

YPMTP 2006

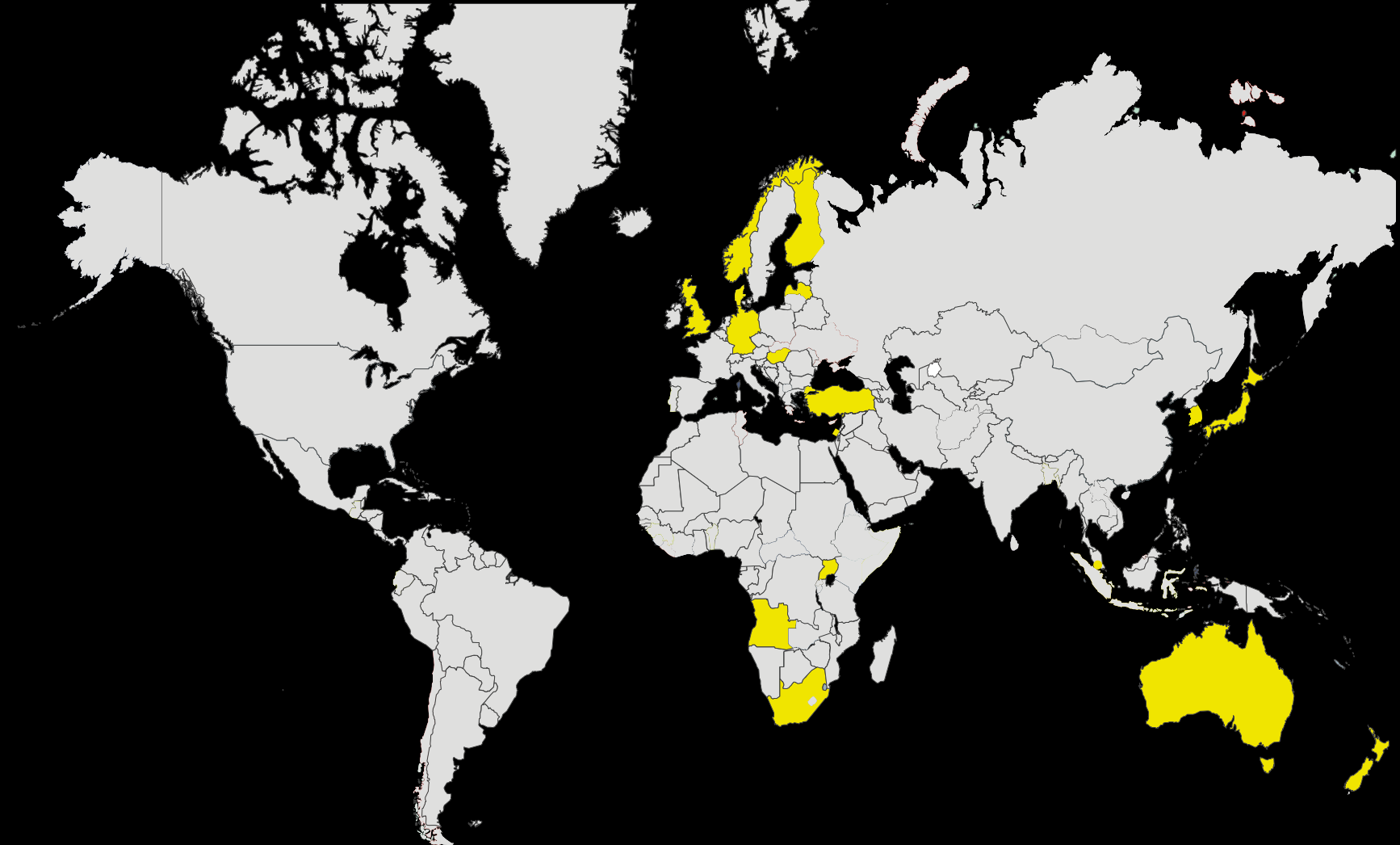
Proudly Presents

**THE FUTURE CONSULTANT IN
A GLOBALISED WORLD**

The aim of the program is to develop **leadership**, **communication** skills, intercultural **understanding** and **new approaches** to management challenges



**30 participants from all over the globe working
in 2 teams.**



OUR APPROACH:

