

Newsletter – January 2016



President - Terry Hoskins

Happy New Year to all IMC New Zealand members, associates and supporters.

I'd like to take the opportunity to thank a number of people who have provided support throughout 2015:

- **The IMC Council:** for keeping the engine running and dedicating personal time to spearhead projects. In addition each year Council sets aside two weekends (one in Wellington, the other in Auckland) to brainstorm and the time donated is greatly appreciated.
- **Suppliers of member benefits** (see list below) who provide value to members by way of discounts and exclusive products. Our latest addition is Les Mills - see their advertising on the last page of this newsletter.
- **Members** who support the events by attendance and also those who contribute with organising events and assisting on the day.
- **Hosts:** Victoria University, Morrison Low, Crowe Horwath, CDL Insight, JLT - for providing the all important venue for our events.
- **Speakers:** Who donate their time and expertise to pass on knowledge at our meetings.
- **New Member Assessment Team:** the assessors are an important part of our support team. I'm not going to name you all, in case I inadvertently miss anyone. You do a great job.

We greatly appreciate the contribution made by you all.

Also many thanks to **Malcolm Billington** for his contribution on Council since 2010. Malcolm has stepped down from Council this year, but remains on the all important Auckland member assessment team.



Malcolm Billington, CMC

I would like to welcome **Robyn Barnes**, who has now joined Council on the Auckland team. In addition to other Council projects, Robyn will be working to co-ordinate speakers for the Auckland regional events. If you have in mind a speaker who will provide value with content which is challenging, creates debate and at the forefront of thought leadership - she would love to hear from you.



Robyn Barnes, CMC

Case Studies

Many thanks to those members who have provided case studies on the templates provided so that we can use them for marketing purposes. As mentioned previously they are kept anonymous to protect both the consultant and the customer and allow for greater disclosure of challenges and learnings.

Over time we will look to obtain a library of case studies containing a greater level of detail for training purposes.

Member Benefits

All paid up members should have received a membership card which identifies you to our various benefit suppliers. If you haven't received your card please let Suzanne know on info@imcnz.org so that she can organise one for you.

The IMCNZ National Council have been working to provide additional benefits to IMCNZ members and we have approached a number of suppliers seeking preferential pricing for IMCNZ members. **We wish to take this opportunity to thank all our suppliers for their support.**

As new benefits are added to the programme they will be shown on the website at <http://www.imcnz.org/benefits.asp>

Products and services currently include (in alphabetical order):

Avis New Zealand

A special rate for IMCNZ Members - 20% off the corporate rate plus other discounts such as lower excess, lower airport fees etc).

When making bookings have your Membership Card on hand and quote **AWD J3226000**.

Frequent travellers may wish to set up with **Avis Preferred**. If interested please email info@imcnz.org for the form.

Bridgestone Tyres

As a valued member of IMC New Zealand, Bridgestone NZ is pleased to offer you exclusive deals including savings when buying multiple tyres, discounts on your WOF and savings on vehicle servicing.

Offers are only available at participating stores (click here for a nationwide list). Automotive services (car/4x4 servicing & WOF) only offered at Bridgestone Select stores. Offer applies to cash, EFTPOS and credit card sales only and cannot be used in conjunction with any other discount or offer. Discounts are off list price, please ask in-store for details.

<http://www.bridgestonetyrecentre.co.nz/CVP-A/IMCNZ>

BPIR.Com

Access to the www.bpir.com site is automatic for IMC New Zealand members who are Associate, CMC or Fellow status. This is a significant benchmarking resource. If you require an update on your password access please email info@imcnz.org.

Capital Dental

The dental benefit will be available at the following clinics:

Capital Dental Newtown, Level 1, 125 Riddiford Street, Wellington (Ph 04 389 8880)

Capital Dental Terrace, Unit GD, 164 the Terrace, Wellington (Ph 04 499 9360)

- Dental Examination and x-ray (bitewings x2) \$59.00
- Hygienist Clean (per hour) \$89.00
- Other in-house treatment Discount of 10% on normal fee
- (excludes laboratory fees)

The above only applies to IMC New Zealand members and identification will be required to be presented at time of appointment.

DTSL (IT Support)

\$10.00 per hour off the standard ad hoc service for a variety of activity e.g. setup of equipment, setup of Office 365 and similar services.

DTSL is a leading, NZ owned, nationwide provider of IT resources and expertise with service staff in 15 locations nationwide.

The DTSL team has a wealth of knowledge and experience in the design, delivery and management of product and support service solutions based on current technology directions i.e. Microsoft based PC server and workstations, associated LAN, WAN and hosted environments and the applications inherent to such environments.

