



2016 Annual Conference & Training

Enhancing the Export Competitiveness of Caribbean Professional Services through Innovation, Quality Standards and Market Access

BAY GARDENS HOTEL, RODNEY BAY, SAINT LUCIA SEPTEMBER 7th - 9th 2016

The Caribbean Institute of Certified Management Consultants (CICMC's) annual conference is an event that brings regional professionals together for mutual networking support, capacity development, education and inspiration.

More than seventy (70) participants are expected to attend from all over the Caribbean and from the sister institutes in North America, and the International Council of Management Consulting Institutes.

The 2016 conference aims at fostering a greater appreciation of professional services, and in particular management consulting, within CARIFORUM and internationally. Particular attention will be paid to the need for standards, certification, innovation etc. in order to successfully export within the Community and extra-regionally.

The takeaway from the one-day Conference will be improved knowledge and skills to better position

consultants to take advantage of the opportunities available nationally, regionally and internationally.

The Conference will focus on:

1. Regional and International trade frameworks such as the EPA; GATS; CARIFORUM, and how they impact on the work of Caribbean professional service providers.
2. The defensive and offensive strategic interventions required for CARIFORUM professional services to be competitive.
3. The modes of supply and methods of addressing the challenges faced by Caribbean professional service providers in each of these modes.
4. Certification, Standards and Mutual Recognition Agreements (MRAs) necessary to enable Caribbean Professional Services to export.
5. Demand and Supply of Management Consultants in CARIFORUM.

STAY TUNED FOR REGISTRATION INFORMATION COMING SOON!

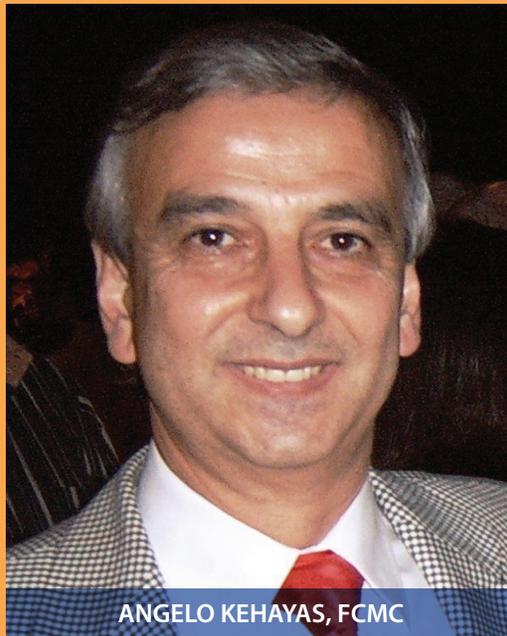
TRAINING

**Post Conference Training -
8th and 9th September 2016**

Theme:

Internationalising your consulting practice

The Training will focus on preparing Caribbean professional services providers, particularly management consultants, for the opportunities and challenges to exporting their services.



ANGELO KEHAYAS, FCMC

This training is an excerpt of a Master's programme offered by South African Angelo Kehayas, FCMC, who is a Certified Master Coach, International Keynote Speaker and Executive Trainer. The training has been designed to contribute to the continued development of professional service providers, in general and management consultants, in particular. The training will further the export potential of our professional services sector.

The Post Conference Training will:

- a. Expose consultants to internationally benchmarked best practice
- b. Enhance the skills of professionals who are already consulting but who have never attended a formal course
- c. Develop the knowledge and skills required to prepare functional/technical experts for Consulting
- d. Introduce aspirant consultants to the principles and process of Consulting
- e. Assist those who interact regularly with Consultants

Course Outline

- A detailed overview of the competency framework, including the development of methodologies, client engagement, learning, innovation, client interaction and the difference between creativity and innovation
- Recent trends in consulting, including the rise of the coach/ consultant and the demands from clients for increased value and proof of delivery. Consulting on the cusp of disruption
- Characteristics of a Consultant
- Key ethical principles and ethical dilemma resolution
- Client roles and expectations; Specific means to transfer knowledge to clients
- Consulting Lifecycle
- Opportunity Management; Types of Opportunity; Approaching Prospects
- Opportunity Qualification; Approach to a Qualified Opportunity
- Preliminary Analysis (Diagnosis/Design)
- Estimating Effort and Cost; Pricing decisions and strategies
- Planning and developing the Proposal
- Closing the Sale; Contracting; Execution; Planning; Staying on the cutting edge
- Research and Data Collection; Analysis / Synthesis
- Conclusions and Recommendations
- Why projects succeed and fail
 - Engagement Management, procuring, monitoring and evaluation
 - Reporting; Conclusion and Recommendations
 - Specific attributes of service excellence; and
 - Securing follow on work and ensuring client satisfaction and referrals

The training will be provided through:

- Lectures
- Presentations
- Case Studies
- Group work

Participants will be provided Continuing Professional development Units for the course.

Who should attend?

- Those who require the skills to compete on the international stage
- Aspirant Consultants, Project Managers, and Project Consultants
- Those who wish to start their careers in professional consulting
- Those who make decisions on consulting and or interact regularly with consultants
- Anyone who works as an internal or external consultant or senior business analyst and wishes to professionalise their approach
- Anyone who works as a coach to a consulting team
- Anyone who manages a consulting team
- An internal practice manager who wishes to professionalise a service practice
- Any individual who wishes to transform his/her service to an international standard

Benefits of the Training

Participants will undergo numerous self – assessments during the course to determine key strengths and development areas, what they need to do to improve their relationships with their clients, complement team dynamics and how these are relevant in consulting. This will help participants build confidence to cope with challenging situations. In addition it will help participants pick up clues about their key stakeholders and encourage their support and buy-in to your ideas. Participants will practice new techniques which will help to underscore their success in the management of consulting assignments and projects. Participants will obtain a comprehensive overview of an in depth subject in two days.

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