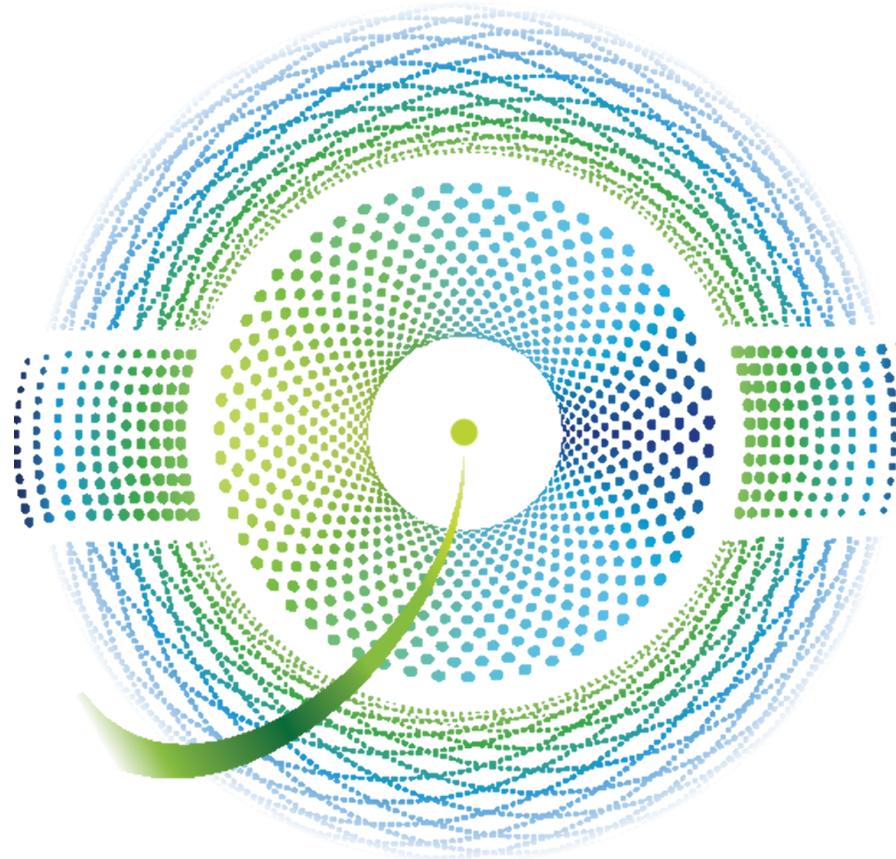


Deloitte.



Onboarding of New Hires to Consulting – Technical Session

2022



Consulting Technical Onboarding Guide

We're glad you're here!

This deck will guide you on what to expect as you work with the Consulting team.

We hope you have a **smooth** onboarding experience...



What you will find...

- 1 Developing Research Skills
- 2 Applying Productivity Tools
- 3 Notes Taking
- 4 Proposal Writing
- 5 Professionalism
- 6 Timesheet, Concur and
Brandspace
- 7 Q&A



Developing Research Skills

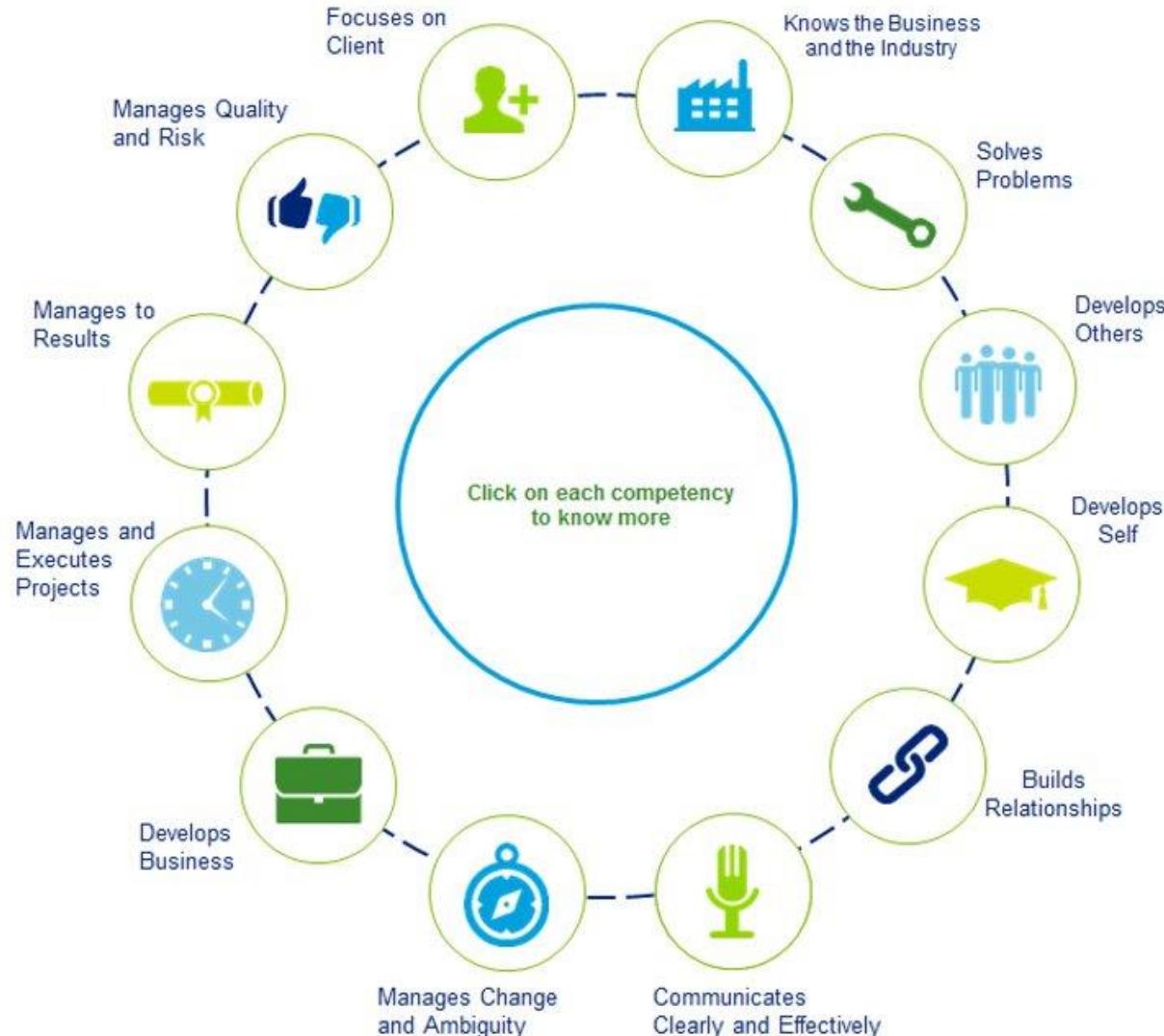


Key Areas to Cover

-  Ability to access Deloitte Resources, KX Quals and other external sources
-  Leveraging the knowledge and understanding of team members
-  Ability to draw out insights and refine research findings for upward review
-  Mindfulness of plagiarism
-  Standardizing unit of measurement (\$, Kg, Tons, etc.)

