

BMIH6013

Organisational Consultancy

Module Overview

Concept of Organisational Consultancy

Assignment brief

Dr. Ernest Balutie Wavei

Register



Welcome

This Semester:

- **12 Weeks of lectures - On Campus Students Only**
- **Lectures Time– 9:00am-12:00noon every Monday @ DTC203**
- **One assignment for this module**
- **Module handbook available on Moodle**

Where Are We Now?

Module:	Organisational Consultancy
Week	Lecture Topic
1	Module Overview and assignment brief, Introduction to the concept of Organisational Consultancy (OC)
2	Importance of Consultancy for hotel management and ethical considerations in OC
3	Methods for identifying organisational problems, and data collection and analysis in consultancy
4	Theories of organisational change, managing resistance to change in hospitality Change management plan development
W/C 27 th Oct	READING WEEK-NO CLASSES / MID-SEMESTER BREAK
5	Stakeholder theory, stakeholders
6	Communication and stakeholder engagement
7	Strategic planning and implementation
8	Performance measurement and evaluation
9	Strategy and strategic management
10	Problem solving and decision-making
11 and 12	Assignment workshop and Module Feedback

Today's Objectives

- Introduction
- Overview of the module
- Introduction to Organisational consultancy
- Discuss Assignment

Introduction

- Which one is a lie? Why?

A) Worked in the hospitality and tourism

- industry for appropriately 4 years

• B) Taught in three continents

• C) Visited and attended a conference in Germany

• D) None

About your Lecturer...

Dr Ernest Balutie Wavei

Email: e.wavei@uwtsd.ac.uk

Mondays 9:00am-12:00noon
(48 hours response time)

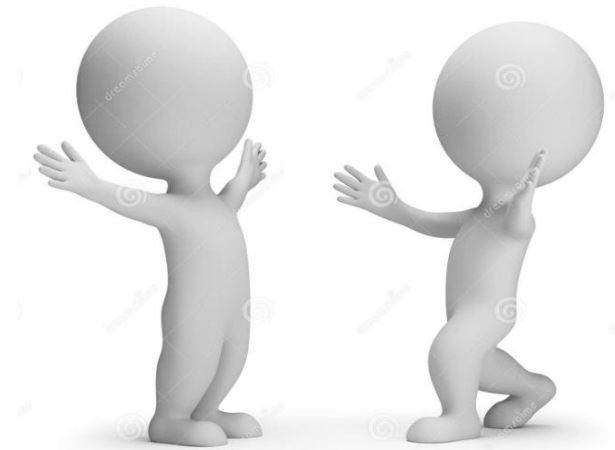


Your turn:

- Meet each other (breakout conversation)

Introduce yourself. Answer the following:

- Your First name
- Where are you based in the UK?
- Current job
- How many countries have you travelled to?
- Why did you choose to study IGM?
- Anxious about this course?
- What are your plans for the future, upon finishing university?



Announcements- *Classroom Etiquette*

- Greetings and good manners
- Keep the Classroom premises clean and tidy
- Please do not engage in private conversation during class hours
- Use English only in classroom situations
- Be respectful to your fellow classmates, your lecturers or visiting guests
- Do not leave the room during class, except for emergencies
- Join the classroom at least 5 minutes earlier than the scheduled time
- Food and drink are discouraged during class

What other rules can we set?

ACTIVITY:

In your own words, what do you think:

- organisational consultancy is?
- an organisational consultant is or does?

Scope

It involves analysing the organisation's structure, processes, and culture to identify areas of improvement and implementing strategies to enhance efficiency, productivity, and overall effectiveness.

Definition

Organisational consultancy is a process where external experts are hired to provide guidance and support to organisations in improving their performance and achieving their goals.

Role of Consultants

Consultants bring in their expertise, objectivity, and experience to help organisations identify problems, develop solutions, and implement changes to achieve desired outcomes.



ORGANISATIONAL CONSULTANCY

Organizational consultancy (OC), is also known as organizational consulting or management consulting.

OC simply is a professional service provided by external experts or consultants to help organizations enhance their overall performance, overcome challenges, and achieve their goals.

OC is a strategic process where external experts or consultants are engaged to collaborate with an organisation, assess its current state, and provide recommendations for improvement.

Group discussion **30 minutes**

Group 1

What do you think is the main aim of organisational consultancy in a business?
How might the aim of consultancy differ between a hospitality business and a manufacturing company?

Group 2

What key steps should consultants follow when working with an organisation?

Group 3

What should be the ultimate goal of an organisational consultancy project?
In your view, how do goals of consultancy align with the organisation's overall strategy?

ORGANISATIONAL CONSULTANCY

Aim: to enhance the organisation's efficiency, productivity, and effectiveness by addressing issues related to structure, processes, and culture.

Process: Comprehensive analysis of various aspects of the organization: structure, processes, and culture etc.

Goal: to identify areas that require improvement and implement strategies that enhance efficiency, and productivity.

Scope of Organisational Consultancy

1. **Structural Analysis:** Assess organisational structure to ensure it aligns with the company's objectives and promotes effective communication and collaboration.
2. **Process Evaluation:** Evaluation of existing processes and workflows to identify inefficiencies, bottlenecks, and areas for improvement.
3. **Cultural Assessment:** Analysis of the organisation's culture, including its values, norms, and communication patterns, to ensure alignment with strategic goals.
4. **Change Management:** Developing strategies for implementing changes within the organization, including managing resistance and ensuring a smooth transition.
5. **Performance Improvement:** Identifying and implementing measures to enhance overall organizational performance.
6. **Goal Alignment:** Ensuring that the organizational goals are clearly defined, communicated, and aligned with the overall business strategy.

Consultants Role

1. **Expertise:** Specialized knowledge and skills to solve organisational challenges.
2. **Objectivity:** provide an unbiased perspective, free from internal biases and preconceptions, enabling a more objective analysis of the organisation.
3. **Experience:** Valuable insights and best practices from diverse experience.
4. **Problem Identification:** Thorough assessments and analyses to identify issues.
5. **Solution Development:** Developing tailored solutions to address identified challenges.
6. **Implementation Support:** Guide the organisation through the implementation of recommended changes, ensuring a smooth transition.
7. **Feedback and Evaluation:** Evaluate strategies to help organisations measure the effectiveness of implemented changes and make required adjustments.



Break...



Your Assignment



Your Assignment

Assignment brief and how to structure your report.

Download and read the assessment for this module.

Your Assignment

Consultancy report for a international chain-affiliated hotel.

6,000 words report due 15th January 2026 (23:59)



Any Questions?



Next Week...

Importance of Organisational Consultancy
&
Ethical Considerations

**Thank You
For
Joining**

See you next week!

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