

## Final Presentation Guidelines for **STUDENT CONSULTANTS**

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- When there is only 1 consultant at a site, the presentation time limit is 10 minutes; 3 minutes for the student consultant, 7 minutes for the client.
- When 2 consultants are at the same site, then the limit is 15 minutes, 3 minutes for the student consultants, 6 minutes for each of the clients.
- Student Consultant(s): summarizes the consulting situation, the problem/opportunity and briefly what action was taken (consulting approach)
  - Give a succinct but full About-The-Org so that the client does not feel obligated to explain who they are and what they do.
  - Describe succinctly what your solution or solutions were. Not in terms of outcomes, however, for those your client will give.
  - Remember the detail is in your report.
- Community Partner(s): shares what you did together by telling how their capacity has been expanded -- focusing on **outcomes**, not telling the narrative of what you did. However, outcomes are best told in terms of anecdotes, examples of what they can do now, what is fixed, and how they are thinking about technology differently.
- Lift up the **salient features** of this experience that is meaningful to the **wider** audience. What is the audience interested in hearing? Achievements, outcomes, significance of this experience to the client and their organization or program.
- IMAGES of outcomes often work best.
- The **details of your project will be in your Final Report**. Sift through the details of this experience and find the main points that will give the audience a general idea of the situation, what took place and what the end result was. The main points need to demonstrate evidence of expanded capacity.
- The best way to demonstrate expanded capacity is for your client to give examples from his/her own experience. In fact, **their examples** are the evidence of expanded capacity.
- The client **needs to speak for him/herself**. Resist talking *about* your client. Stay away from personalizing "John was not able to... and now can...."
- Support your Community Partner's participation in the presentation by helping the client to script what they will say. Coordinate making presentation slides (either by you are with your client) and make sure your client has a copy before the presentation. If you don't do this, both you and your client will not get your presentation completed within the time allotted. **You will be cut off. Please make sure your client understands this.**
- Be sure that you and your client plan and practice your presentation **TOGETHER**. On the presentation day, if you get up and seem unsure about who is doing/saying what, then it will be apparent that you have NOT prepared.
- **RESIST: telling us what YOU did!** If you get up and begin to tell us the chronological story of your experience, you have not prepared adequately and will be evaluated accordingly. **Your job is to set the stage for the client to tell about their achievements. Determine what the audience needs to hear in order to understand the significance of what the client will tell us.**
- You need to provide a PowerPoint presentation with slides to help guide you and your client(s) through the presentation.
- It is up to **you** to make sure the PowerPoint presentation is prepared and setup for the presentation (even if you prepare it together.) Provide this several days in advance so he/she has a chance to rehearse and practice. You should practice together.
- All media slides need to use large size fonts -- easy to read fonts, preferably a non-serif font (e.g., Arial) and a size as large as can fit. **KEEP IT SIMPLE** -- just a few words to focus and prompt the thought.
- You are expected to stay for the complete Community Technology Forum. Leaving early will be treated as an unexcused absence.

## **IT Consulting / Technology Consulting in the Community**

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### REVIEW FOR FINAL EXAM:

You are eating lunch with a colleague who shares with you a description of a consulting situation the colleague is working. The colleague never took a consulting class. The colleague asks you what he should do. You must give the colleague the steps to take, what to look for, how to determine the work, how to organize the work, and how to prepare for the end of the consulting work. Step them through the whole process.

Given your consulting experience and the class experience, what advice would you give to incoming student consultants who will be working with community organizations next semester?

What is process consulting? Reflecting on your consulting experience, give examples where you can identify that you followed the process consulting model. What were the results? Where did you have to break from the process consulting model? What were the results?

Provide 3 important considerations to keep in mind in terms of managing client relationships. Explain their importance and provide examples within your consulting experience where this consideration made a difference. Draw upon your experience and class discussions.

When deciding a scope of work, how should you decide what to work on?

What are the major steps that this course teaches when planning a process consulting assignment. Provide a numbered list, naming each step and giving a sentence of description for each.

In your opinion, which step(s) most positively impacted your client? Describe what the impact was, and why the step(s) had that impact.

Which steps(s) provided no value to your client? Describe what the intended impact was, and why that impact was not achieved.

Assume you have graduated and have a great job. Your supervisor assigns you to a project. What are a few characteristics of the task that would flag for you that using process consulting would be a good choice?