Consulting Competencies

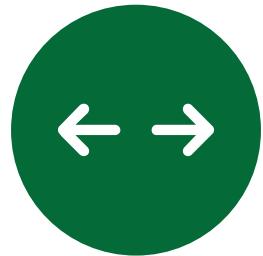
Aside specific competencies residing in each unit, in general research, critical and analytical skills are important for thriving on engagements and tasks in Consulting.



Key Research Tips – High Level



Understand the problem statement



Start your search from high-level before diving into the specifics



Recognize and verify source of the information being researched



Be open-minded when researching for answers



Organise all data and information sources in folders on the laptop



Leverage open-source library resources and data banks such as World Bank, UN and its member agencies

How to Access Deloitte Resources and KX Quals



Deloitte. government strategy vfamubode ?

Clear All Global ▾

Result Types Sources Content Types Dates Businesses Industries Languages Geographies Ratings

About 39,526 results

Search elsewhere: [KX Quals](#) [Learning Catalog](#) [Deloitte People Network](#)

Relevance Results are personalized

AIDS Prevention Strategy Feedback? Jun 26 2015 Knowledge Exchange > Qualifications
<https://quals.deloitteresources.com/quals/view/44182> Description
Deloitte supported the client with AIDS Prevention Strategy.

Support to Increase the Organizational Capacity and Improve Quality for AIDS Prevention Feedback? Dec 02 2015 Knowledge Exchange > Qualifications
<https://quals.deloitteresources.com/quals/view/49556> Description
Deloitte supported the client with Support to Increase the Organizational Capacity and Improve Quality for AIDS Prevention

Nigeria Power Sector Program Feedback? Dec 07 2018 Knowledge Exchange > Qualifications
<https://quals.deloitteresources.com/quals/view/85112> Description
The Nigeria Power Sector Program (NPSP) is a five year USAID effort to achieve the ambitious goals of the Power Africa Initiative. The NPSP will support comprehensive reform within Nigeria's power sector, addressing gas to power challenges, competitive procurement of clean and conventional energy, utilit [more](#)

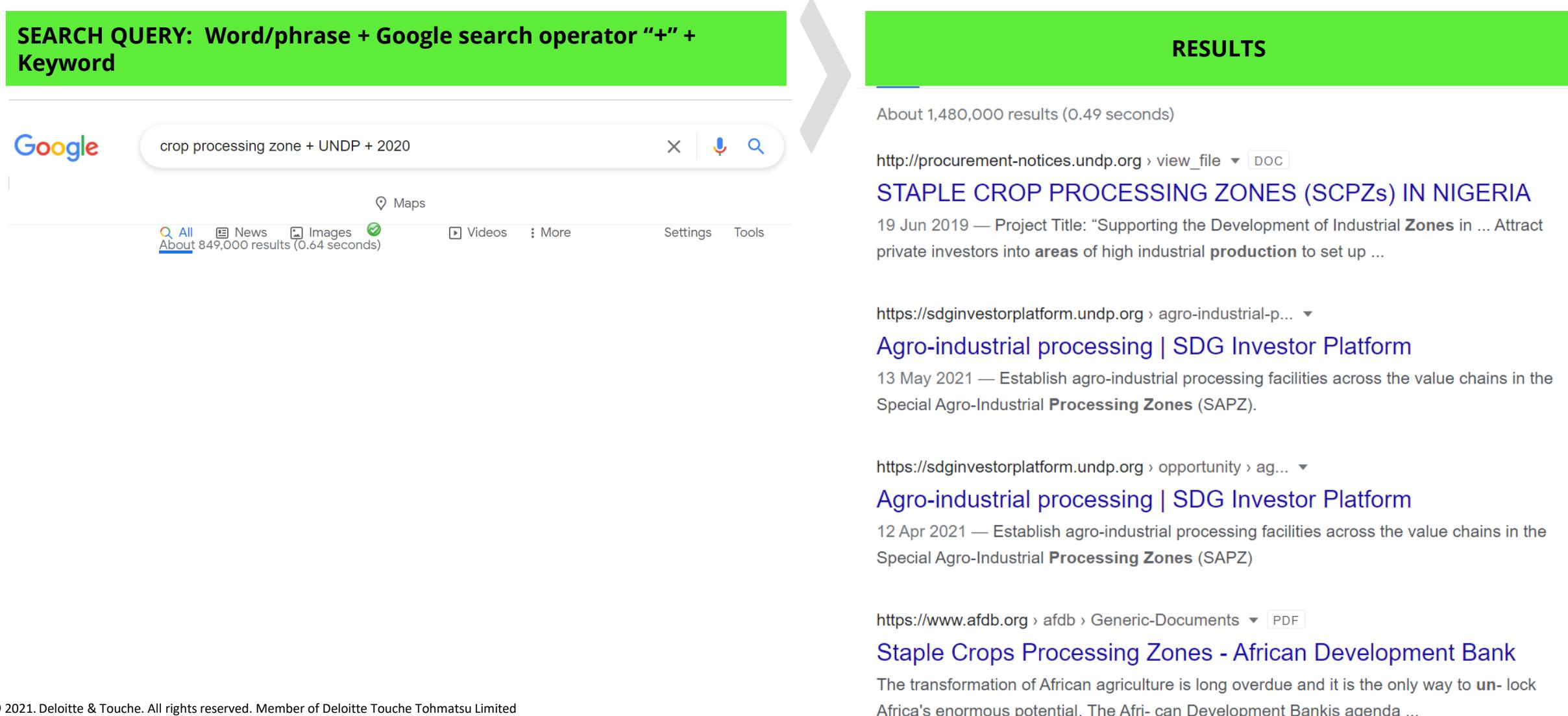
Proposal to Provide Consultancy Services for Enabling Digital Entrepreneurship in Nigeria (EDEN) Feedback? Oct 31 2019 Knowledge Exchange > Business Sites > Consulting
https://www.km.deloitteresources.com/sites/live/_layouts/dtts.dr.kamdocumentforms/displayformredirec Description
Deloitte helped the client with a proposal offering to undertake a study to identify the opportunities and obstacles for market entry for new digital entrepreneurs in Nigeria, particularly outside of Lagos. It illustrates Deloitte's capabilities to successfully deliver on this assignment, relevant expertise and experience in. [more](#)

