

CiCMC

BiTES from BiM

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*"Every job is a self-portrait of the person who did it. Autograph your work with excellence."
Jessica Guidobono*



"Excellence in Management Consulting"

President's Memo

Dear Members and Colleagues

Our CiCMC Barbados Chapter Conference on June 7 was indeed a success!

Thank you to our members and colleagues, who contributed to our celebration of International Consultants Day!

For those who were not able to attend, this bumper edition of "BiTES from BiM" will give you a taste of the conference - as we present the highlights of the presentations and lively discussions.

We were especially pleased and proud to welcome our colleague, the Hon. Sandra Husbands, MP, who was the Feature Speaker.

Following an overview of ISO 20700 Standard for Management Consultancy Services, by our Director, Brenda Pope, we thank the presenters from CROSQ, the CDB, BCCI and CMC-Global, who shared interesting issues and challenges from the perspectives of Procurers, Users and Providers of these services.

We appreciated the lively discussion on ethical dilemmas from the participants who shared their ideas on issues which concern us all.

Enjoy this bumper edition! Please send us your comments and suggestions ... and remember to SAVE-the-DATE for upcoming CiCMC Chapter Activities.

Norma Shorey-Bryan, CMC

CICMC Barbados celebrates International Consultants Day (ICD) 2018 in style!

On June 7th at the Savannah Hotel, our Barbados Chapter proudly hosted its first ever mini-conference in celebration of International Consultant's Day. Held under the theme *"Excellence in Management Consulting"*, the event focused on standards and excellence. The exciting and value-packed 1/2-day mini-conference brought together not only members of CICMC and other consultants, but also users and procurers of consulting services.

The impressive list of speakers, presenters and panelists shared their expertise and knowledge around critical aspects of areas like standards, ethics and excellence, which are of vital importance to the management consulting industry across the globe.

CICMC was honoured and elated to have as our featured speaker the Hon. Sandra Husbands, recently appointed Minister in the Ministry of Foreign Trade. The Minister was introduced by Regional CICMC Board Member, Olson Robertson.

In her wide-ranging remarks, the Minister, who is a former Director of the Barbados Chapter, highlighted the critical role required of consultants to help address the challenges faced by the region, and Barbados in particular, at this critical juncture in our history.

Minister Husbands spoke of the need for management consultancy services to assist Barbadian businesses, small and large, to transform themselves and become more efficient in order to compete more effectively, whether on the local, regional or international stage. She also articulated clearly the value that consultants can bring to the multilayered initiatives outlined by the new government to help chart a new course for the country. Her final challenge to all consultants was to encourage them to aspire to a higher standard in everything they undertake. CICMC Barbados Chapter was pleased to present Minister Husbands with a personal copy of the new ISO 20700 Standard.

The Conference activities were chaired by Dr. Monica Masino, Chapter Vice President, who welcomed participants, and outlined the logistics and format for the day's activities. In her opening remarks, Chapter President Norma Shorey-Bryan, CMC, outlined the goal of the Conference to provide practical perspectives which can promote excellence in consulting at both individual and organizational levels - relevant both to consultants, and the organisations that use their services.



Hon. Sandra Husbands, Minister in the Ministry of Foreign Trade, delivering the feature address



Above: The 2018 CICMC Excellence in Management Consulting mini-conference attendees listening attentively to one of the presenters

Bottom L (inset): Conference Chair, Director Dr Monica Masino welcoming participants

ICD Conference (cont'd)

Participants were then provided the opportunity to hear about regional perspectives on Management Consulting and International Consultant's Day, via a pre-recorded special greeting message by CICMC President, Don Demeritte, CMC.

Given the conference focus on ISO Standards and Quality, Stephen Farquharson, Technical Officer for Accreditation and Conformity Assessment, also brought special greetings from CROSQ. He highlighted the important role that the new ISO 20700 standard would bring to the management consulting arena.

A critical component of the mornings activities was the presentation on **"The ISO 20700:2017 Standard: Guidelines for Management Consultancy Services"** by Brenda Pope, CMC, chapter board member and CMC-Global Accredited ISO 20700 Trainer. Her comprehensive presentation started with a brief history of ISO 20700:2017, as well as its aim, approach, universality and guiding principles.

After highlighting the importance and benefits of ISO 20700 to both clients and professionals her presentation centred around the structure and content of the Standard itself. She outlined practical steps which consultants could take to gain accreditation on these ISO Standards, as well as providing information on the self-declaration checklist methodology and use of the accreditation logos.

The last session before the break was a panel presentation on **"Perspectives on Excellence in Management Consulting"**, moderated by chapter board member Mariette Simmons-Browne.

First up was Doug Fraser, Head of Procurement (CDB) who spoke from the Procurer's perspective, stressing that standards are a form of risk management, providing reassurance about quality for the more intangible outcomes of management consultancy.

Carlos Wharton, Executive Director (BCCI) then spoke from the User's perspective highlighting some of the challenges in evaluating and acquiring MC services, and the value that a standard such as ISO 20700 offers in this regard. Dwight Mihalicz, CMC, Board member CMC-Global, represented the Provider perspective from an international viewpoint.

The speakers welcomed the robustness and flexibility of the standard. They also expressed their hope that CICMC would continue to raise awareness, and train and educate consultants, users and procurers alike in the standard, and indicated their willingness to support, participate in and assist with such activities.