A Service Co-ordination Centre is located in Wellington and provides systems, telephony and other communications to support the effective management of all support events. The service portfolio includes hardware and software purchase and support, installation services, network design and implementation, technology solutions design, end-user training, product procurement and distribution.

In the first instance contact John Mills, Sales Executive

Email: john.mills@dtsl.co.nz

Phone: 04 494 2585 Mobile: 027 445 4206

Greenmantle Estate – Luxury Lodge & Corporate Retreat

214 Main Road North Paraparaumu

- Accommodation 10% Discount - Check out the luxury amenities on www.greenmantle.co.nz

- Retreat Meeting room 10% Discount – See detail and get quote www.greenmantle.co.nz/the-lodge/corporate-retreats
- (Please note discount does not apply to catering.)

Please directly contact stay@greenmantle.co.nz and refer to being an IMCNZ member to get the special benefits.

JLT - Liability Insurances

JLT have created tailored, leading edge insurance and niche risk protection products to meet the specific needs of all our members. The advice and solutions they provide will assist with protecting your business activities from risk and uncertainty. Whatever your requirements, the specialists at JLT will deliver our members exclusive, comprehensive, cost effective solutions aimed at both minimising your exposure and delivering real value for money. JLT are well known for their attention to detail and a determination to do things correctly – principles which underpin IMCNZ's commitment of providing first class services at all times.

For quotes or further information <http://www.jlt.co.nz/JltEs/imcnz>

Les Mills

Les Mills has a range of excellent facilities from weights areas to personal training. Best of all you can attend their world class group fitness classes. With classes like Les Mills BODYPUMPS®, Les Mills BODYATTACK®, the high intensity workout of Les Mills RPM® or the challenge of Les Mills GRIT Series, you'll find the workout that suits you.

This special offering to IMC members includes Free 7 Day Trial and 10% off a 12 month membership. Check out the details on <https://www.lesmills.co.nz/affiliates/imcnz/>

VINZ

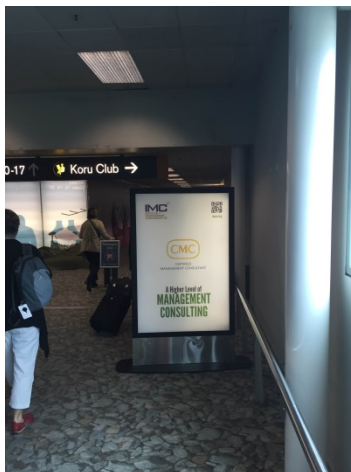
Save \$5 on your next WoF when you present your IMCNZ membership card at any Vehicle Inspection NZ Location.

Check out the nearest location to you by clicking on <http://vinz.co.nz/> and scroll down to the outlet locator.

Building the CMC and IMC Brands

In a recent survey members confirmed that they wished Council to continue to build profile around IMC and the CMC status.

In October this year members transiting through Wellington Airport will have spotted this familiar logo (see next page). Response from members was extremely positive.



In addition ICMCI is working on a number of branding projects for the benefit of members which will be launched early next year. Watch this space!

Regional Meetings

WELLINGTON

Dr Matthew SR Palmer, QC -

The theory & practice of where the power is in NZ Government



A fascinating presentation on how things work.

Dr Matthew S R Palmer QC is a leading public law expert. He is currently a Queen's Counsel in Thorndon Chambers, Wellington. He has previously held positions as Deputy Solicitor-General (Public Law), Pro Vice Chancellor and Dean of Law at Victoria University of Wellington, Deputy Secretary for Justice (Public Law) and as a Manager and Economic and Financial Analyst in the Treasury. He has degrees in law, economics and political science from Yale Law School, the Victoria University of Wellington and the University of Canterbury.

He has published books and articles on public law issues, including the Treaty of Waitangi. He has taught law and government at the Victoria University of Wellington, Hong Kong Faculty of Law, Yale Law School, the University of Chicago Law School and will be teaching Law and Policy at the National University of Singapore in 2016. He is currently President of the Law and Economics Association of New Zealand and a member of the Council of the Victoria University of Wellington.

**Professor Stephen Cummings (ICMCI Academic Fellow) -
Communicating Strategy: How drawing can create better engagement**



Stephen Cummings from Victoria University of Wellington, presented some of his recent research into strategic management and creativity, emphasising four imperatives for leading creative organisations (or organisations that seek to be creative) and why they should map their strategy graphically.

Over three years and seven countries, Cummings tested over 1000 subjects' responses to the same strategy presented in different modes. The experiment confirmed that strategy presented visually can be far more effective than strategy conveyed in paragraphs or bullets of text. It also revealed some surprising reasons for this finding, and it offers some interesting insights into why, despite the effectiveness of visual presentation, the vast majority of organisations do not represent their strategies graphically.