Technical and Financial Proposal for Consultancy Services on Corporate Governance Service for a Government and Public Services Company Feedback? Jul 05 2021 Knowledge Exchange > Business Sites > Consulting
https://www.km.deloitteresources.com/sites/live/_layouts/dtts.dr.kamdocumentforms/displayformredirec Description
Deloitte engaged with a Government and Public Services client to provide consultancy services on Corporate Governance Service (CGS). The objective of this proposal is to maintenance and improvement the performance management and programme management office, including benefits reporting and monitor [more](#)

SAMPLE

How to Source for Information on Google

Keywords are words and phrases that are typed into search engines to find the query while Google search operators are string of characters used in a search engine query to streamline the focus of the search and find related exact match.



How to Draw Insights from Research



Develop the background and context of the research

Analyse and explain learning areas from the research

Concisely articulate the root causes from the research findings in a clear manner

Communicate the actions and consequences derived from the research

If need be, advise the Manager, Partner or client (some cases) on next steps

Take back the feedback to make modifications (If necessary)

Document final content properly (For measurable content, use uniform currency and standard rates, e.g. Kg, \$, MT, etc.)

Standardizing Unit of Measurement

Adopting a uniformed unit of measurement

- When searching for data that looks at unit of measurement such as currency, size of an item, weight of an item ensure to use uniform measurement across board.

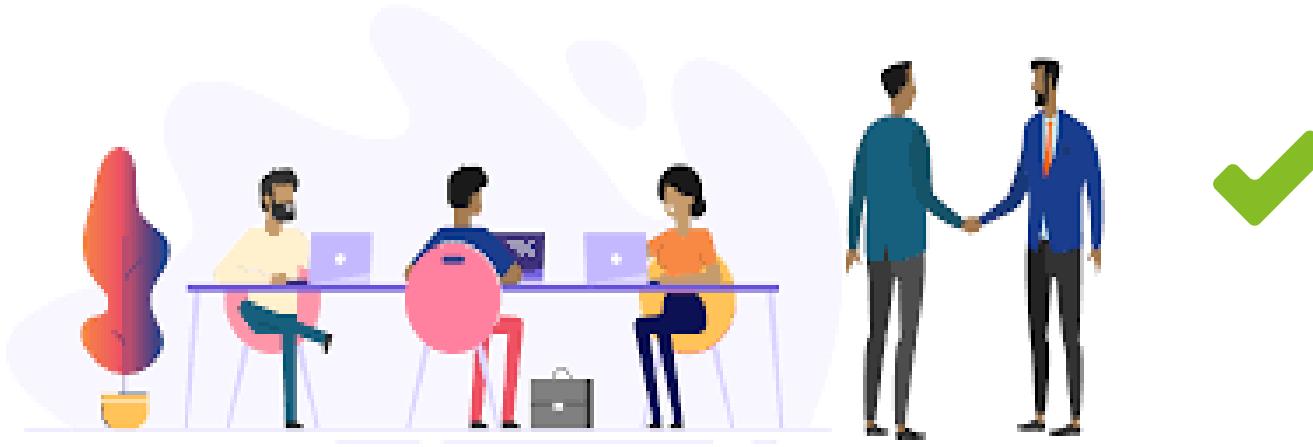


Use “Oanda” or “CBN” rates to make conversions

- When dealing with currency data and will like to convert to either foreign or local currency, use “Oanda” or “CBN” official rates



Ask for Support from your Unit



- Be polite about asking for support from team members
- Ask for availability of their time before seeking support
- Be specific about your request from your team member

Be Mindful of Plagiarism

Plagiarizing content gathered from the internet without referencing the source could expose Deloitte and the client to risk concerns



- Copy and paste information (text or pictures) from the internet without crediting the author
- Copy without paraphrasing information from articles and publication copied
- Copy and paste information from Deloitte Resources without crediting the author



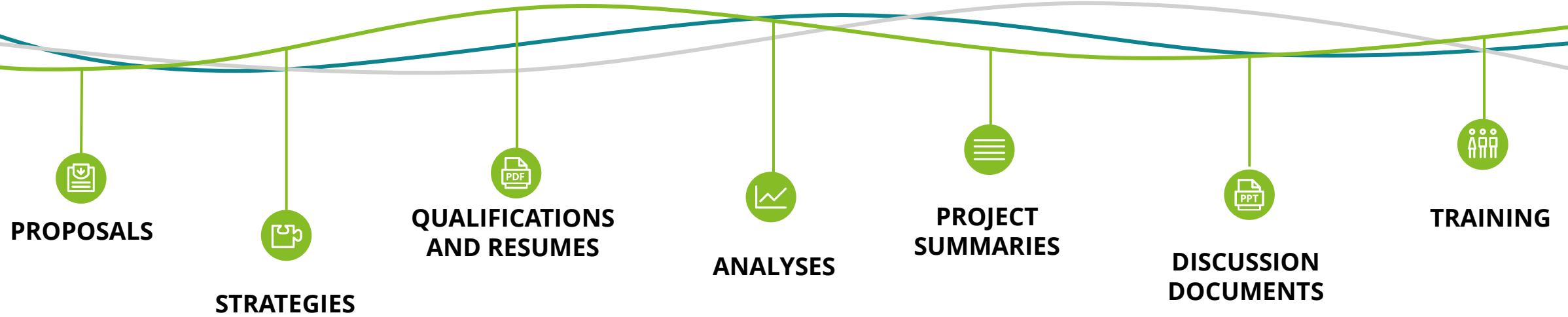
- Reference the content by providing the source which should include the author and publisher
- Paraphrase accordingly to reduce risk implications
- Despite obtaining the content from Deloitte Resources, provide the sources.

