - Structured thinking.
 - Communicating with the client;
 - Develop recommendations that lead to action,
 - Write useful reports.
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Evaluation

Assignments	40 %
Term Project:	50 %
Participation:	10 %
TOTAL	<hr/> 100%



Course Record

Course Number: BUSA 4850

Course Name: Consulting Skills and Problem Solving

Effective Date: January 4, 2001

Developed by: David Horspool Date: Jan. 4 2001
Instructor Name & Department (signature)

Revised by: _____ Date: _____
Instructor Name & Department (signature)

Recommended by: _____ Date: _____
Program Head Name & Department (signature)

Approved by: Chris Clark Start Date: Jan 4 2001
Chris Clark
Associate Dean, Business Admin. (signature)



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Schedule

School of: Business

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Option

BUSA 4850

Consulting Skills and Problem Solving

Week of	Outcome/Material Covered
January 1	Course Introduction and Outline
January 8	Overview of the Consulting Process / Planning the Project
January 15	Planning the Project / Developing Hypothesis / Fact Gathering
January 22	Fact Gathering / Interview Strategies
January 29	Framework for Analysis
February 5	Analysis / Structured Problem Solving
February 12	Analysis / Creative Problem Solving
February 19	Analysis / Creative Problem Solving
February 26	Communicating with the Client / Putting it all Together
March 5	Term Projects Due

Text(s) and Equipment

No text required