



Please Join Us and Share in the Global Emergence of Internal Consulting

Website: www.aimc.org

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Are You an Internal Consultant?

The AIMC is the ***only professional organization*** dedicated to the needs of the internal consultant. We promote internal consulting as a profession:

Do You...

- Bring a specialized management consulting expertise to improve the bottom line performance of your corporation?
- Work within the corporate structure to resolve business issues and implement solutions in areas that include organizational effectiveness & development, strategic planning, or process improvement?
- Serve as a change agent, coach, educator or facilitator within your corporation?
- Support internal clients in a shared service type organization, such as: Human Resources; Training & Development; Information Technology; Finance; Quality Management; Health, Safety & Environmental Services; Competitive/Business Intelligence?
- Need to understand fundamental consulting processes such as client relationship development and project contracting and management
- Face a daily challenge to keep up-to-date with new developments and practices in your field?

- The increasing speed and complexity of change coupled with the need for more integrated process, technology and change initiatives
- The need for a greater transfer of technology and intellectual capital from externally-driven projects to sustain benefits
- The realization of the importance of effective implementation of key projects and the role of internal expertise in making that happen
- The increasing pressure to maximize the effectiveness of the organization's "overall consulting spend", including both internal and external consultants
- The realization that individuals in internal client support functions (such as: human resources; finance; planning; and information technology) need core consulting skills to improve their value

Overview:

- The AIMC connects you to a powerful network of consulting professionals and provides linkages to leading businesses and public sector organizations both across the U.S. and internationally.
- Our Association also provides an avenue to learning about best practices and trends, and opportunities to increase your skills and achieve professional certification. We have also developed an extensive knowledge base, including: our Internal Consulting (IC) Operations Model; IC Scorecard; IC Competency Model and Self-Assessment Tool; and a library of tools & techniques.

Overview (continued):

- The AIMC has been in existence for more than 30 years and consists of more than one hundred members representing leading organizations in the private and public sectors, many with international operations. Our members represent internal consulting groups ranging in size from 5 to 250 consultants with practice areas including: organizational effectiveness and development; project and change management; process and operational improvement; management training and development; and strategic planning and performance management.

Overview (continued):

- There are numerous benefits to joining the AIMC, including:
 - Twice yearly Newsletters covering key activities in leading internal consulting groups, new research and innovative tools and techniques
 - Periodic Affinity Group conference calls providing a forum for idea exchange on topics of interest
 - Access to the Members Only Section of our website containing our IC Knowledge Base, including the items mentioned previously – in addition to previous Conference Presentations, Newsletters and our Membership Roster
 - Discounts on the registration fee for our Annual AIMC National Conference, which is our showcase event, with valuable presentations, networking opportunities and skill-building workshops
 - Career Center Services

AIMC Affinity Group Calls

Purpose:

