



# CiCMC

## BiTES from BiM

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*"There are only two words that will always lead you to success. Those words are yes and no. Undoubtedly, you've mastered saying yes. So start practicing saying no. Your goals depend on it!"*  
*Jack Canfield*



"Excellence in Management Consulting"

### President's Memo

Dear Members and Colleagues

We thank all of you who participated in our AGM - and the Forum. As I chronicled in my president's presentation during that evening - it has been a busy and productive year for our Barbados Chapter!

We were especially pleased to welcome the Hon. Dwight Sutherland, Minister of Small Business, Entrepreneurship and Commerce as the Feature Speaker at the Forum. He challenged us all as management consultants to bring our shared values and commitment to building a better society with opportunities for people in all segments of our population and to be part of the "glue that unites us as we rebuild Barbados citizen by citizen".

Enjoy the highlights of the evening for those who were not able to make it, including key takeaways from the presentation by Minister Sutherland and ensuing discussions.

But the year isn't done yet!

REMEMBER that the early bird registration for the workshop on the ISO 20700 standards for Management Consultancy services is Tuesday 27th. We urge you to take up this unique opportunity to gain your ISO 20700 accreditation. Please also share widely and encourage your friends and colleagues to also register and participate.

Help us to bring the year to a close on a high professional development note.

*Norma Shorey-Bryan, CMC*

## CICMC Barbados AGM Forum

Our Annual General Meeting and Forum was held on October 31st at BCSI headquarters. CICMC Barbados chapter was honoured and pleased to have as our featured speaker the Hon Dwight Sutherland, Minister of Small Business, Entrepreneurship and Commerce.

The first part of the evening prior to the arrival of the Minister and other colleagues was largely procedural business, including review of minutes and tabling of an overview report led by president Norma Shorey-Bryan, CMC. This was followed by presentation and discussion of the draft Financial Statements for the year presented by CICMC member Sonia Hunte in the absence of treasurer Brenda Pope, CMC.

After the Minister's arrival, chair for the second part of the evening's segment, Vice-President Dr. Monica Masino then welcomed the Minister, members and other guests attending. The president Norma-Shorey-Bryan delivered her report via PowerPoint, highlighting the activities of the Chapter during 2017-2018. She also provided a short update on the planning for the regional CICMC Conference to be held in Barbados in May 2019.

Minister Sutherland then addressed the group around the theme: ***"Building a Culture of Entrepreneurship"***, and stressed that what is needed in Barbados is the creation of an entrepreneurial society in which innovation and entrepreneurship are normal and perceptible

Minister Sutherland was of the belief that if Barbados is to achieve and reclaim our glorious past, as a country we must revolutionize and modernize how we conduct ourselves and execute our processes. Pointing out that Government was fully aware of and supported this view, he stressed that with unconventional thoughts, strategic focus and deliberate action in collaboration with various partners, like CICMC members, the country could and must find sustainable solutions for overcoming the current period of economic adversity.

He cautioned, however, that the challenge remained determining the most effective way to cultivate and nurture this new thinking and how to propel the necessary shift in culture. He recommended empowering the population to think and act in an entrepreneurial way by creating the appropriate eco-system and environment.



*Hon. Dwight Sutherland, Minister of Small Business, Entrepreneurship and Commerce delivering the feature address at the CICMC AGM Forum*



*Above: The CICMC Barbados Chapter AGM Forum attendees listening attentively to Minister Sutherland*

## AGM and Special Meeting (cont'd)

This new eco-system would be characterized as one where dreamers are encouraged to dream; formality and bureaucracy in processes are replaced by spontaneity and open-mindedness in problem-solving; and creativity, learning and innovation are supported and embraced.

Delineating how such an “ambitious paradigm shift” could be facilitated to ensure the development of this entrepreneurial class and propel socio-economic growth, the Minister pointed out that Government, through his Ministry, had embarked on several national developmental initiatives and wealth-creating opportunities.

These initiatives included the recently-launched Trust Loan Fund, a facility to provide capital for micro, small and medium enterprises; and the establishment of a Financial Literacy Bureau, which will be undertaken shortly to provide essential business mentorship and training in basic financial literacy programmes.

Furthermore, he stressed the role of programmes being executed by the Ministry and associated business support organizations to offer technical and managerial support for micro, small and medium-sized enterprises, including the Small Business Development Centre model.

Contending that Barbados could achieve the coveted entrepreneurial success of other hubs such as Silicon Valley, Mr. Sutherland ended on the upbeat position that the island could build a vibrant start-up community if the key partners and stakeholders who support growth worked together.

A lively Q&A and discussion session then followed, as members and guests present engaged the Minister in animated and thought-provoking dialogue, before the evening wrapped up with closing remarks and vote of thanks by Chauntel Thomas.