Applying Productivity Tools

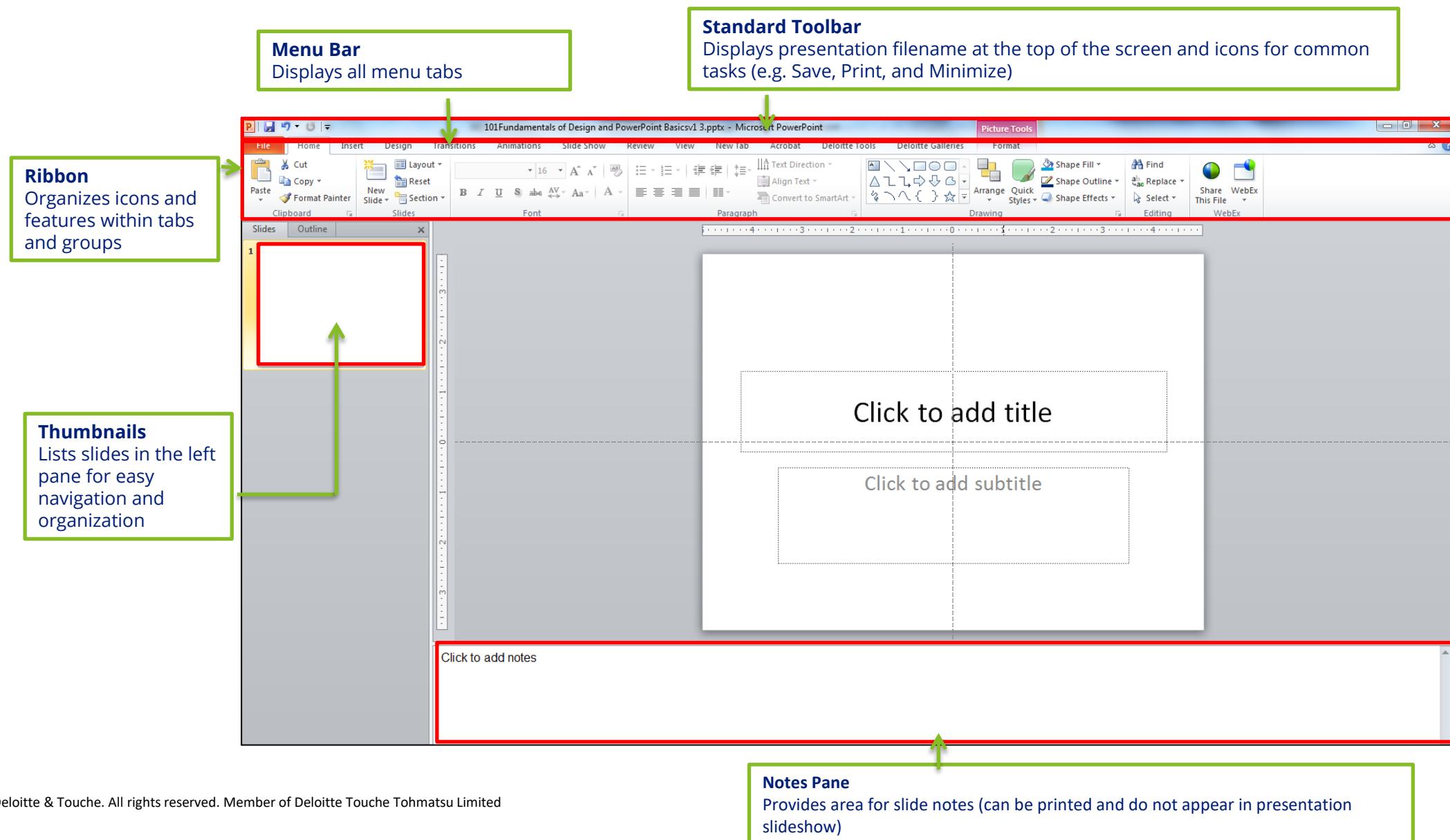


Understanding MS Powerpoint

In Consulting, Powerpoint is used for different purposes and it is regarded as one of the most important tool for making presentations



Getting Started with MS Powerpoint



Sample Slide Layout

Headline / Title

Market Sizing

Strapline

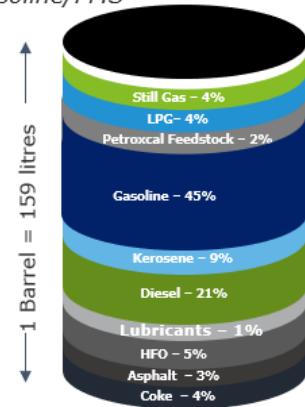
The market size for refinery capacity in Nigeria is estimated at 754, 717 bpd based on the daily demand for PMS in Nigeria

Graphics

A

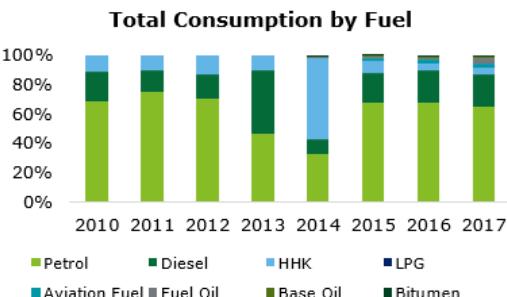
Analyze petroleum product component produced from 1 barrel of crude oil

On average, 1 barrel of crude oil yields 0.45 barrel of Gasoline/PMS



Sources: Total, DPR, NNPC, Deloitte Analysis
2021 Deloitte & Touche

Logos



- The most in-demand petroleum product in Nigeria is PMS
- It accounted for over 50% of petroleum products consumed in Nigeria from 2010 to 2017
- In 2018, PMS consumption was reported at 54 million litres

C

Calculate the equivalent number of barrels of crude oil that will need to be refined to meet the daily consumption demand

How many barrels of crude oil will be required to produce 54 million of PMS daily?

From A, 1 crude of oil = 0.45 barrels of PMS

Thus, 54 million liters of PMS per day will be produced from

$$54 \times 10^6 \text{ liters PMS} \div 0.45 \text{ PMS/Crude oil}$$

= **120 \times 10^6 \text{ liters Crude oil per day}**

Converting liters of crude oil to barrels

$$= \frac{120 \times 10^6 \text{ liters Crude oil}}{(159 \frac{\text{barrels}}{\text{liters}})}$$

