

CiCMC

BiTES from BiM

June 2019
Volume 2 Issue Q2

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*"Innovation distinguishes
between a leader and a
follower."*
Steve Jobs



CiCMC

"Excellence in Management Consulting"

President's Memo

Dear Members and Colleagues

Our CiCMC Barbados Chapter Conference on June 6 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 Senator Kay McConney, Minister of Innovation, Science and Smart Technology, MP, who was the Feature Speaker.

We thank the presenters from PBS, Bitt and Intrinsic Data who shared interesting issues and challenges around **Digital Transformation**. Special appreciation to Chris Hoyos, Deloitte Digital Acceleration, who presented live from South Africa on **Innovation and ICT: Revolutionizing the Future of Business**.

We appreciated the lively interactive discussion on **Innovation in Business** from the participants who shared their practical ideas and recommendations in this critical area for us all.

Enjoy this bumper edition! Please send us your comments and suggestions ... and remember to SAVE-the-DATE for upcoming CiCMC Chapter Activities and the **CMC International Conference in Bahamas during October 15-18, 2019**.

Norma Shorey, CMC

CiCMC Barbados celebrates International Consultants Day (ICD) 2019 in style!

On June 6th at the Accra Beach Hotel, our Barbados Chapter joined consultants around the globe and proudly hosted its second annual mini-conference in celebration of International Consultant’s Day, held under the theme *“Imagine the Future: The Age of Innovation, Digitization and Disruption”*. The exciting and value-packed 1/2-day mini-conference brought together not only members of CiCMC and other consultants, but also business leaders and public sector officers.

The aim of the mini-conference was to explore opportunities in the digital era, and to challenge and empower consultants and business leaders to utilise innovation and technology more effectively to increase their competitiveness. As “disruptive” technologies revolutionize the future of business, participants explored implications for consultants and clients and gained practical approaches to enhance their businesses.

The impressive list of speakers, presenters and panelists shared their expertise and brought diverse regional and international experiences and perspectives through several technological applications presented in a very high-tech manner including use of the Slido App for live Q&A Polling.

CiCMC was honoured to have as our featured speaker the Hon. Senator Kay McConney, Minister of Innovation, Science and Smart Technology. In her wide-ranging remarks, the Minister highlighted that today, more and more, business is being conducted virtually and consultants should position themselves in an “intentioned” and “strategic” manner to seize significant opportunities presenting in the five trillion-dollar professional services international market. Senator McConney noted that global reach would necessitate certification and was heartened that CiCMC now offered training in the ISO 20700 Standard for Management Consultancy Services.

In posing three questions for pro-action in this age of innovation, digitization and disruption, she asked consultants “... to decide on your strategic position, strategic purpose and critical role ... to determine how would you need to think differently, serve differently and collaborate differently, deliver differently ...” to achieve success. Her final challenge to all consultants was to hold to the highest standards of professionalism and excellence in service delivery.



Hon. Kay McConney, Minister of Innovation, Science and Smart Technology delivering the feature address



Conference Chair, CiCMC Chapter member Lisa Gale welcoming participants



The 2019 CiCMC Imagine the Future! mini-conference attendees listening attentively



CiCMC Chapter President Norma Shorey, CMC, delivering opening remarks

ICD Conference (cont'd)

The Conference activities were chaired by Lisa Gale, CICMC Chapter Member, 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, and encourage consultants and businesses, to use technology more effectively, to be more innovative and tech savvy in this digital age. She challenged participants - to make changes in positive ways, so as to be poised to support our clients to take advantage of the emerging opportunities. She brought greetings from CICMC President, Don Demeritte, CMC, and shared some of the regional and international perspectives on Management Consulting and International Consultant's Day.

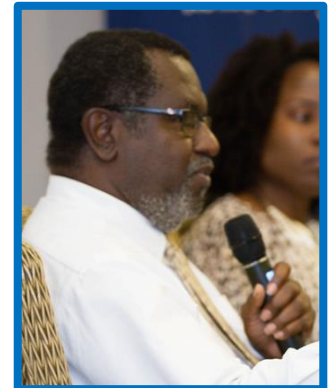
The session before the break was a panel presentation on ***"Digital Transformation in the New Economy: Implications for Consultants and Clients"***, ably moderated by chapter member Colin Daniel.

First up was Ashish Uttamchandani, Director of Group PBS, who focused on digital transformation and spoke to the use of technology in business. He noted that "Technology is not an end game. Technology is a means to infuse a much broader strategy for sustainable competitive advantage". He suggested that while technology was a driver or enabler to business, lack of strategy and change management support contributed to poor business results. He encouraged consultants to innovate, highlighting that while technology was important, it must be integrated within a clear people focused business strategy.

Sade Jemmott, General Counsel for the Barbados-based Bitt Group of financial technology companies spoke next and informed consultants about the benefits of mMoney in solving many of the problems present in the financial eco-system. She indicated that Bitt's Digital Payment Systems would add significant value to the financial e-commerce landscape, engender efficiencies, and savings while boosting e-commerce.

Rounding out the initial presentations was Alison Beckles, CMC, a CICMC Chapter Board member and Principal of Intrinsic Data which seeks to predict performance and behaviour through analytics. She reiterated that partnerships and collaborations that allow clients to digitize, innovate or deploy disruptive technologies were critically important for global competitiveness. Alison also suggested that every consultant today should have change management, analytics and project management skills as part of their consulting arsenal.

The speakers provided stimulating perspectives on the topic, triggering robust audience participation and discussion - and questions to the panel via the Slido App.



