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What will the 'New Normal' look like (and how can consultants prepare?) 4 June 2020

What will the new normal look like?

How will it affect our daily life & business relationships?

What is in and what is out?

How do we prepare in leading the trend instead of following it?

How resilient, adaptable, and innovative are we?

Presentation Content



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- I. What “new normal” post COVID-19 Pandemic – drawing to Future State for Consultants and Clients***
- II. How will and has affected our consulting “life”?***
- III. What is In and Out?***
- IV. Fitness to “Lead the Trend”***
- V. Building resilience, adaptability (‘Agile’ 😊) and Innovation in designing and delivering consultancy service***



Will we ever get back to normal life and work; will our consulting and clients business models change?



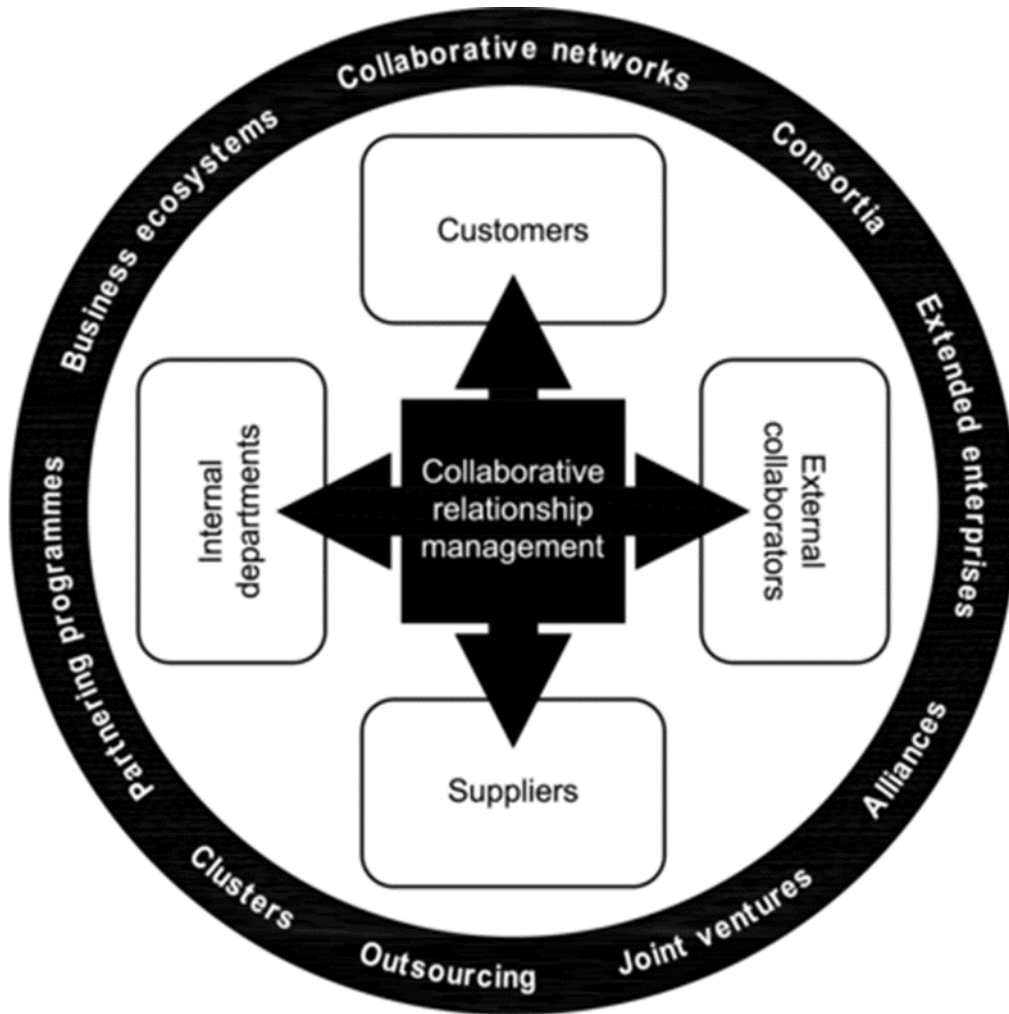
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How will it affect our business relationships?



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Firstly- worth obtaining *ISO 44001:2017 – Collaborative business relationship management systems – Requirements and framework*



What is in and out due to the COVID-19 Novel Coronavirus Pandemic?



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How resilient are we and our clients

Worth obtaining - **ISO 22316**, Security and **resilience** –
Organizational resilience – Principles and attributes



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1. *Stakeholders and Interested Parties* – agree and select their needs and expectations, and align functions, processes, people to deliver products / services right first time
2. *Internal Factors* – revise the “SWOT” Analysis (Strengths, Weaknesses, Opportunities, Threats) and agree Actions for the Weaknesses and Threats
3. *External Factors* – almost weekly, continually revise the “PESTEL” Analysis (Political, Economic, Societal, Technology, Environment, Legal), and agree Actions

How resilient are we and our clients

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4. *Risks and Opportunities* – feed into your and clients' scenario planning, business continuity and the business model strategies, plans and actions.
5. *Planning Horizon* – 3, 6 and 12 months is a practical horizon given the unknown Context of the 2020 COVID-19 Novel Coronavirus



Building consultancies and clients resilience – blending Three Horizons and Blue Ocean Strategies



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