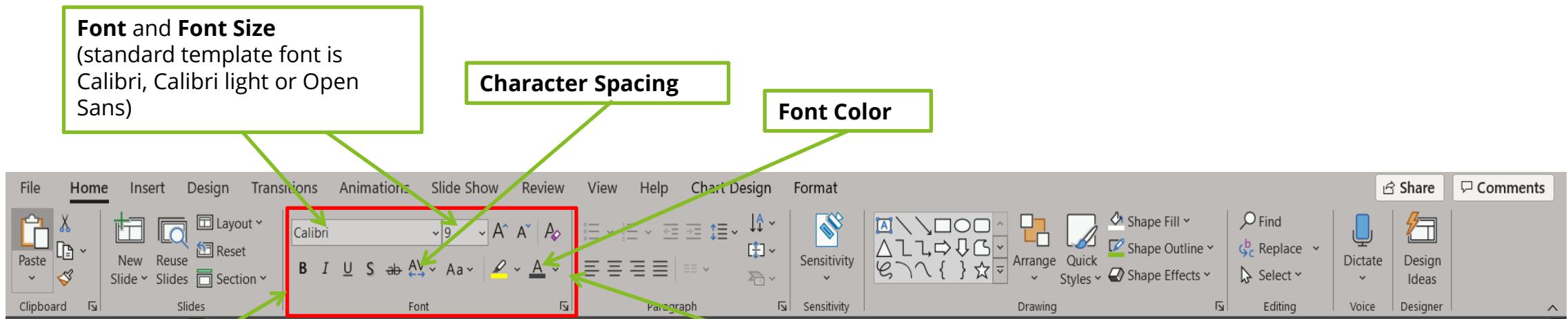
= **754, 717 barrels crude oil per day capacity**

Story box

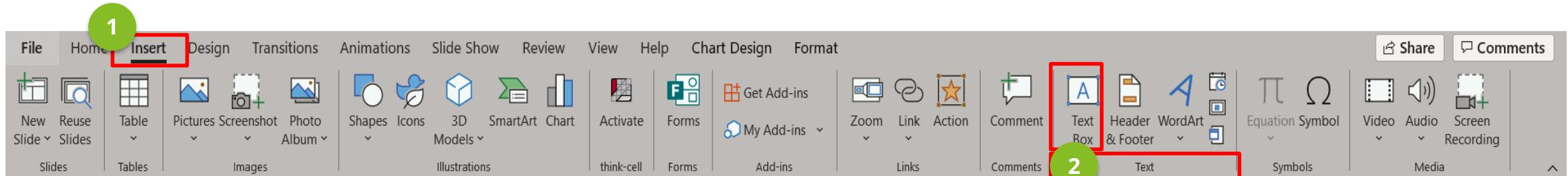
21

Page number

Sample Slide Layout



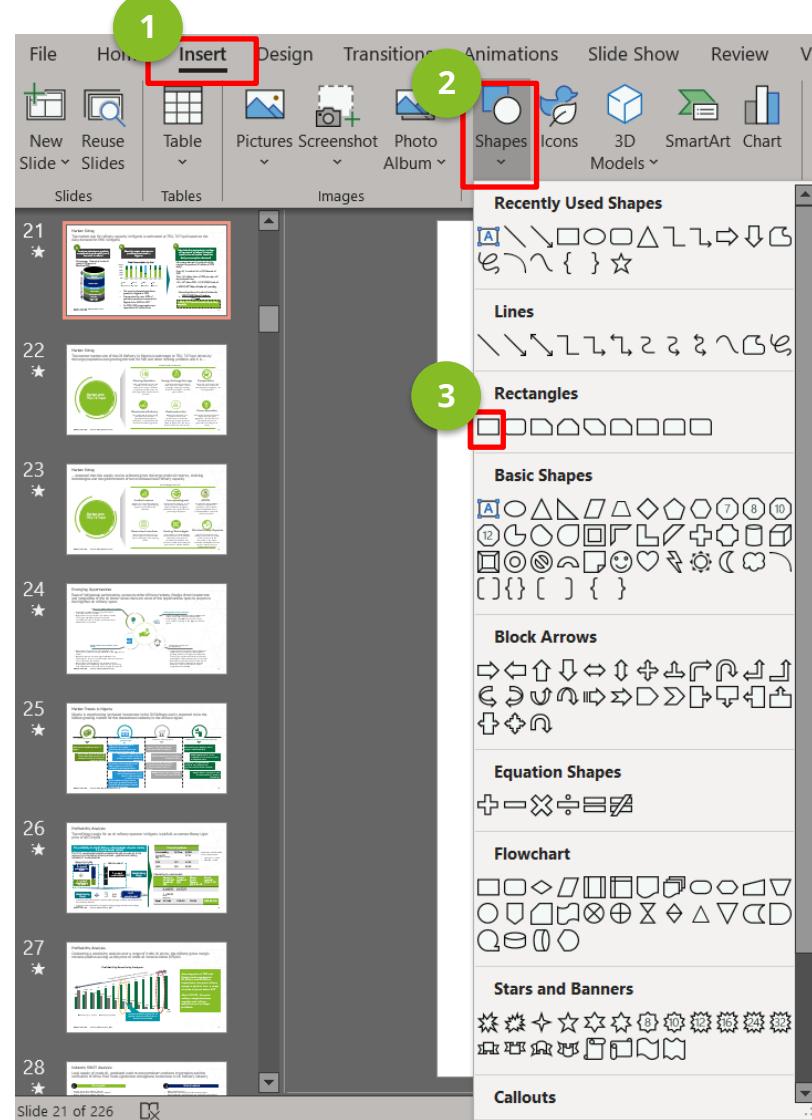
Click the arrow for more options – e.g. All Caps and Subscripts



