

The Value of One: Adding Value to Client-Focused Practices

The Value of One: Adding Value to Client-Focused Practices

Panelists

Chris Paskach, National Partner-in-Charge
Forensic Technology Services, KPMG LLP

Michael McBride, Litigation Support Manager
Bricker & Eckler LLP

The Value of One:

Adding Value to Client-Focused Practices

1. How the individual can bring value to the organization and improve business model
2. Not just being an order taker but someone who seeks to provide business value to the firm
3. Focused on individuals
4. How to fit into overall service culture
5. How to personally add value to your organization
6. How to create the environment that allows people to show their value
7. "I'm a name not a number"

Technical Professional Skills Model

- Client Facing
 - Technical/Analytical
 - Project Management/Implementation
 - Persuasive Communication

Technical Professional Skills Model

- Long-Term Professional Growth
 - Client Relationship
 - People Development

Stages of Development

- Unconsciously Incompetent
- Consciously Incompetent
- Consciously Competent
- Unconsciously Competent

Levels of Direction and Support

- Support
 - Low \Rightarrow High
- Direction
 - High \Rightarrow Low

Providing Value to Customers

1. Long Term Perspective

- Create Value via Delivery of Product And Services
- Thorough Considerations
- Understand the Competition

2. Continuous Improvement

- Innovative Thinking
- Business Processes and Products

3. People

- Respect
- Teamwork

Receiving Value from Providers

1. Long Term Perspective

- Long-Term Partnership/ Value Proposition
- Client's Interest Come First

2. Continuous Improvement

- Innovative Thinking Leads to Cost Reductions & Efficiencies
- Honest Assessments

3. People

- Understand the Your Client's Culture
- Teamwork
- Knowledge Sharing Provides Long-Term Value

I'm a Name, Not a Number!



So act like it.....

Build Relationships

- Strategic (Management - Sr. Partners)
 - Who do they listen to?
- Listen!!!!
 - What do they need?
- Marketing/Communication skills
 - Show how you can help them
- Social Networking Tools
 - Connect with coworkers outside 9-5

Educate Yourself

- Know Your Business
- Know Your Customers/Clients
- Know Your Industry

Grow

- Develop skills outside your job description
- Meet tomorrow's challenges, not just today's workload
- Your career = your responsibility

Yes, You!

- What you do matters



Questions?

Thank You!

Chris Paskach, National Partner-in-Charge
Forensic Technology Services, KPMG LLP

Cpaskach@kpmg.com

(714) 934-5442

Michael McBride, Litigation Support Manager

Bricker & Eckler LLP

MMcBride@bricker.com

(614) 227-8865