**Phil Guerin, CMC (Immediate Past President)
Innovation in Consulting: Insights from CMC Conference, The Netherlands**



We wish to take this opportunity to thank Phil Guerin for attending the ICMCI Conference & AGM in the Netherlands on behalf of IMC New Zealand. Maintaining international links with the global organisation is important to us in New Zealand on a number of levels and we greatly appreciate the time taken in Phil's extremely busy schedule. Being in attendance also provides valuable contacts enabling exchange of operational information.

Phil provided a detailed presentation of key aspects and trends.

Suzanne Snively, Transparency International
Transparency & Just Business: Authentic Reputation's Role in Increasing your Revenue



Suzanne Snively, ONZM

This was an exceptional presentation with a lot of resultant interaction - we are hoping to get Suzanne to speak again in 2016 to continue this fascinating dialogue.

Transparency International Chair, Suzanne Snively, was a joint Co-Director with Murray Petrie of the Integrity Plus 2013 NZ National Integrity System Assessment which found New Zealand's strong international reputation was backed up by evidence. The challenge was the extent of complacency about ensuring that integrity systems were maintained and sustained.

Suzanne was previously a Partner in Public Sector Advisory working as an economic strategist at PricewaterhouseCoopers. She has been a company director for over 27 years and has been a regular analyst and commentator on New Zealand's comparative economic position for over 30 years, including commentary on its competitive positioning.

She has extensive governance experience as a former Director of the Reserve Bank of New Zealand, of R A Hannah and Co and of Wellington City Council's Capital Holdings and as a Ministerial appointee to a number of task forces including the Whanau Ora Task Force.

Amongst other roles, she is currently on the Health Research Council, a Director of the Whanau Ora Commissioning Agency, Te Pou Matakana and an Independent Director of the Army Leadership Board. Suzanne is also an external advisor on the internal audit / risk management committees of several central government agencies. Including as Chair of Risk and Audit at the Department of Conservation

AUCKLAND

David Blair - The Business of Video - client engagement and marketing



David Blair is a videographer who has led many projects such as The Americas Cup CD-ROM interactive, LOTTO Keno live draw to TV and training/technical setup for Personal Web Presenter Ltd.

Video has become an important part of our marketing arsenal and David passed on a number of important tips on how we can do this for ourselves in the most professional and cost effective manner.

Did you know that when you load video on YouTube that it automatically creates a searchable text transcript which is valuable for search engine purposes? You might be horrified at how your personal speech style is translated to text and how easy it is to correct this.

A number of attendees have now taken the plunge and created their own videos for business purposes.

Neil Whitehouse, PhD - Identifying the Elusive



Neil has undertaken interdisciplinary studies including a combination of psychology, theology and sociology which led him to a discipline that he named Functional Intelligence.

The end goal was to determine the talents and development of any individual, but the results of the system also revealed the negative characteristics at the same time which inadvertently provided the ability to identify dishonest and unreliable tendencies.

A very interactive session resulting in debate about whether there truly can be a system which effectively reduces the risks around employment of dishonest staff.

Amanda Sterling, Community Leader for NZLEAD



Amanda is author of the 'Humane Workplace'. Previously a Human Resources specialist, a Learning and Development practitioner, and then an Organisational Development consultant. But currently she helps organisations enhance their people practices.

Amanda also leads a passionate and proactive community of people and culture practitioners called NZLEAD. It's an online and in real life community driving change for people and culture at work. Together they're building knowledge, learning and resources about the future world of work, the role of the people and culture professions, and how to survive and thrive in this fast changing world.

In this talk, Amanda drew on the collective wisdom of over three hundred NZLEAD community participants - Human Resources, Learning and Development, Recruitment and People professionals - from all around the world. Insights that have been captured in over one hundred tweet chat conversations over two years. She discussed how social technologies can, and should, make our workplaces more humane. And how we, as people and culture professionals, can leverage these technologies for learning and development, HR practice and recruitment.

A very interactive session.

Sean McBride (CMC), Salus Workplace Safety & Compliance



Many thanks to **Sean McBride (CMC) of Salus Workplace Safety & Compliance** for his presentation to IMC members in Auckland at our last meeting for the year. The subject was on Health & Safety and what it means for us as consultants.

Unlike other H&S educational sessions which I've attended, rather than focusing on the technical nuts and bolts of the legislation it was very much an interactive session where real life case studies and practical solutions were discussed. So a big thank you to all who contributed to the discussions.