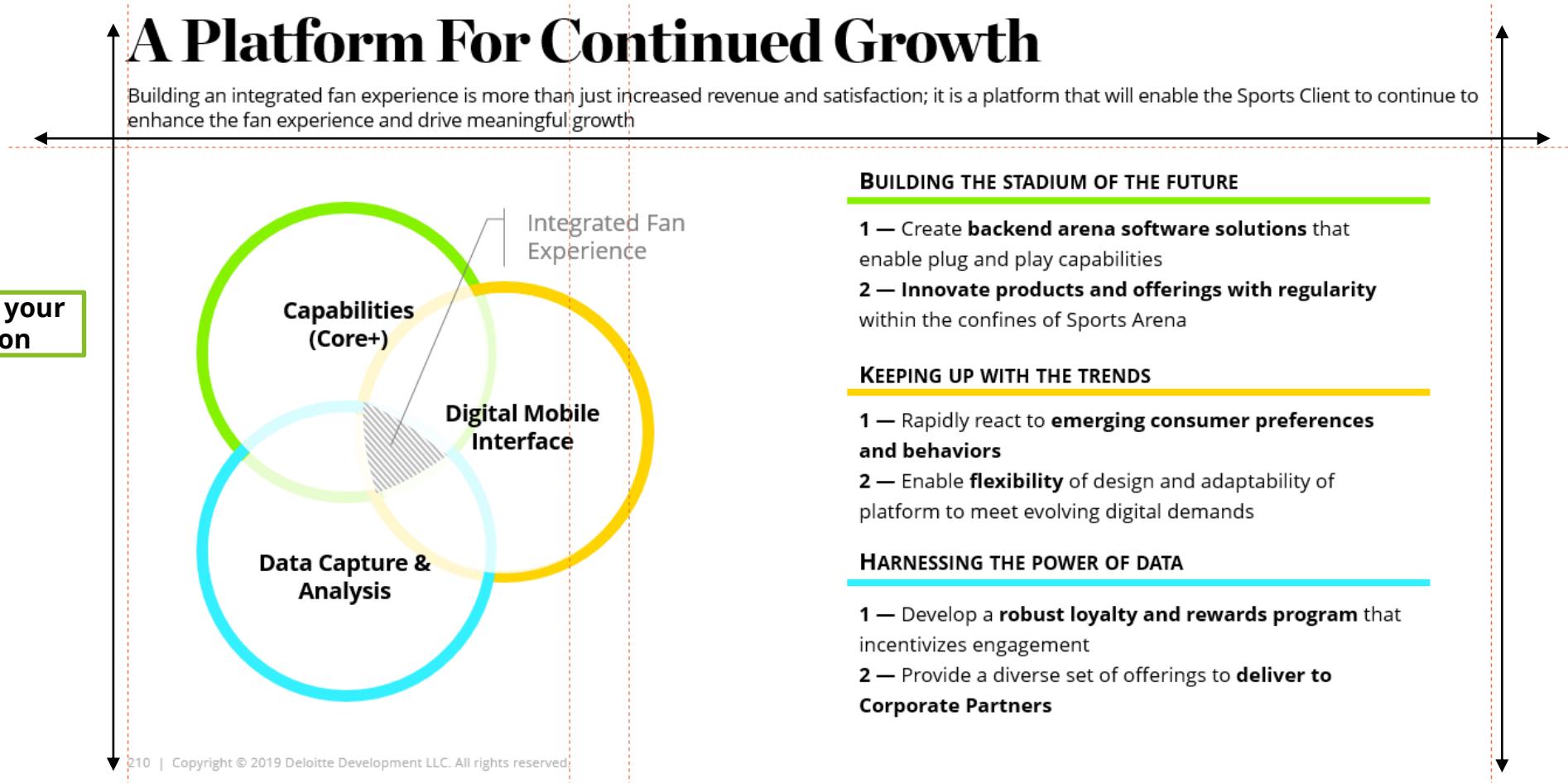
Inserting Shapes

To insert a shape:

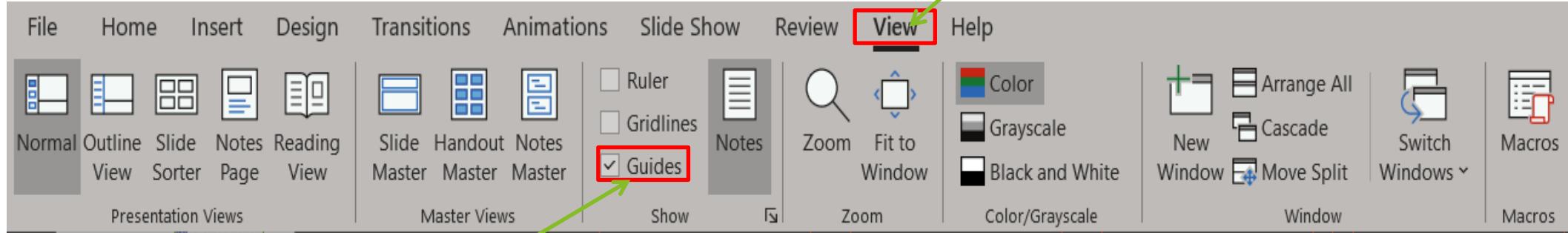
1. Click on the **Insert tab**
2. From the Illustrations group, select **Shapes**
3. Choose the desired shape
4. Use the mouse to drag the shape to the point where you want it to be positioned



Aligning your Presentation



How to check for Alignment

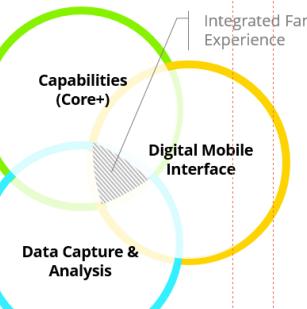


Check that the entire presentation is aligned properly

Red dotted lines serve as the guide for alignment

A Platform For Continued Growth

Building an integrated fan experience is more than just increased revenue and satisfaction; it is a platform that will enable the fan experience and drive meaningful growth



BUILDING THE STADIUM OF THE FUTURE

- 1 — Create **backend arena software solutions** that enable plug and play capabilities
- 2 — **Innovate products and offerings with regularity** within the confines of Sports Arena

KEEPING UP WITH THE TRENDS

- 1 — Rapidly react to **emerging consumer preferences and behaviors**
- 2 — Enable **flexibility** of design and adaptability of platform to meet evolving digital demands

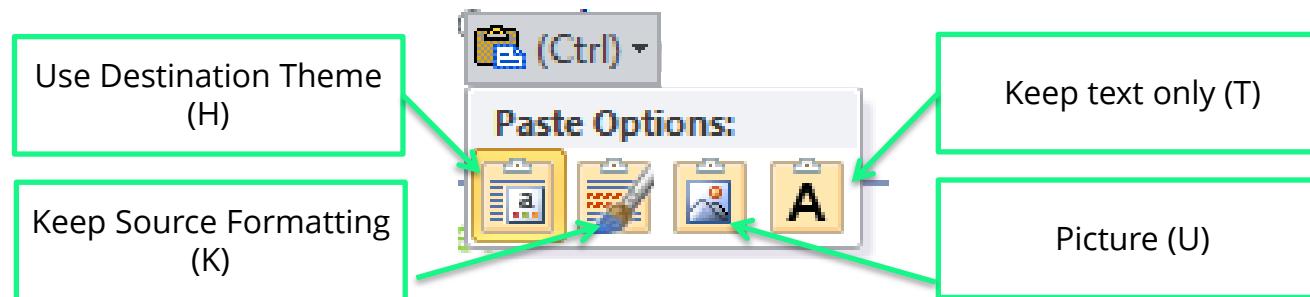
HARNESSING THE POWER OF DATA

- 1 — Develop a **robust loyalty and rewards program** that incentivizes engagement
- 2 — Provide a diverse set of offerings to **deliver to Corporate Partners**

Copying from Another Presentation

When you copy a slide from another presentation, it inherits the formatting of your current presentation (unless you specifically designate otherwise). To copy and paste slides, follow these steps:

1. Select the slide you want to copy, right click, and then click **Copy**
2. Select the placement for the copied slide, right click and **Paste**
3. Use the **(Ctrl) menu** and **Paste Options** for additional designations



Best Practices



Sources: Total, DPR, NNPC, Deloitte Analysis
Deloitte & Touche. 2019

Presentation Tips



DOs

- Confirm template and formatting preferences upfront.
- Allow enough time for multiple reviews and iterations.
- Be consistent with punctuation at the end of bullets.
- Be consistent about overall structure – use of straplines vs. headers, fonts, colors, graphics styles, alignments, bullets, etc.
- Spell check AND proofread!
- Save and backup your work.
- Be prepared to completely rework presentations – they are dynamic documents that will change.

