

Newsletter – July 2014



President - Terry Hoskins

Last month we held our first Council Strategy Meeting for the year where all the Council members from their various locations congregate in one place in order to brainstorm and progress a number of projects. I would like to extend a big vote of thanks to the attending Council members for taking a weekend out from their exceptionally busy schedules (on top of the other time volunteered during the year) and for their contribution to the session.

The June Strategy Meeting was based at our HQ location in Auckland and for those travelling up from Wellington this calls for an exceptionally early start on the red eye express. Congratulations to Iain Matheson for navigating the Auckland's rail system to West Auckland.

In case you haven't caught up with any of your local IMC representatives we have listed them all with their photos at the end of the newsletter. Feel free to introduce yourself if you spot them at any events.

I am also pleased to announce that **Ian Abrahams (Wellington)** has stepped up to fill the role of **Vice President**. Many thanks, Ian for your support and assistance in this position.

IMC Consultant Mentoring Service

The IMCNZ aim is to raise and maintain the industry standards for Management Consultants in New Zealand through the provision of skills certification, continuing professional development opportunities and peer support. In line with this vision we are keen to develop the education side of member benefits - providing value both for the less experienced consultant seeking to move forward to full CMC status, as well as those in the master class.

As a pilot to test the waters for various options we are pleased to launch our **IMC Consultant Mentoring Service**. See below for the official invitation. You may have already spotted this on the IMCNZ website or on the IMCNZ LinkedIn Group.

The IMC President, Terry Hoskins, invites you to join this new **complimentary** Consultant Mentoring Service as a gift of time in the endeavour to assist IMC members enhance their performance as consultants.

No question is too simple to ask, nor too difficult to consider

The service will give you as much information as it can in the timeframe available, to improve your consultancy practice. The old saying of 'two heads are better than one' still rings true when attempting to work out what to do.

- **What is consultant mentoring?** – Helping consultants solve problems and make better decisions through providing guidance on the challenges they face
- **Who is it available to?** – IMC members
- **Why is the service available?** – A little bit of support can make a big difference to consultants
- **How does the consultant mentoring service work?** – IMC members have **20 minutes** to discuss any challenging consultancy issues and obtain guidance on the way forward.
- **How much does it cost?** – No fees.

How do I book an appointment time?

Please email Terry Hoskins on terry.hoskins@approach.co.nz to book an appointment.

Where & when is the service available?

For Auckland based members, the service is available at the IMC office located at 5a Willerton Ave, New Lynn. For members based outside of Auckland the service is available via the telephone or Skype.

I look forward to talking with you soon.

Terry Hoskins
President

Should you utilise this opportunity we look forward to your feedback on the service.

Raising IMC Profile - Call to Action

Raising the IMC NZ profile provides benefits to all members on a number of levels. One of the simple ways that you can raise the IMC profile whilst differentiating yourself in the market is to support the website. Simply make www.imcnz.org your **browser preference** and it automatically raises the traffic to the site. We encourage you to either link to the site and also to make it your browser preference.

If a CMC or Fellow/CMC another great way to gain value whilst educating your client base is to include the **IMC Code of Conduct** in tenders/presentations and include the **CMC logo** on your business card. The **CMC lapel pin** is also a great conversation starter.

It's time to take action and tick the box on some IMC initiatives

Affiliates/Associates

↓

<input type="radio"/>	Browser preference converted to www.imcnz.org
<input type="radio"/>	Bring an associate or client to an IMC event

CMCs

↓

<input type="radio"/>	Browser preference converted to www.imcnz.org
<input type="radio"/>	Bring an associate or client to an IMC event
<input type="radio"/>	Wear your CMC Lapel Pin
<input type="radio"/>	Use the CMC logo on your stationery and your email signature
<input type="radio"/>	Include the IMC Code of Conduct with tender documents and explain the benefits of CMC consultants ('using only CMC certified reduces the risk of using a management consultant')
<input type="radio"/>	Load (or update) your CMC profile on www.imcnz.org

...then tell us about your success stories. (Email info@imcnz.org)

- CMC Lapel pins are \$17 and available through Suzanne on info@imcnz.org.
- If you require the CMC logo email Suzanne on info@imcnz.org. Two colour options are available.
- Code of conduct can be downloaded from the website http://www.imcnz.org/code_of_professional_conduct.asp
- Personal CMC web profile - email Suzanne on info@imcnz.org if you require details on updating your info.

BPIR Subscription - Benefit of CMC and Associate Membership

An automatic benefit of Associate, CMC and Fellow membership status is subscription to BPIR. (Business Performance Improvement Resource). The cost of even a small selection of the resources available on the www.bpir.com site far exceeds the IMC subscription and we encourage you to utilise the site to really gain value from your membership.

With thousands of benchmarks, best practices, tools, networking and more the BPIR is the complete resource for improvement and business excellence.