It was very much agreed that it's not so much about 'compliance' but about keeping work colleagues and ourselves safe. With that mindset it makes the identification of risk so much easier and covers items that go beyond Worksafe's arena, potentially making your business one which employees will choose to work in.

For me there were a number of takeaway points:

- Having trouble getting H&S processes down on paper? A starting point to get the ball rolling is write a job description of what you do and then identify areas that require a safety process.
- For instance do you travel, undertake road shows, do overnights, travel distance? Do you have a lone worker policy? Who knows your itinerary? If you are travelling a distance and the client isn't expecting you until next day who will know if you end up down the side of the bank in the middle of nowhere? How about a simple phone app to remind you to call your partner (personal or business) on arrival - or if you don't have anyone then buddy up with an IMC member. If you're late they can send out the search party.
- Rather than a laborious document, how about a simple induction video for visitors coming onto your premises.
- Check out the Institute of Directors Good Governance Practices Guideline for Managing Health & Safety Risks. <https://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/directors-guidelines-on-their-responsibilities>
- Creating a **habit** is what makes these processes really work.

- As a management consultant chances are that at some time you will undertake work on client premises. The client will no doubt have a H&S Plan, but you need to have one as well. If anything goes wrong Worksafe looks at all parties and you can no longer rely on the umbrella effect of your client.
- Brain storming is incredibly valuable. How about getting together on a weekly basis to exchange ideas?
- Remember under the new legislation you are guilty until proven innocent. The legislation doesn't stipulate that you must have a **written** H&S Manual, but in reality if anything goes wrong and you are investigated, it is the only form of defence you will have to prove that you do things right.
- Many larger businesses have spent a lot of time and effort improving their processes (because they are big targets) and are insisting that all suppliers have H&S processes to dovetail with their own systems. A robust H&S plan has become a requirement in order to do business.
- Despite recommendations by insurance brokers only 45% of New Zealand businesses choose to purchase Statutory Liability Insurance. However, when things go pear shaped with H&S it is the last line of defence. Although by law we can't insure for the fines under the H&S Act, this policy pays for the **defence costs** which can be crippling even if you are found innocent.

So what am I thinking about at the moment? I'm working out a Lone Worker Policy for onsite and at events, considering alcohol at events and have emailed Sean McBride for a copy of the risk assessment document that he offered at the event. (*Editor*)

New Members

We are delighted to welcome the following new members to the fold:

- | | |
|-----------------------------|-----------|
| • Nalin Wijetilleke | CMC |
| • Philip Cox | CMC |
| • Jason Stace | CMC |
| • Mark Young | CMC |
| • Scott Rodgers | CMC |
| • Helen Drijfhout | Affiliate |
| • Charles Ganbaatar | Affiliate |
| • Nisha Adrejcic | Affiliate |
| • Adrian Hendry | Affiliate |
| • Eduardo Villatore | Affiliate |
| • Andrea Dickens | Affiliate |
| • Alan Inezare | Affiliate |
| • Nithyananthan Sithambaram | Affiliate |
| • Mayur Gandhi | Affiliate |

We also wish to recognise the affiliates under the special Victoria University programme

- Lynne Russell
- Josh Borgia-Frost
- Ping Panjaboon
- Zac Berridge
- Juan Qu
- David Osana
- Dylan Longley
- Fleur Jamieson
- Keith Collins
- Isha Reddy
- Claire Callaghan
- Lucy-Sanderson-Gammon
- Astrid Steven
- Marie Kong
- Sarah Harrison
- Darryl Arnold

Our Partners

IMCNZ is partnered with a number of supporters and we take this opportunity to thank you all for your support:



Gold Sponsor



JLT/IMCNZ ProPak liability insurance package

Deborah Fisher – JLT
Client Relationship
Manager
Jardine Lloyd Thompson
(JLT)
T: + 64 (0) 9 300 3763.
M: +64 (0) 21 902 864. E:
Deborah.fisher@jlt.co.nz
W: www.jlt.co.nz

Venues provided by:



Current Council Members

Terry Hoskins, President (Auckland)	terry.hoskins@approach.co.nz
Phil Guerin, Immediate Past President (Wellington)	phil@hague.co.nz
Noel Rodgers, Vice President (Taupo)	noel@activebss.co.nz
Andrew Marr, Treasurer (Auckland)	andrew@marr.co.nz
Ian Abrahams (Wellington)	ian@ipaconsulting.co.nz
Karen Clarke (Wellington)	Karen.Clarke@starfishconsulting.co.nz
Suzanne Barley, National Secretary (Auckland)	info@imcnz.org
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Jason Price (Wellington)	jason@priceperrott.com
Robyn Barnes (Auckland)	robyn@scafreeenetworks.com



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