Norma Shorey-Bryan CMC, presenting a copy of ISO 20700 Standard to Hon. Minister Sandra Husbands



Brenda Pope, CMC, presenting the ISO 20700:2017 Standard"



L-R: Director Mariette Simmons-Browne (moderator), Carlos Wharton (BCCI) and Doug Fraser (CDB) Panelists for Perspectives on Excellence in MC

The ISO 20700:2017 logos which can be utilized in emails and websites by accredited individuals

A: CMC-Global Trainer
B: Trained Consultant

ICD conference (cont'd)

After the break, the mini-conference climaxed with attendees participating in an interactive and practical session around **“Promoting Ethical Values and Behaviours in Consulting.”**

Eliseus Jospheh, CICMC chapter member, first presented the CICMC Code of Professional Conduct, which each person joining CICMC is required to pledge in writing to abide by, signifying voluntary assumption of self-discipline above and beyond the requirements of law.

Participants worked in table groups on one of four (4) different scenarios of Ethical Dilemmas. They discussed and then reported to plenary, on the potential ethical issues, possible implications, and various approaches which a consultant/protagonist could take. The interactive group and plenary discussions were facilitated by Norma Shorey-Bryan, CMC and provided lively, energetic, thought-provoking perspectives from participants persons.

In wrapping up the final session Senator Lisa Cummins, Executive Director Lumin Consulting spoke briefly about the MOU being negotiated with CICMC Regional and the consulting arm of UWI, and the value such a CICMC collaborative alliance with UWI can bring to the region.

Participants were introduced to CBIT coins - which are to be accumulated for points at Chapter events. After the drawing of the raffle, closing remarks by the Chapter President informed participants of the CICMC Barbados Chapter meeting in July, and also announced that the first ISO 20700 training session for Barbados was being planned for August 2018.

Thank you to all Participants, and to those who contributed to the success of our CICMC Barbados Chapter ICD Conference! We will keep you informed and look forward to your involvement in our upcoming events!



Eliseus Joseph presenting the CICMC Code of Ethics



Senator Lisa Cummins talking about the collaboration between CICMC and Lumin Consulting



The CBIT coin issued to each attendee

Top: Attendees mingling during the refreshment break

Bottom L&C: Conference attendees listening attentively to on-floor contributors during the animated and interactive final ethical dilemma scenarios session

Bottom R: Director Suzette Clarke presenting raffle winner with his prize



Upcoming Events ... Save the Date

Reminder to **Save-the-date!!!** in your calendars for the following activities which are already planned or confirmed.

Date	Event	Location	Comment
July 17 th 2018	CiCMC Barbados Chapter Meeting	BCSI conference room, BCSI	
August 2018	ISO 20700 training	TBD	Indicate interest early! Spaces on a first come/first serve basis
September 17 th , 2018	Beach Cleanup with Future Centre trust	Barbados, TBD	Our first corporate social responsibly (CSR) initiative. Join us as the CiCMC family gives back!
May 15 th - 17 th 2019	CiCMC Annual Regional Conference	Barbados, TBD	Barbados was chosen as the next venue for CiCMC's 2019 event



CiCMC Regional Consultants Database

The CiCMC Regional Consultants database was launched at the Curacao conference in April. Current CiCMC members who have not already done so are invited to access and register for your accounts using the link below: <https://btr-hosting.com/cicmc>

N.B. Please use the email address that CiCMC regional has on file, as this is the address that has been authorized for your registration. You will be able to change it afterwards



Media Buzz

Our social media campaign is off to a great start. We reached over 9,000 people on Facebook leading up to the International Consulting Day Conference and generated a number of leads through our LinkedIn page.

Don't be left out, if you haven't done so yet, like us on Facebook and LinkedIn at <https://www.facebook.com/cicmcbarbados/> and <https://www.linkedin.com/company/cicmc-barbados/>

We look forward to talking with you there!



Resource Roundup

Resource: “WORK RULES - Insights from Inside Google: Transform How You Live and Lead”

Type: Book

Author: Lazlo Block

Description: Block affirms that people are the same intrinsically and that meaning matters. His rules are basically: Make work better; Give your work meaning; Trust your people; Recruit and hire well. Then repeat and you won't be sorry. He contends that if we give people more freedom, not only that they would revel in it, but also use it to advance the company. Let them in on the vision and the mission.



Submitted by: Lisa Gale, Principal Consultant, Lisa Gale Consulting; lisa@lisagaleconsulting.com

My Reason: For me he has helped me to look closely at how I live and lead particularly at Lisa Gale Consulting. During a recent presentation he gave at a conference I attended, he suggested that we should talk about our values openly and regularly with our teams, identifying the gaps and seeking to close each one strategically. Even as I advise clients on recruitment strategies, his perspective on developing the team by identifying the skills, experience, character, and other traits to look for was useful. I've become even more deliberate in what experience I'm creating for my small team.

The book also speaks to other ways to find, grow and keep the best people:

- Hire only people who are better than you
- Don't confuse development with managing performance
- Focus on the two tails - focusing on and learn from your best and worst employees
- Be frugal and generous - generous with the little things that have big impact
- Pay “unfairly” - pay appropriately, and let high performers know and be appreciated
- Nudge - celebrate positive things you see in people as this reinforces behavior
- Manage rising expectations - own your mistakes and set & share experiences with new projects
- Enjoy!!! And then revert to No.1 - keep reinforcing these things.

We welcome your feedback and suggestions for future issues of **CICMC BITES from BiM**, please send us:

- short, relevant articles
- news of your activities that you want to share
- brief descriptions of MC opportunities that may be of interest to others
- announcements of upcoming workshops, seminars, conferences and so on
- internet links of value to members
- ideas for activities and events you would like the chapter to undertake



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