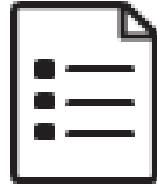


DON'Ts

- Cram too much information onto one page.
- Use too small a font size.
- Use dark backgrounds (resulting printouts are often hard to read).
- Use overly complicated graphics.
- Use background-colored boxes to cover mistakes (resulting printouts may show box lines).
- Use animation or clip art.
- Make it hard for others to alter the slides .

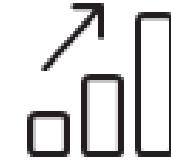
Understanding Excel

Microsoft Excel is another important tool for us in the Consulting department. we use it to structure, analyse and visualize data



Templates, Forms, and Work Plans

- MS Excel is an easy tool for developing structured templates and forms (such as status reports, calendars, issue/risk logs, and action items) to use on projects
- For simple projects, it may be easier to develop project work plans in MS Excel instead of MS Project

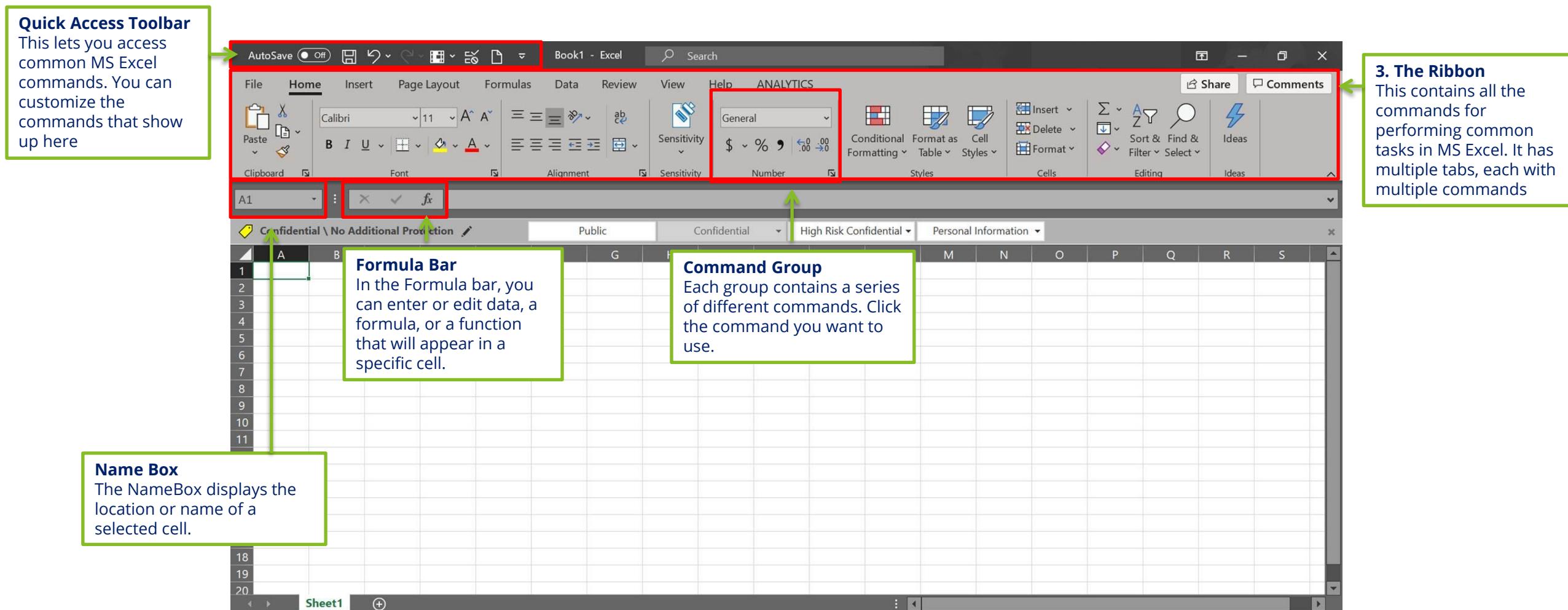


Data Visualization

- It is easier to create tables in MS Excel, particularly if special formatting is required
- Charts can also be created easily

Excel User Interface

Using Excel is critical in Consulting, it has a range of purposes and helps create rich presentations



Excel User Interface (Cont.)

The screenshot shows the Microsoft Excel user interface with the 'Home' tab selected in the ribbon. The ribbon also includes 'File', 'Insert', 'Page Layout', 'Formulas', 'Data', 'Review', 'View', and 'ANALYTICS'. Below the ribbon are various toolbars for clipboard, font, alignment, number, styles, cells, and editing. The worksheet area shows a grid from A1 to S20. A green box highlights cell A1, a red box highlights cell G1, and another red box highlights cell I1. A green callout box labeled 'Row' points to cell A10, explaining that a row is a group of cells running left to right. A red callout box labeled 'Column' points to cell G1, explaining that a column is a group of cells running top to bottom. A red callout box labeled 'Cell' points to cell I1, explaining that a cell is the intersection of a row and a column.

Row
A row is a group of cells that runs from left of the page to the right. In MS Excel, the row is indicated by a number.

Column
A column is a group of cells that runs from the top page to the bottom. In MS Excel, the column is indicated by a letter.

Cell
The cell is an intersection of a row and a column.

