

Newsletter – October 2012

UPCOMING EVENTS

World Capability Congress

IMCNZ is delighted to be extending our involvement with BPIR through a presence at the World Capability Congress in December 2012. Our Immediate Past President, Gordon Shaw, will be speaking at the event and in addition we will have our own stand on the Thursday and Friday.

Already we have a number of volunteers scheduled to man the stand for the duration and assist with raising the profile of IMCNZ. **Phil Guerin** (IMCNZ President) and **Malcolm Billington** (CMC / Auckland Council member) will be representing us at the Congress itself.

As additional support to BPIR we encourage you to complete the survey on <http://www.worldbusinesscapabilitycongress.com/survey/>.

IMC Strategy Prize

IMCNZ is honoured to be making presentation at the next Wellington meeting, of the **inaugural IMC Strategy Prize** for the best Strategy Paper in the Victoria MBA. The winner will receive a plaque, \$100, plus a copy of "Management Consulting in the 21st Century" by Chris McKenna.

The judging panel is made up of three IMC Council members, being **Lilian Lawrence**, **Iain Matheson** and **Phil Guerin**.

EVENTS

Highlights of regional events since the last newsletter are:



IMC | professional standard in management consulting
25th anniversary



CERTIFIED
MANAGEMENT CONSULTANT

Auckland

July



John Rofe in action

We were delighted to have **John Rofe** back (almost) in the fold. Back in 2003 John was our IMCNZ Treasurer and heavily involved in Council. For our Auckland July meeting John spoke on 'The macro forces at work that affect our business planning: the elephants in the room'.

As a well informed investor, John keeps his finger very much on the pulse when it comes to international affairs - in particular those that don't appear in the mainstream media.

John believes that the news media have dismally failed to capture what is happening in overseas markets and despite concerns expressed about the global economy by the NZ Government, the forces at work are in some cases too powerful for even the IMF, ECB, the major G20 governments and institutions to confront. Despite many politicians understating the problems and also despite official denial, the issues John Rofe contemplates will affect business planning now.

John provided an interesting overview of the typical 'black swan' event and how it affects our business planning (although looking at the probabilities he has unveiled there seem to be black swans lurking at every corner and becoming more of the norm rather than an extraordinary event).

August



Gordon Shaw (left) thanks Carrick Graham for his presentation



IMCNZ | professional standard in management consulting
25th anniversary



CERTIFIED
MANAGEMENT CONSULTANT

Recent adverse media coverage of two franchise systems in dispute with their franchisees has seen a lot of 'dirty linen' aired in public.

Carrick Graham, Managing Director of Facilitate Communications (an Auckland based issues management and public affairs company) has extensive experience in reputation management and assisting businesses and organisations that face potential crisis or who are under pressure from the media or other stakeholder groups.

Carrick shared his extensive knowledge of media crisis management and discussed how nipping the issues in the bud are preferable to letting a situation evolve to the point that it needs heavy duty assistance. He passed on his advice on how to deal effectively with issues using the 3 F's.

- When you F#### up
- Fess up
- Fix up

Before an issue gets to mainstream media there will often be signs via the social media, with the opportunity to resolve the issue quickly. It is a matter of being aware of these sources of advance informationbut if the worst comes to the worst it is good to know that we can always call on experts like Carrick to sort it out for us.

September



Joseph Quinn discussing communication techniques

Joseph Quinn of Influencing Now specialises in enhanced communication and influencing skills within the professional and personal context. He imparted a number of tips on how to become more resourceful when faced with challenging situations.



ICMCI | professional standard in management consulting
25th anniversary

© ICMCZ 2012

www.imcnz.org



CERTIFIED
MANAGEMENT CONSULTANT

Page 3 of 7

As Management Consultants we have unique challenges. We are often entering a client organisation where we will be perceived and received in different ways. There may be times when we face objections (creating unwelcome change, making them 'look stupid', a perceived higher work-load etc.) to you being there, which may interfere with progress.

Joseph discussed how to take more control, securing early rapport and overcoming objections at the start will can enhance the working relationships and lead to greater resourceful outcomes for all concerned.

For many organisations they are in a state of change fatigue. Joseph provided some useful tools for establishing empathy, pacing before leading and disarming objections. A fascinating session.

Wellington

August

The Wellington Consulting forum held on 17 August coincided with the Victoria MBA Dragon's Den so there were few MBA students in attendance. The presentation was from one of the MBA students - **Alex van Paassen**. Alex has spent more than 20 years working in a variety of roles in different media in NZ and abroad, most recently in marketing and corporate communications. During his presentation he discussed how communications can help change.