The BPIR is built around a primary goal - **Don't reinvent the wheel**. With such a wealth of information available to members you don't have to start from scratch. For any given process there are performance measures, benchmarks, best practices, self-assessment tools, expert opinions, articles, case studies and more available to guide you through any improvement project. Plus, if you want further information, new contacts, benchmarking partners or assistance then Network with 1000's of other members - read their profiles, the improvement tools they use, their best practices and contact them.

If you require your username or password please contact Suzanne Barley, our National Secretary on 09-827-7266 or info@imcnz.org.

New Members

We are pleased to welcome:

- **Robin Gunston** CMC
- **Richard Donnelly** Associate
- **David Jenkins** Affiliate
- **Tony Brindle** Affiliate
- **Johan Brounts** Affiliate
- **Les Probert** Affiliate
- **Delyce Edwards** Affiliate



Robin Gunston (left) receives his CMC Certificate from Phil Guerin at the International Consultant's Day Celebration in Wellington.

Recent Events

International Consultants Day is the flagship event on our calendar and functions were held in both Auckland and Wellington.

Growth of international business and concerns over professional conduct by executives and governments has increased the demand for international standards of consulting competence and ethics. This day recognises the rapid growth of management consulting as a profession and the significant contributions consultants make to business, government and institutions.

International Management Consultants Day was celebrated by national Institutes of Management Consultants (IMC) in countries across the world. Having an international network of talented and committed professionals knowledgeable about business and governments all over the world is critical to providing the best business advice for our clients, wherever they are. The IMC worldwide network is an incredible advantage in finding high quality consultants we can trust. Having an international consulting network whose members meet global standards of professional competence and ethics makes it easy to bring best business advice to clients.

In Auckland our keynote speaker was **Linda Guirey**, voted Best Speaker in NZ for 2012 – Corporate Events People's Choice Awards. For more on Linda visit her site <http://www.lindaquirey.co.nz>. Thank you, Linda for a great presentation and for sharing your fascinating life story.

Sponsors: Our thanks to for support from

- **Morrison Low** (www.morrisonlow.com) for their hospitality in providing the venue
- **Signium International** (www.signium.co.nz/) for catering



**Cath Vincent 'Wake up your Wow",
Wellington**



**Linda Guirey (centre) mixing and mingling with
attendees in Auckland**

In Wellington **Cath Vincent** was our keynote speaker. Before relocating to New Zealand, she was living in Perth advising on communication strategies on multi-million dollar infrastructure projects. Her clients included mining companies, government agencies and the electricity network. She is an international keynote speaker delivering presentations to the likes of KPMG, Chevron, and the State University of Texas.

In the last 6 months she has achieved two major accolades for professional speakers – she won the National Speakers' Association Bright Star Award; and she was invited to speak at TEDx which is filmed and broadcast worldwide.

Thank you, Cath, for sharing your expertise.

Sponsors: Our thanks to for support from

- **Gold sponsor Victoria University** as host (and a big thank you to Kay and Ann for organising the logistical details.)

Regional Meetings

Auckland - Projects in Less Time & Less Stress: Alta Vos



Alta Vos explains the Theory of Constraints and how to harness them to best advantage

Alta Vos (B.Sc. degree with majors in Applied Mathematics and Computer Science) has over 12 years experience supporting NZ companies with innovation planning, has facilitated approximately \$30m of government investment into private sector R&D. She is a Registered Mentor with Business Mentors New Zealand, full member of the Theory of Constraints International Certification Organisation, Internationally certified as Theory of Constraints Practitioner and an ISCEA Certified Critical Chain Project Manager (IC3PM) Program Instructor

Last month Alta Vos provided a fascinating presentation on Critical Chain Project Management emphasising how important it is to work with the parameters of human nature (ie incorporating devious plans to cope with such factors as procrastination) in the planning phases in order to keep projects on track and on time.

In response to a number of enquiries Alta has made available her presentation slides some additional information. Email Suzanne on info@imcnz.org for a copy.

Alta runs workshops on this and other subjects so feel free to contact her directly for additional information.

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Thank you Alta for a very enlightening session.
(At IMC NZ even as we speak we are implementing your recommendations and working on the newsletter during a 'no interruption' power hour (or 3) for maximum efficiency.)

Wellington - IT Governance for Directors Murray Wills

For those from outside of Wellington feel free to email Suzanne on info@imcnz.org for a copy of Murray's presentation notes.

Murray Wills aka "the Virtual CIO" is Principal Consultant and Managing Director of Maxsys Limited. Murray brings extensive hands on experience as a consultant / advisor to government agencies and private sector organisations where he advises Boards, CEO's and CIO's in IT Strategy, Management, Project Management and Governance.

As an author in the areas of IT strategy, project management and IT governance for industry journals, his own, and other blogs, his expertise reaches an international audience.

Murray regularly runs workshops that look at IT Governance from the perspective of Directors, given they have a responsibility for the governance of IT as part of Corporate Governance.