*Above: Dr Monica Masino, vice-president talking about the CiCMC Bites at the AGM  
Below: One of the attendees making an animated point during the ensuing discussion*



*Above (L-R): AGM attendee and Norma Shorey-Bryan, CMC (president) taking note as Dr Monica Masino (vice-president) introduces Hon Minister Dwight Sutherland*



*Above: Attendees at the AGM Forum listening attentively as Hon Minister Dwight Sutherland shares his vision for entrepreneurship in Barbados*

## AGM and Special Meeting (cont'd)

It wasn't all business at the annual CICMC Barbados chapter AGM meeting however!

After the formal business of the evening, members and other attendees took the opportunity to relax and network with each other and Minister Sutherland and continue discussions around the topics and opportunities raised in the earlier sessions.



*Members and attendees meeting, mixing and mingling after the AGM and special meeting*



## Comedy Central

### Consulting Revisited

- Good advice is something a man gives when he is too old to set a bad example.
- Always listen to experts. They'll tell what can't be done and why. Then do it.
- It takes two things to be a consultant - grey hair and haemorrhoids. The grey hair makes you look distinguished and the haemorrhoids make you look concerned.
- In case of doubt, make it sound convincing.
- An expert is one who knows more and more about less and less, until he knows absolutely everything about nothing.
- To spot the expert, pick the one who predicts the job will take the longest and cost the most.
- After all is said and done, a hell of a lot more is said than done.
- If you consult enough experts, you can confirm any opinion.
- Hiring consultants to conduct studies can be an excellent means of turning problems into gold, your problems into their gold.

## 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
December 4, 2018	ISO 20700 training	Accra Beach Hotel & Spa	Indicate interest and register early! Spaces on a first come/first serve basis
May 15 <sup>th</sup> - 17 <sup>th</sup> 2019	CiCMC Annual Regional Conference	Barbados, TBD	Barbados was chosen as the next venue for CiCMC's 2019 event

By now each of you have received an invitation to our first Regional ISO 20700 Checklist Training. Be sure to register early and take advantage of the very special pricing for CiCMC members. Don't forget to invite your colleagues and other consultant friends.





# FIRST REGIONAL

## ISO 20700 TRAINING

### GENERAL DETAILS:

**DATE:** December 4th, 2018.  
**TIME:** 8:30am - 4:30pm  
**VENUE:** Accra Beach Hotel and Spa, Worthing, Christ Church, Barbados.

**COSTS:** Members: BDS \$250 (Earlybird) | BDS \$300  
 Colleagues: BDS \$400 (Earlybird) | BDS \$500  
 Early bird specials end November 27th 2018. Ask about our special rates for Groups of 4 or more.

**COST INCLUDES:**  
 Lunch & 2 Breaks

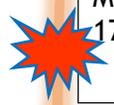
### REGISTRATION INFO:

**SUITABLE FOR:** Individuals who provide Management Consulting (MC) services and are seeking to gain knowledge and credentials relating to the ISO 20700 MC Guidelines.

### TRAINING CHECKLIST:

- ✓ **ISO 20700 CHECKLIST TRAINING**  
Learn the basic elements required to conduct a management consulting assignment utilising the ISO 20700 process and framework.
- ✓ Understand the fundamentals and process for using and adapting the mandatory self-declaration checklist for projects of varying complexities.
- ✓ Receive the credential:  
"Trained in the ISO 20700:2017 Guidelines for Management Consultancy Services by CMC Global".





## Resource Roundup

**Resource:** “Customer Loyalty is Overrated” (taken from *HBR’s 10 Must Reads - The definitive management ideas of the year* - Harvard Business Review 2018).

**Type:** Article

**Author:** A.G. Lafley and Roger L. Martin

**Description:** A year’s worth of management wisdom, all in one place!! The ideas, insights, and best practices from the past year of Harvard Business Review to keep you up-to-date on the most cutting-edge, influential thinking driving business today. This volume brings the most current and important management conversations to your fingertips inspiring you to: *Reconsider what keeps your customers coming back*; Assess how quickly

disruptive change is coming to your industry; Boost engagement by giving your employees the freedom to break the rules; Understand what blockchain is and how it will affect your industry; Get your product in customers’ hands faster by accelerating your R&D phase.

**Submitted by:** Peter Downes, CEO, Profiles Caribbean Inc; pdownes@profilescaribbean.bb

**My Reason:** This was a very useful article as it promoted the need to look at cumulative advantage rather than just competitive advantage to make a product or service an even more instinctively comfortable choice for the Customer. Cumulative advantage is defined as the layer that a company builds on its competitive advantage.

## Opportunity Corner

The following links to consulting or training opportunities came from CICMC regional in October 2018:

- Please see the attached Request for Proposal for an Organizational Audit Project being funded by Global Affairs Canada. Please note the Submission Date contained in the attached document.



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



### CICMC Barbados Chapter

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