

Desmond circa 2022

20 Nov 2022

I learn by doing, and pro/low bono consulting helps me gain competencies and experiences outside the workplace.

This has since evolved from direct projects to an indirect influence via publications and workshops – which have found an audience across many domains and borders.

In turn, here is an abbreviated list of testimonials from would-be referees.

It's no longer my focus in this season of life, but I am always available for new friendships in service of what's meaningful.

-A.M.D.G.

1. Publications

Desmond - you are exploring a line similar to what we are working on [in the military domain]. interesting paper for us to look at.

-Chief Scientist, United States

Your paper is the only one I have found to date that speaks directly to my research focus area, particularly the 'how' of strategic (corporate) philanthropy ... It has been a great pleasure and privilege to read through your paper. It has easily become my go-to document.

-Consultant, Republic of Namibia

I find your article quite interesting reading and can connect to it in several ways ... several decades later and addressing today's developments ... Your account of systemic design ... reminded me of ... working with Churchman at the University of Berkeley, California [on social planning] ... I quite agree that we might understand '*boundary critique*' as a third and complementary basic concept of systemic design, along with ... mapping and design ... [It] should indeed be regarded as a fundamental methodological principle of all applied disciplines ...

-Professor (Policy), Switzerland

It's an interesting paper on a very difficult topic. The [impact] framework ... is a good one. It is difficult to differentiate between outcomes and impacts and they are often treated as one category ... [So, once you] drill down one level to operationalise the framework ... then [get] data ... to measure the different elements ... This is [going to be] a very important piece of work and ... has big potential for applications in various sectors.

-Professor (Business), Singapore

I really enjoyed your presentation and learned a lot from it, it brought the paper to life ... I am involved in a community wellbeing project and experience similar challenges. I look forward to reading a follow-up paper from you.

-Assistant Professor (Design), The Netherlands

2. Workshops

The session [on policy and service design] went well ... if you could build an exercise for participants using your case study and the maps, it would be great ... We are thinking about running ... throughout the year if there's interest.

-Board Member, Canada

Your experience and the examples you shared [on service planning], were contextualised and relevant to the work we do. This helped us internalise the concepts and tools quickly. Moreover, we found actionable output that can be employed in our day-to-day activities and plans ... Thank you again and I look forward to working with you in the future.

-Board Member, Singapore

Thank you for taking the time to come up with this very good set of slides! The content, sequence and pitching is relevant, appropriate and engaging for our students and will certainly connect with them, especially in meaningful ... [action research] projects.

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-Senior Lecturer (Science), Singapore

I think your activity would work really well in this format and be such great sessions to share ... your session last week [on service planning] was very interesting and should be shared as much as possible!

-Doctoral Student (Architecture), United Kingdom

Thank you, Desmond, for your great insights [on nonprofit strategy].

-Doctoral Student (Business), Singapore

3. Projects

Desmond is sharp, decisive, and clear in his assessment of the difficulties in our agencies. He is able to understand the functions of an area he is unfamiliar with quickly, and decisively propose ways to respond to our constraints. He is also able to understand the predicaments of both staff and management and extend kindness and compassion when we seem to struggle with the issues at work.

-Services Director, Singapore

Thank you for sharing your preliminary results. To say that it was eye-opening is an understatement! We appreciate the work you have done, in particular, the professionalism, the time and effort and commitment. The findings were particularly insightful and provide us with a stepping stone to improve in our work.

-Services Director, Singapore

Desmond is highly intelligent, resourceful, and has the ability to analyse and synthesize information towards logical conclusions. He is able to work effectively across departments ... and work with and through others ... He is also ever-willing to share his knowledge and expertise ... Desmond is a valued team member whom we can rely on, regardless of the ... challenge, and it is his combination of intelligence, commitment, perseverance and compassion that sets him apart.

-Services Director, Singapore

Thank you! Really amazing to get a glimpse of the ... outcomes in this manner. Hope more people will get to hear the outcomes of this finding eventually. We are glad to have you helping us with this.

-Services Director, Singapore

Desmond and I collaborated on service improvement in our hospital's pharmacy. He has been an invaluable asset to the team. Desmond was not only perceptive, quick at grasping new concepts and knowledgeable in the tools of improvement, process analysis and systems thinking, but also generous with his inputs and contributions. For example, his contributions successfully guided the team in identifying areas for improvement and optimisation in an elaborate web of work processes. More importantly, he was always ready to help and was most enjoyable to work with.

-Senior Allied Health Professional, Singapore