This IT Governance presentation was focused on the leadership, structures and processes that ensure that an organisation's information technology sustains and extends the overall organisation's strategies and objectives.



Important Insurance Advice from Deb Fisher of JLT – Insurance Partner to IMCNZ

With changes at ACC and the government review of the Health and Safety in Employment Act almost complete, there is no better time to review your company risk management procedures. Having a robust policy in place that has the right people in the right roles following the right rules and with the right level of knowledge and experience is a must.

JLT have developed a range of risk management initiatives to help identify the risks that prevent businesses achieving their objectives and are continuously looking to find mechanisms to further identify ways to manage these risks effectively.

Creating awareness of the importance of managing risks in the workplace, operating fleets of vehicles safely and recruiting employees efficiently are the many ways JLT can assist you with developing strong operating procedures without the need for compromise.

For example, did you know that as a Company Director, you can be held personally liable for not only your own mistakes but also the mistakes and errors of others?

Regardless of company size, all directors and officers are subject to the same rules and regulations and face more risks than ever. Greater media awareness coupled with several high profile cases of late, most notably Bridgecorp and Pike River, demonstrates that having the right cover in place to protect against allegations of mismanagement remains of great importance.

Directors & Officers Liability (D&O) insurance protects the personal assets of directors and officers from the consequences or claims which may arise from decisions and actions made within the course of performing their duties and responsibilities.

Claims can manifest from varying areas such as shareholders, debt holders, industry regulators, the IRD or simply your employees and D&O policies operate on a 'claims made' basis. Which simply put means a D&O policy will respond to a notification of a claim on the policy in force at the time the claim is notified, rather than the policy that would have been in place at the time the error was made.

This is the same for a Professional Indemnity (PI) policy which help protect professional advice –and- service providing individuals and companies from bearing the full cost of defending against a negligence claim made by a client, and damages awarded in a civil lawsuit. PI focuses on providing cover for alleged failure to perform on the part of, financial loss caused by, and error or omission in the service or product sold by the policyholder.

When considering D&O and PI insurance cover, JLT recommend companies first undertake a evaluation of why they are buying this insurance and the circumstances in which they anticipate claims may arise, so that the insurance is relevant to their needs. JLT will provide advice and guidance to ensure that all options are explored and the right protection is in place.

As the insurance industry has evolved post catastrophe, natural catastrophe modelling and aggregation of risk has become critical to insuring property risks throughout New Zealand. It is important to be able to filter what is a high risk and what is a perceived high risk when presenting risk data to the insurance market in order to secure the very best results on your insurance renewal.

Understanding the risks associated with your business is invaluable when it comes to insurance negotiations and how the market perceives a particular risk. JLT has enormous success across a wide variety of areas for negotiating favourable terms on behalf of our clients.

Wellington is generally considered high risk from a natural disaster perspective; however if a building has been constructed to the latest building code, is on sound ground and has the latest in fire safety standards, when presented correctly this additional information will ensure an optimum renewal result.

We are all too familiar with the changing landscape of insurance as a result of the earthquakes in Canterbury. The New Building Standard (NBS) will have implications to property owners if buildings do not meet 34% of the new criteria. If a building is deemed earthquake prone, you must advise your insurer immediately and insurance cover will almost certainly change.

Failing to present good quality information could lead the insurer to limit their exposure, increase excesses for natural disaster cover, increase premiums and/or you may find that you will be required to provide much more detailed geotechnical information which could be costly to obtain.

This article provides general information in summary form. The contents do not constitute advice and should not be relied on as such. Specialist advice should be sought on particular matters. © JLT 2014

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Note from the Editor: Deb Fisher is often in attendance at our Auckland events. If you have any queries feel free to talk them through with her or make a time to discuss in confidence at a later date.

IMCNZ Council

Terry Hoskins
President
(Auckland)



Phil Guerin
Immediate Past President
(Wellington)



Ian Abrahams
Vice President
(Wellington)



Andrew Marr
Treasurer
(Auckland)



Suzanne Barley
National Secretary
(Auckland)



Graham Hay
(Auckland)



Iain Matheson
(Wellington)



Jason Price
(Wellington)



Lilian Lawrence
(Blenheim)



Malcolm Billington
(Auckland)



(PS: We extracted these images from the CMC profiles on www.imcnz.org.

Are you a CMC? Are you visible to potential purchasers of your services on the site?)

Current Council Members

Terry Hoskins, President (Auckland)	terry.hoskins@approach.co.nz
Phil Guerin, Immediate Past President (Wellington)	phil@hague.co.nz
Ian Abrahams, Vice President (Wellington)	ian@ipaconsulting.co.nz
Andrew Marr, Treasurer (Auckland)	andrew@marr.co.nz
Suzanne Barley, National Secretary (Auckland)	info@imcnz.org
Graham Hay (Auckland)	graham.hay@appliedsemiotics.co.nz
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