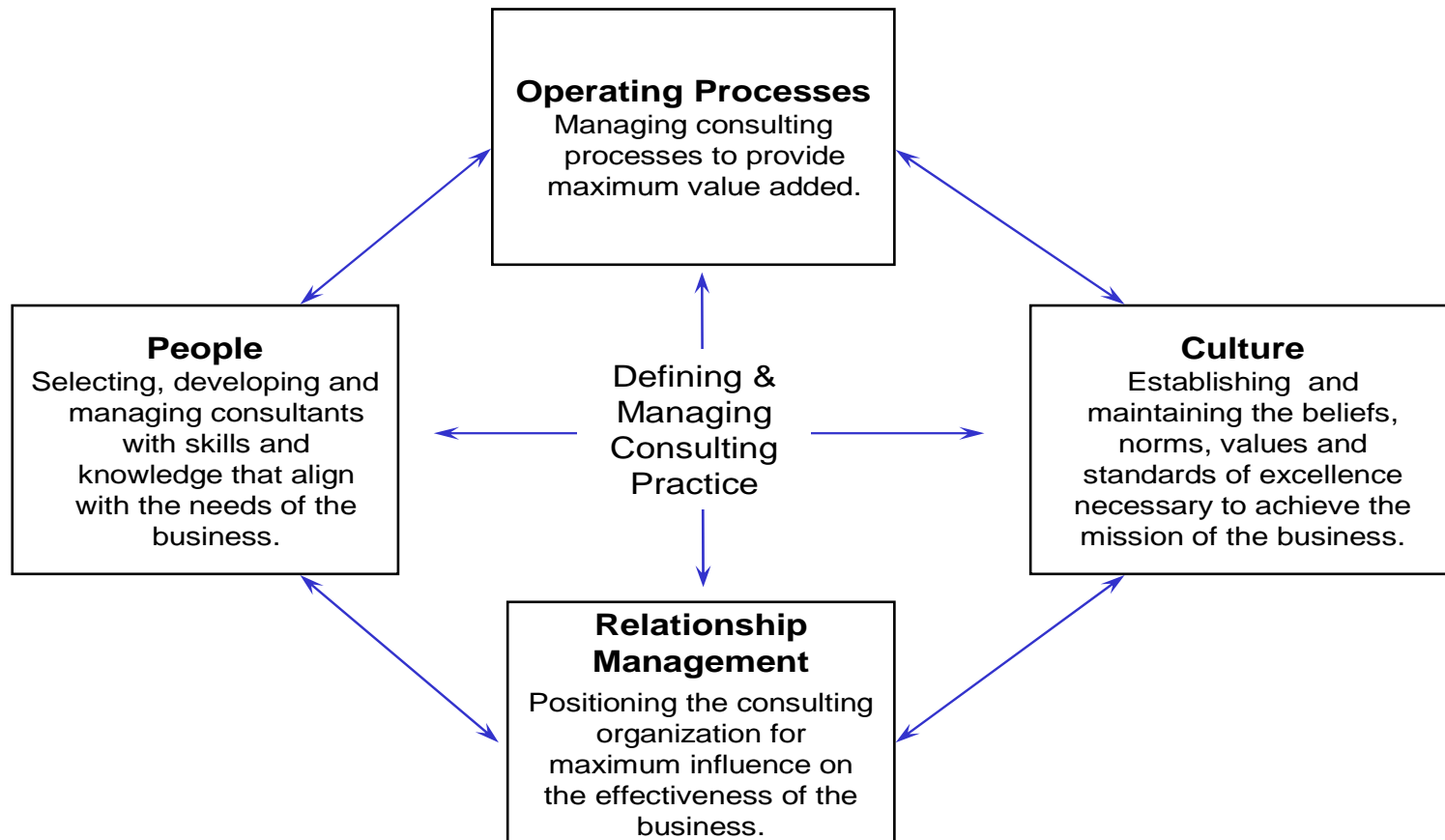
Periodic conference calls on areas of mutual interest to stimulate networking, best practice exchange and learning about value-adding methodologies.

Topics of Recent Calls Have Included:

- Building Internal Consulting (IC) Capabilities
- The Role of ICs in Major Change Programs
- Leading Approaches to Enterprise-wide Process Optimization
- Emerging Trends in Organizational Architecture



The AIMC Model of Internal Consulting



A Balanced Scorecard for an Internal Consulting Group

- A Scorecard Model measuring the performance of an internal consulting group and its contribution to the company. The measures include ...

<p style="text-align: center;">Financial</p> <ul style="list-style-type: none">• ROI• % of Project Paid for by Client• Total Add-on Dollars to Original Contract• Total ICG Contribution to Corporate Profit	<p style="text-align: center;">Customer</p> <ul style="list-style-type: none">• Customer Survey Feedback• Change in ICG Annual Budget• % of Clients Who Initiate Repeat Business in 12 Months
<p style="text-align: center;">Internal Perspective</p> <ul style="list-style-type: none">• % Large Projects with Formal Contracts• % of Total Business Requests Directly Served vs. Outsourced and Indirectly Managed by ICG	<p style="text-align: center;">Innovation/Learning</p> <ul style="list-style-type: none">• % of Annual Positive Turnover• % of ICG Employees Satisfied with the Job• 360-Degree Assessments of ICG Leadership & Consultants

