



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

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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

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## **Purpose:**

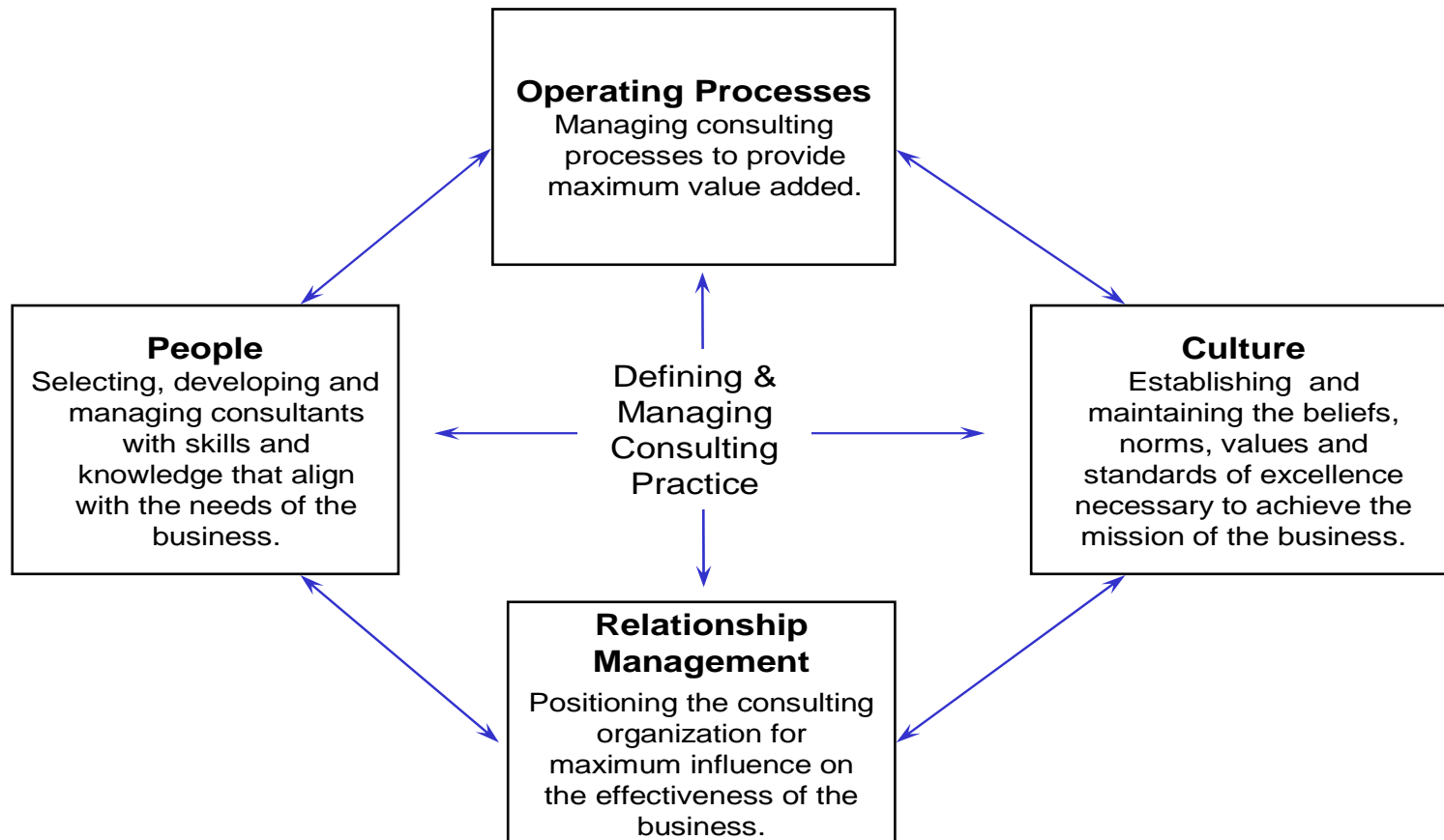
Periodic conference calls on areas of mutual interest to stimulate networking, best practice exchange and learning about value-adding methodologies.

## **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

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

- 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

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- **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

# SAVE THE DATE

## AIMC INTERNATIONAL CONFERENCE

### Increasing the Impact and Sustainability of Internal Consulting



- This fantastic program will include a mixture of presentations on leading internal consulting programs and best practice methodologies and interactive networking opportunities.
- There will also be a series of skill-building workshops on managing consulting operations, change leadership methodologies and industry best practices.
- Other important features are our Internal Consulting Best Practice Review Session and IC Share Fair where leading internal consulting organizations and sponsors will have an opportunity to showcase their service offerings, marketing programs, and other insights.

**April 22-25th, 2012**

Hilton Beach Resort  
Marco Island, Florida

# 2012 Conference Agenda Highlights

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## **Presentations:**

- Overcoming Internal Consulting Challenges & Roadblocks
- Organizational Transformation through Enterprise Change Leadership
- Enabling Leaders to be Effective
- Innovative Internal Consulting Programs
- Becoming a Trusted Advisor
- Understanding the Development Process for an Internal Consulting Group
- Best Practice Benchmarking Survey Key Learnings

## **Workshops:**

- The Internal Consulting Process and Core Skills for Success
- Leadership for Change – Practical Guide for a Behavioral Based Approach (Including Behavioral Lean Sigma)

## **Networking Events:**

- Key Success Factor Networking Session
- Internal Consulting Best Practice Exhibit
- Internal Consulting (IC) Share Fair
- Process Excellence Interest Group Discussion

# Emerging IC Trends from Last AIMC Conference

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- 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

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- 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

# AIMC Chapter Network

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## **Within the USA:**

- Washington, DC Metro
- Midwest
- Southeast
- West Coast
- Southwest (Planned for 2012)

## **Internationally:**

- Europe
- South Africa
- Far East (Planned for 2012)