Environment scan - external factors

Human resources - future consultant

Identify challenges

Provide solutions

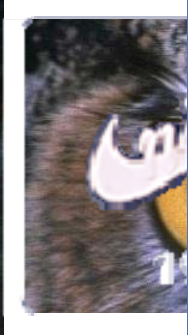


ENVIRONMENT SCAN

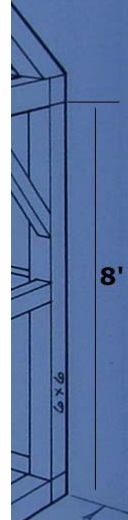
MARKETS



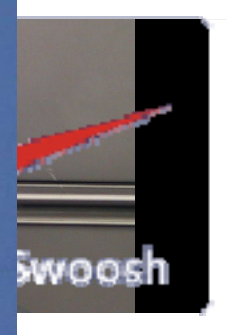
KNOWLEDGE OF
DELIVERY



THOREAU
WALDEN CABIN
FRAME



8'



Swoosh

Communication and Information

- new technologies
- connectivity



Communication and Information

- new technologies
- connectivity



Human Interaction

- internal \ external
- trust



Changing Needs of our Clients

- relationship dynamics
- products
- delivery
- effect on industry
- rules and regulations



Environmental Issues

- obligation
- imposed standards



Globalisation

- opportunities and threats
- pro-active or re-active
- positioning
- cultural understanding



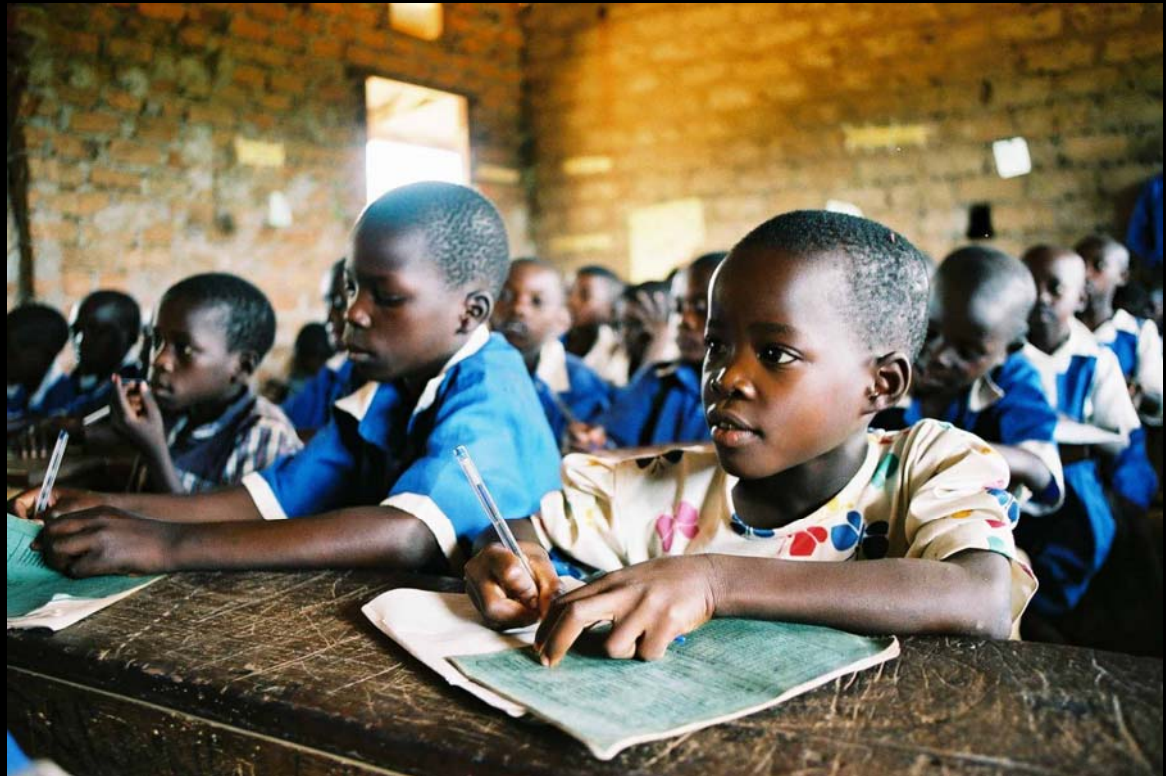
Human Resources

- attraction and development
- retention and succession
- independent consultants



