Thank you for joining:

*Your Career at a Crossroads: Exploring Consulting as a Profession*

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Your Career at a Crossroads: Exploring Consulting as a Profession
Presented by:

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12 pm – 1pm EST
Presenters

Jennifer Chaggaris holds an MBA from The George Washington University School of Business. She is a Manager in the Strategy & Services Practice of Deloitte Consulting. She provides strategic planning and business transformation services for federal government clients.

Jacqueline Richardson is an alumnus of The George Washington University Law School. She is a Senior Specialist in the Audit and Enterprise Risk Services (AERS) Practice of Deloitte & Touche LLP, where she assists both federal government and commercial clients with resolving contractual issues, such as compliance, management, and preparing for audits.
Presenters

Lina Musayev is an alumnus of The George Washington University Columbian College and the Trachtenberg School of Public Policy and Public Administration. She is a Senior Consultant in the Strategy & Operations Practice of Deloitte & Touche LLP, where she assists federal government clients with program/mission development, business process improvement, as well as project management and implementation support.

Ashley Wells has a degree in political science from The George Washington University. She is an Analyst in the Strategy & Operations Practice at Deloitte, where she provides strategic communications and conference planning to federal clients. Ashley is active in Deloitte’s recruiting program with the university.
Agenda

• What is consulting?
• What do consulting firms do?
• How do they provide services?
• Consulting Firms: What to Expect
  - Requirements
  - Responsibilities
  - Consulting Project Examples
• Where are you in your career?
• What are your strengths?
• Finding a Consulting Job
• Key Skills for a Consulting Job
• Major Consulting Firms
• Q&A
What is consulting?

Consulting (noun) - Giving advice in a particular area of expertise
What do consulting firms do?

**Human Capital Management**
- assess effectiveness of recruitment & HR functions
- analyze current and future personnel needs & develop plans & strategies to meet those needs
- perform certain in-house functions for clients

**Business Process Re-engineering (BPR)**
- identify stakeholders
- map process flows
- propose changes in processes or new processes altogether
What do consulting firms do?

Financial
• auditing financial statements
• helping clients improve their financial management systems
• conducting compliance reviews so that clients are complying with applicable laws and regulations

Information Technology
• designing and implementing new systems
• reviewing security vulnerabilities (e.g., computer security, physical security, privacy)
• identifying duplication or unnecessary purchase and use of IT
• identifying opportunities for consolidation & centralization of IT
How do they provide services?

Targeted Consulting Services

Staff Augmentation Services
Consulting Firms: What to Expect – Requirements

Consulting work often requires:

• Attention to Detail
• Accountability
• Client Interaction
• Flexibility
• Professional Dress
• Long Hours
Consulting Firms: What to Expect – Responsibilities

**Entry-Level Consultant Positions**
- provide project administration support
- assist senior-level professionals
- establish and maintain records
- prepare first draft of deliverables

**Experienced Consultant Positions**
- lead initiatives
- supervise personnel
- serve as Subject Matter Expert (SME)
- finalize deliverables
- manage project (skills, cost, & schedule)
Consulting Project #1: Facilitated Sessions

**Background:** Deloitte conducted a culture survey for a Navy CFO organization. One of the findings was that a need existed for increased communication within the organization.

**Solution:** To address this issue, the Navy CFO decided to create an intranet site to allow for increased communication. Deloitte enabled the design of the site through a one-day facilitated session.
Consulting Project #1: Facilitated Sessions

The Team: As in many consulting projects, the team brought a diverse skill set:
• Strong facilitation and communication skills
• An understanding of the technical environment of the site
• Experience with communications methodologies and tools
• A background in helping organizations plan strategically
Consulting Project #2: Business Process Re-engineering

Common challenges facing today’s Federal agencies:
• National security issues, such as cyber security mandates, requiring Agencies to have agile processes that are responsive and able to quickly handle change
• Mounting fiscal pressure and financial constraints, which necessitate the need for efficient and effective organizations
• On-going demand to “do more” with less
• Changing workforce dynamics
• Continuous realignment of programs within Agencies
• Stand-up of new programs within Agencies – focus is on the mission of the program, so not enough time spent on back-office support
Consulting Project #2: Business Process Re-engineering – Stand-up of a New Program

Developing Process Mapping and Standard Operating Procedures
• defining and implementing repeatable management processes and procedures
• developing staff roles and responsibilities

Skills:
• Facilitating client meetings
• Identifying non-core, under-performing or unnecessary products and services
• Identifying and mapping enabling business processes
• Preparing process maps - Visio

• Understanding of Governance
• Applying analytics to suggest courses of action, and forecast impacts to strategic goals
• Developing stakeholder training
• Developing communication plans
Consulting Project #3: Improper Payment Reviews

**Background:** Federal agencies are required to review and report the improper payments they’ve made. By law, a payment is improper if it should not have been made or was made in the wrong amount.

**Examples of Improper Payments:**
- Payments made to ineligible recipients
- Payments made for ineligible goods or services
- Duplicate payments
- Payments made for goods or services not received
- Payments that do not contain applicable discounts
Consulting Project #3: Improper Payment Reviews

Skills Needed:
• management of teams and of large volumes of documents
• ability to work well with client representatives
• data analysis (data mining, statistical sampling)
• good writing skills (writing assessments containing the project’s conclusions and status reports)
• ability to present them to your team and the client clearly and succinctly (in PowerPoint)

Other Useful Characteristics:
• desire to help clients “fix” what’s broken—diplomatically
• flexibility and willingness to take on various roles
Where are you in your career?

New to Professional Job Market

Experienced Professional
What are your strengths?
What are your strengths?

Engineering · Computer Programming · Accounting · English Composition · Economics · Statistics · Logic · Chinese · Communications

Consulting Skills
- Research
- Writing
- Analysis
- Logistics
- Sales
- Computer Proficiency

Information Technology
- Fashion
- Hospitality
- Medicine
- Law
- Manufacturing

Charitable Causes · Neighborhood Associations · Public Office or Community Representation · Volunteer Firefighter · Military Reserves

Work Experience
Activities
Finding a Consulting Job
Finding a Consulting Job

**PREPARE**

• Check company websites regularly
• Establish queries on search engines like Monster.com
• Tailor your resume & cover letter specifically to company
• Practice your interviewing skills
• Read case studies & practice answering analytical questions

**GO**

• Contact individuals at companies that interest you & ask for an informational interview
• Attend job fairs
• Attend alumni events
• Consider “temping” in order to get professional experience
Key Skills for a Consulting Job

**Analytical Skills**
- reading and understanding large numbers of documents
- performing a “gap analysis” (identifying information you need or requirements that the client has not met)
- perspective (taking a step back and making sense of it all)

**Presentation Skills**
- professional demeanor
- diplomacy
- good organization
- communicating clearly and concisely
Major Consulting Firms

- Accenture
- Arthur D. Little
- AT Kearney
- Bain
- Boston Consulting Group
- Booz Allen & Hamilton
- Deloitte
- Ernst & Young
- McKinsey
- Mercer
- Mitchell Madison Group
- Monitor
- Price Waterhouse Coopers
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