Despite the well worn cliché that change is the only constant in both the public and private sectors, Alex comments that we don't seem to be very good at it and asks why do so many organisational change efforts fail to deliver?

In his presentation Alex invited dialogue on the elements of effective communication, the difference between communication and information, and six communication reasons why organizations do not change.

September



The pre-event schmoozing



Mai Chen shares her knowledge



IMC | professional standard in management consulting
25th anniversary



CERTIFIED
MANAGEMENT CONSULTANT

IMCNZ and Victoria University were delighted to have **Mai Chen** as speaker for the September Consulting Forum. In conjunction with the content of her recently published book, Mai discussed the interface between business and government. She offered some fascinating insights and although not light reading, her book 'The Public Law Toolbox' offers practical (rather than theoretical) advice on how to get things done. Those who attended were fortunate enough to be able have it autographed by Mai.

We know that the son of one of our Fellows was due to be awarded his law degree the next day and was to receive an autographed copy. We trust it will serve him well in his future career.

At this point we wish to thank our sponsors for their generous and much appreciated contribution towards making these events such a success.

- JLT
- Sempre Avanti Consulting
- Victoria University
- Middlebank Consulting Ltd
- RiteTrack NZ Ltd

Thank you to all our speakers and attendees

Membership

We congratulate and welcome:

- **Reg Prasad** on his certification as CMC.
- **Stephen Cheadle**, transfer member from the UK.
- **Martin Barnett** as an Affiliate Member



Martin Barnett (left) accepts his Affiliate certificate from David Taylor (Fellow and Past Vice President)



Reg Prasad (left) accepts his CMC certificate from Gordon Shaw (Immediate Past President)



IMCNZ | professional standard in management consulting
25th anniversary



CERTIFIED
MANAGEMENT CONSULTANT

Farewell



It is with regret that we farewell **Mark Thomas FCMC** (IMCNZ Fellow - aged 52) who died suddenly in a swimming incident last month.

Mark represented England in rowing at age level and had a wider career both in and out of consulting. Mark was well respected within the management consulting industry and leaves big shoes to fill. Mark was a Fellow of both the Institute of Chartered Secretaries and the Institute of Management Consulting. Gordon Shaw (IMCNZ immediate past president) spoke at Mark's funeral service and described him as a quiet advocate for IMC, who remained in the background whilst connecting people.

Web Advertising

Along with our new website we now have an even more positive platform for advertisers and an increased number of advertising spots.

- \$400 + GST per annum per banner advertisement.

You will notice that the rotating format ensures that the site remains uncluttered whilst giving all advertisers equal exposure.

Should you wish to advertise a non-static product (ie training courses which change each month) we have the ability to alter text as required at no additional cost.

Consulting opportunities can also be uploaded to the website by clients for circulation to members for a fee of \$200 plus GST. In the meantime any opportunities can be emailed to Suzanne Barley info@imcnz.org.

Please note that for all Corporate Affiliates one of the member benefits is 12 months of free web advertising

If you are interested in advertising please contact the Suzanne Barley info@imcnz.org.



IMCNZ | professional standard in management consulting
25th anniversary



CERTIFIED
MANAGEMENT CONSULTANT

Follow IMCNZ conversations on Social Media

A reminder to members that IMCNZ has a presence on LinkedIn (Groups and Company Page) and on Twitter.

Please follow our company page on LinkedIn <http://www.linkedin.com/company/institute-of-management-consultants-new-zealand>

Join our Groups – IMCNZ and CMC in NZ (For CMC's and Fellows only)

http://www.linkedin.com/groups/IMCNZ-Institute-Management-Consultants-New-2958576?gid=2958576&trk=hb_side_g

http://www.linkedin.com/groups?gid=2958810&trk=hb_side_g

Follow us on Twitter @imcnz or www.twitter.com/imcnz

Current Council Members

Phil Guerin, President	phil@haque.co.nz
Immediate Past President, Gordon Shaw	gordon@sacnz.co.nz
Raymond Tan, Vice President	mrtan@extra.co.nz
Geoff Lee, Treasurer	Geoff.Lee@extra.co.nz
Iain Matheson	iain@mathesonassociates.co.nz
Malcolm Billington, Auckland	mbillington@CFOpartners.biz
Lilian Lawrence, Blenheim	catsltd@gmail.com
Suzanne Barley, National Secretary	info@imcnz.org



IMCNZ | professional standard in management consulting
25th anniversary



CERTIFIED
MANAGEMENT CONSULTANT