- The Scorecard allows managers to look at their groups from four perspectives:
 1. How do customers see us? (Customer)
 2. What must we excel at? (Internal Perspective)
 3. Can we continue to improve and create value? (Innovation and Learning)
 4. How do we look to shareholders/sponsors? (Financial)

IC Competency Profiling & Development Model

- **Competencies for IC Leadership and Individual Contributors**
 1. Management Consulting Skills
 2. Client Service Focus
 3. Professional Impact
 4. Change Management
 5. Business Acumen
 6. Coaching
 7. Project Management
 8. Business Process Optimization
 9. Communicating Vision
 10. Decision Making
 11. Team Building
 12. Strategic Business Planning
 13. Cross Unit Collaboration
 14. Staffing & Development
- **Competency Self-Assessment Tool**
 - Identifies gaps in individual competency areas
 - Used on both individual and organizational levels
- **Skill-Building Interventions Map**
 - Tools and Techniques; Workshops and Training Opportunities
 - Perspective on How Used with Internal Staff and Projects

The Role of Internal Consulting in Sustaining and Growing Organizations in Turbulent Times

SAVE THE DATE

AIMC NATIONAL CONFERENCE

In addition to the traditional mixture of presentations on leading internal consulting programs and best practice methodologies and interactive networking opportunities, key highlights will include:

- Keynote address by Daryl Conner, author of *Managing at the Speed of Change* and *Managing at the Edge of Chaos*
- Introducing the AIMC's Transformational Change Leadership Certification Workshop integrating best practice change and project management methodologies

April 25-28th, 2010

Hilton Beach Resort
Marco Island, Florida

2010 Conference Agenda Highlights

Presentations:

- Daryl Conner Keynote on Strategy Execution
- Building IC Capabilities
- Managing Concurrent Technology, Process & Change Programs
- Building Top-Line Growth
- Emerging Trends in Internal Consulting
- Major Change Programs Panel
- Integration of Change and Project Management

Workshops:

- Implementing Strategic Change
- Innovative Approaches to Transforming How Companies Work
- Transformational Change Leadership

Other Features:

- Best Practice Poster Session
- Internal Consulting IC Share Fair
- Networking & Knowledge Sharing Events

Emerging IC Trends from Last AIMC Conference

- Focusing on More Strategic Projects
 - Enterprise-Level/Transformational Change
 - Cross-Area Process and Technology Programs
 - Getting to the “planning Table” with Proactive Engagement
- Increasing Effectiveness
 - Benefits and Measurement Focus
 - More Efficient Service Delivery (Including External Collaboration)
 - Project and Change Management Integration
- Enhancing Capabilities
 - Structuring Training and Development Programs
 - Staying Ahead of Increasing Client Sophistication
 - Creating New Service Offerings

Additional Key Topics of Interest Identified by AIMC Members

- Linking Internal Consulting (IC) Resources to Core Business Operations
- Emerging Role of Transformational Change Leadership
- Embedding IC Into the Strategic Planning Process
- Rapid Results and Effective Implementation As Key Success Factors
- Developing and Marketing Effective IC Value Propositions
- Strategic Partnering by Internals and Externals
- Mobilizing and Empowering Clients for Success
- Promoting Active Leadership Involvement and Enablement
- Creating and Implementing New Business Models
- Cross-Process and Technology Optimization
- Transforming HR and Other Support Organizations Into IC Resources
- “Company Within A Company” Approach for IC Group

Plans are Underway to Expand our Local Presence

Within the USA:

- Planning Internal Consulting Interest Group meetings in Washington, DC metro area and San Francisco Bay Area
- Discussing potential relationships with Regional Affiliates

Internationally:

- Held the inaugural meeting of the AIMC European Chapter in Germany with the second one scheduled for March 29th in Brussels, Belgium. More than 20 companies are interested in participating
- Discussing the establishment of interest groups in both the Far East and Middle East