Knowledge

- management
- sharing



THE FUTURE CONSULTANT

Ethics

- cultural understanding
- professionalism
- standards / codes



STRATEGY

	DO NOTHING	RE-ACTIVE	PRO-ACTIVE
MARKETS			
STAFF			
KNOWLEDGE			
CLIENTS			
BRANDS			
PRODUCTS			
RISK			

	DO NOTHING	RE-ACTIVE	PRO-ACTIVE
MARKETS	< market share	≤ market share	> market share
STAFF	attraction \ retention difficult	turnover may be an issue	< management time.
KNOWLEDGE			
CLIENTS			
BRANDS			
PRODUCTS			
RISK			

	DO NOTHING	RE-ACTIVE	PRO-ACTIVE
MARKETS	< market share	≤ market share	> market share
STAFF	attraction \ retention difficult	turnover may be an issue	< management time.
KNOWLEDGE	less stability	less stability \ balance required	balance required
CLIENTS	reliant on clients	driven by client requirements	need to educate clients
BRANDS	difficult to develop	difficult to differentiate	strength (internal \ external)
PRODUCTS	risk of losing clients	short term risk of losing clients	opportunities for innovation
RISK	higher, longer term risk	lower, short term risk	higher short term, ROR greater in longer term

SUMMARY

Environmental

– clients, markets, technology, knowledge

Human Resources

– attraction, development, retention

Scenarios



CHALLENGES

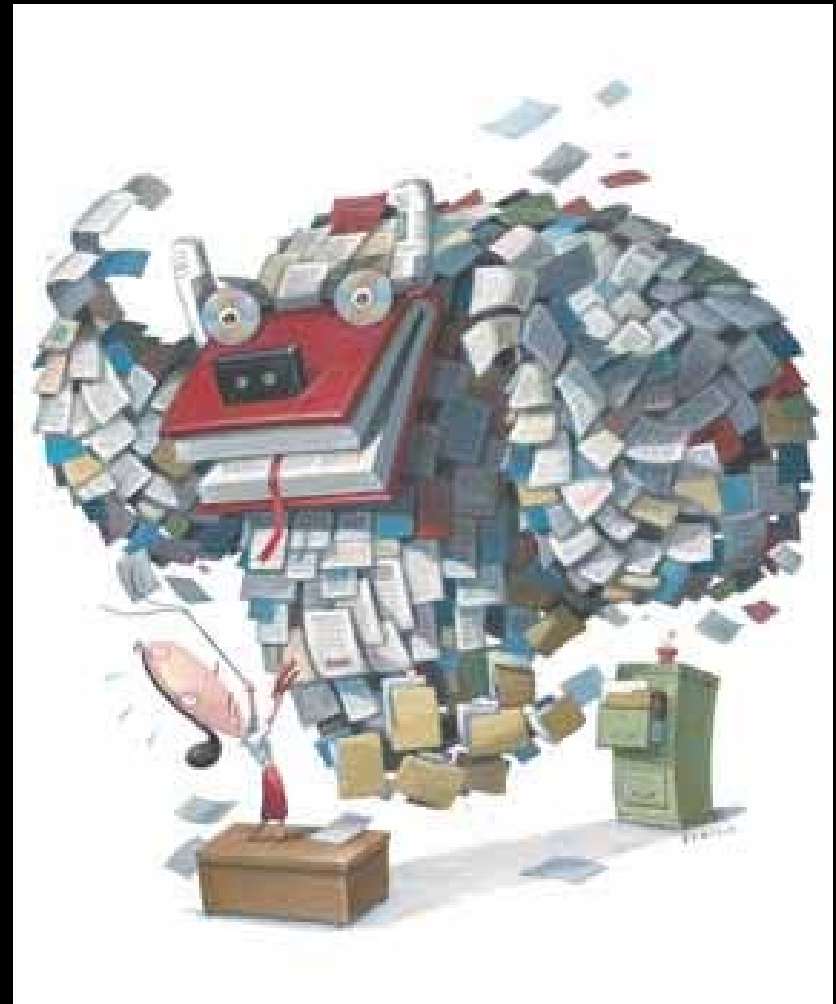
STAFF

- demographic issues
- visibility
- motivation
- expectations

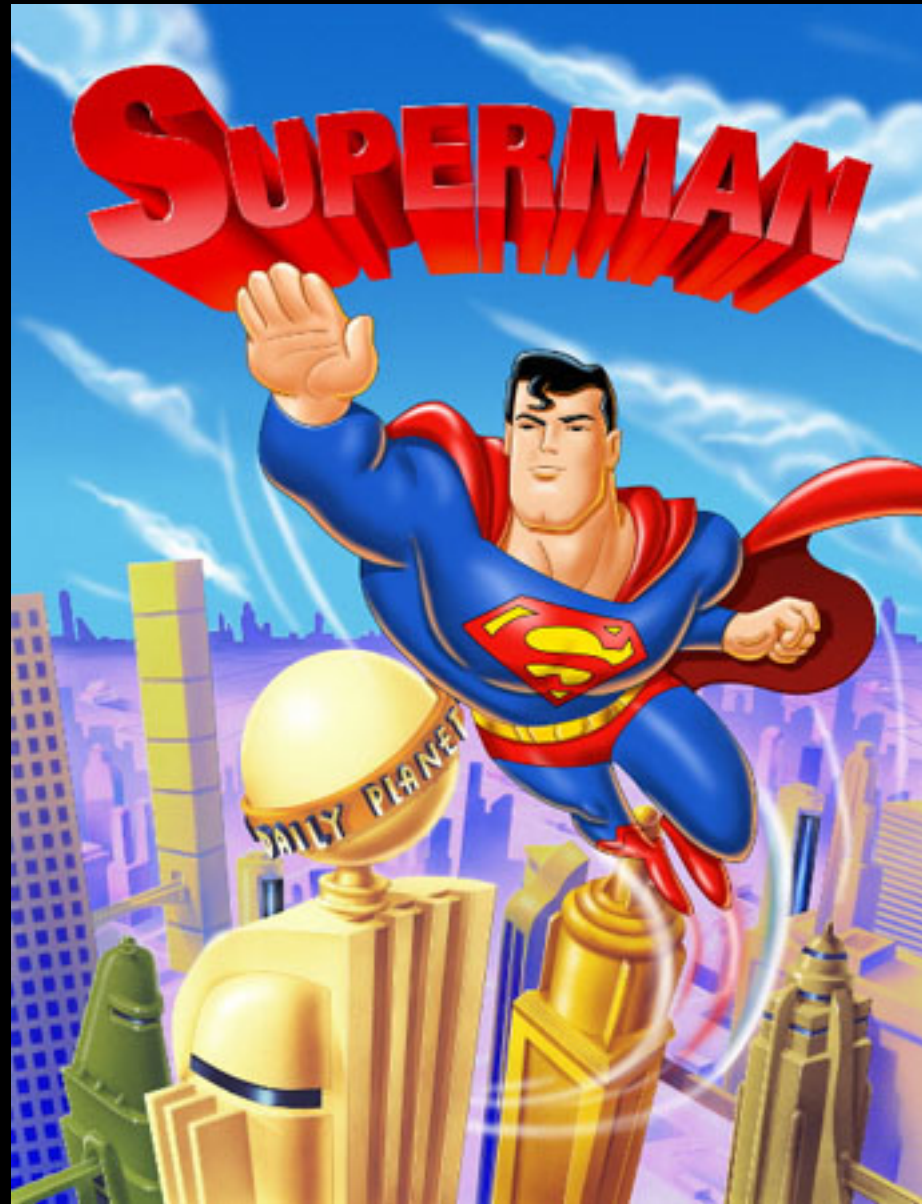


COMMUNICATION

- information overload
- logged on 24/7
- inefficiency
- stress



SOLUTIONS



If you have not noticed, superman is fictional!

STAFF

- high performing teams
- profiling
- team player
- FIDIC
- role models
- branding





Technology is not the answer!

COMMUNICATION

- discipline
- opening hours





Quiet Time

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