Colin Daniel, CICMC Chapter Member and moderator for the panel on "Digital Transformation in the New Economy" making initial comments



Panelists on Digital Transformation in the New Economy making their contributions. Top to Bottom: Ashish Uttamchandani (PBS), Sade Jemmott (Bitt) and Alison Beckles, CMC, Intrinsic Data (CICMC Director)



ICD conference (cont'd)

After the break, (our own Barbadian!) Chris Hoyos, Head of Digital Acceleration with Deloitte (EMEA and Northwest Europe) kept the momentum going with his energetic presentation on *Innovation and ICT: Revolutionizing the Future of Business* - live all the way from South Africa. A proud Barbadian, Chris drew on his local and international experience to explore how technology is transforming clients and business as more and more employees are working virtually, instead of in a physical office space. He reinforced that while technology is secondary to strategy, it is critical to satisfy the “digitally obsessed consumers who are disrupting the traditional buying process” Chris emphasised how important it was for businesses to be agile and responsive in a digital age, noting that the employee, like the consumer requires “personalized, experience, expert, tailored choices with immediate feedback and transparency” - which technology can facilitate when used effectively.

The mini-conference climaxed with attendees participating in an interactive session around *“Practical Approaches to Fostering Innovation in Business”*. They were intrigued by the 30 Circles Exercise and enjoyed the table group discussions during which they recommended practical approaches and innovative solutions which could be immediately implemented in their businesses and organizations. The interactive group and plenary discussions provided lively, energetic, thought-provoking perspectives from participants - which are summarized on the next page.

In wrapping up the final session closing remarks by the Chapter President informed participants of the CICMC Barbados Chapter meeting in July and other initiatives planned for the year including workshops to promote the *ISO 20700 Standard for Management Consultancy Services*; developing opportunities for exporting professional services; Principles of Management Consulting Course to foster global standards of professionalism, excellence and ethics; Increased collaboration and strategic alliances with partner agencies; and Participation in the CMC Global Conference in October in the Bahamas - the first to be held in the Caribbean region.

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



Chris Hoyos, Deloitte Head of Digital Acceleration made his presentation via videoconferencing live from South Africa



CICMC was grateful to be supported by our four dynamic sponsors above who were pivotal to the success of the conference.

Thanks also to Coral Reef Hotel and St Nicholas Heritage Train Tour for donating the raffle prizes.



Attendees actively participating during the final animated and interactive practical session around Innovation in Business (see next page for outcomes)

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 16 th 2019	CiCMC Barbados Chapter Meeting	BCSI conference room, BCSI	
September/October 2019	ISO 20700 training; PPOMC training	TBD	Indicate interest early! Spaces on a first come/first serve basis
October 15th -18th 2019	CMC Global International Conference	Bahamas	Join us for the first ever CMC Global conference in the Caribbean!!



ICD Conference Practical Takeaways

How can we foster Innovation in our Businesses and Organisations? **“Our Take-Aways”**
 - summary of practical suggestions from CiCMC conference participants.

Change is possible!

- Promote an organisational culture which encourages new ideas
- Introduce change using different strategies to get your people thinking differently
- Take a multi-level approach for sustainable change – people, strategy, culture
- Embrace the digital journey linked to your innovation strategy



Communication is critical!

- Listen to stakeholders. Encourage staff engagement and buy-in
- Keep people focused on the vision and strategy
- Maintain the personal touch vs email
- Praise publicly - and motivate your team to generate even more creative and innovative ideas!

Adopt a Strategic Approach!

- Introduce and implement an Innovation business plan or framework
- Use a "zoom in, zoom out" approach to constantly reassess short-term plans within a longer-term strategy
- Flatten organizational structure to facilitate input from your team
- Introduce or review process mapping for efficiency
- Implement technology and be open to changing business models
- Establish an innovation fund or create a budget item for pilot testing innovative ideas
- Collaborate with local, regional, international companies, research institutions, universities, businesses in innovation development

Encourage Innovation!

- Offer incentives to stakeholders/staff for innovative ideas adopted
- Train your team to be innovative – as well as hiring innovators
- Encourage & praise your positive people, the "doers"/"tryers"
- Allow and encourage employees to be creative & innovative
- Minimise bureaucracy to encourage nimble decision making
- Avoid micro-managing - which inhibits creativity
- Help your team to understand that failure is not final. Failure can be a positive tool for learning what does not work, pointing to alternative solutions for success and growth

Opportunity Corner

Available Course: Post-Disaster Business Continuity Management Training

Description and Benefit of Participating in the course:

This course provides training on business recovery post disasters. It will help participants to explain the professional practices for Business Continuity Management, such as:

- identifying and assessing risks and suggesting ways to mitigate same;
- conducting a business impact analysis, and recommending cost-effective strategies to reduce deficiencies;



- developing an incident response for an organization;
- planning development and implementation;
- developing a crisis communication plan, improving the overall business continuity management within the organisations; and
- establishing policies and procedures to coordinate incident response activities with public entities.

Target Group/Profile of Participants:

- Private and public sector employees who have a direct responsibility for risk management, technology, human resource, administration and facilities.
- Personnel responsible for business continuity and crisis management.
- Project managers.
- Business owners and managers.

Course Location, Dates & Details

The Course will be held from July 1 - 4, 2019 at The UWI Open Campus Barbados, The Pine, St. Michael.

For more specific questions about the Course, please email barbados@open.uwi.edu or telephone (246) 430-1120/1121/1133

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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