Templates, Forms and Workplans

MS Excel is an easy tool for developing structured templates and forms (such as status reports and workplans)

C	D	E	F	G	H	I	J	K	L
February									
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY			
1						1			
2	3	4	5	6	7	8			
9	10	11	12	13	14	15			
16	17	18	19	20	21	22			
23	24	25	26	27	28	29			
xx hub xxpm-xxpm									
xx hub xxpm-xxpm									
xx hub xxpm-xxpm									
xx hub xxpm-xxpm									
xx hub xxpm-xxpm									

Calendar

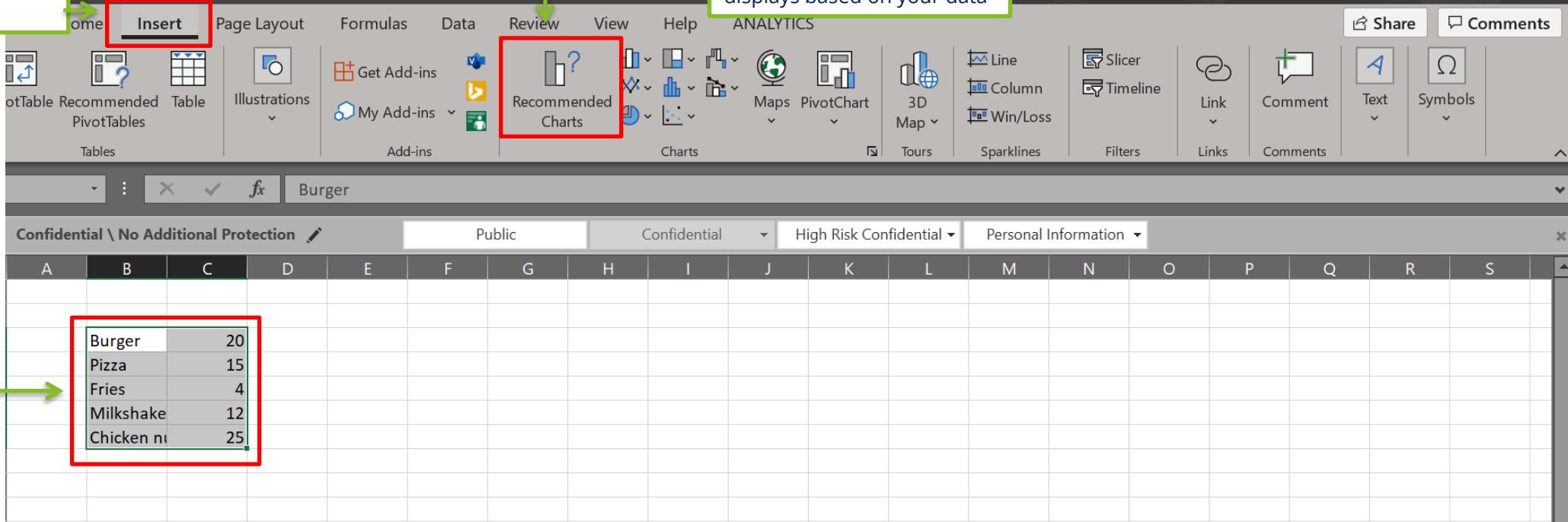
Workplan						
Project:						
Document Owner:						Deloitte & Touche Ltd
						xx
Project Task Information						
#	Project Task	Days	Estimated Start Date	Estimated Completion Date	Status	Owner
Plan Project						
1	Develop project work plan	1	4-Feb-20	4-Feb-20	Completed	xx
2	Share work plan with support and management team for review	1	5-Feb-20	5-Feb-20	Completed	xx
3	Review and update work plan	1	5-Feb-20	5-Feb-20	Completed	xx
4	Develop report templates	1	5-Feb-20	5-Feb-20	Ongoing	xx
5	Constitute retreat planning committee	2	5-Feb-20	6-Feb-20	Completed	xx
6	Develop first draft of retreat agenda	3	5-Feb-20	7-Feb-20	Ongoing	xx
7	Review first draft of retreat agenda	1	8-Feb-20	8-Feb-20	Not Started	xx
8	Finalize retreat agenda	4	9-Feb-20	12-Feb-20	Not Started	xx
9	Develop and distribute facilitator invitation letters	2	10-Feb-20	11-Feb-20	Ongoing	xx
Develop Retreat Materials						
1	Perform Internal assessment to develop a Diagnostic/Journey so Far report	6	6-Feb-20	11-Feb-20	Ongoing	xx
	Develop Storyboard/shell on diagnosis	1	6-Feb-20	6-Feb-20	Completed	xx
	Share draft internally	1	11-Feb-20	11-Feb-20	Not Started	xx

Workplan

How to create charts

Charts are frequently used to visualize data for our audience

2. Insert
Click on the Insert tab



3. Recommended Charts
Click on recommended charts. Excel recommends the most suitable visual displays based on your data

1. Data
Highlight the entirety of the relevant data you want to visualize.
Ensure it is structured.

Data Visualisation – How to create charts

Charts are frequently used to visualise data for our audience

The screenshot illustrates the steps to create a chart in Microsoft Excel:

- 5. All Visualisations**: Select the chart which best suits your data. A green box highlights the 'Insert Chart' dialog box, which shows various chart types like Clustered Column, Line, Pie, etc.
- 4. All Charts**: Click on all charts to view the full range of chart types. A green box highlights the 'All Charts' tab in the 'Insert Chart' dialog.
- 6. OK**: Tap on OK to insert the chart into your workbook. A green box highlights the 'OK' button in the 'Insert Chart' dialog.
- 7. Chart Elements**: After creating your chart, you can further customize it. A green box highlights the 'Chart Elements' pane on the right side of the ribbon, which includes options like Axes, Axis Titles, Chart Title, Data Labels, and Gridlines.

The data table used for the chart is:

Item	Quantity
Burger	20
Pizza	15
Fries	4
Milkshake	12
Chicken nuggets	25

There are templates showing various charts that can be leveraged from Brand space

Useful Shortcuts on Excel

S/N	SHORTCUTS	DEFINITION
1	CTRL+SHIFT+DOWN ARROW	<ul style="list-style-type: none"> • Highlighting a column
2	CTRL+Z	<ul style="list-style-type: none"> • Undo an action
3	CTRL+Y	<ul style="list-style-type: none"> • Redo an action
4	F7	<ul style="list-style-type: none"> • Check spelling
5	LEFT/RIGHT ARROW	<ul style="list-style-type: none"> • Move one cell to the left or right
6	CTRL+LEFT/RIGHT ARROW	<ul style="list-style-type: none"> • Move to the farthest cell left or right in the row
7	UP/DOWN ARROW	<ul style="list-style-type: none"> • Move one cell up or down
8	CTRL+UP/DOWN ARROW	<ul style="list-style-type: none"> • Move to the top or bottom cell in the column
9	TAB	<ul style="list-style-type: none"> • Go to the next cell
10	SHIFT+LEFT/RIGHT ARROW	<ul style="list-style-type: none"> • Extend the cell selection to the left or right
11	SHIFT+SPACE	<ul style="list-style-type: none"> • Select the entire row
12	CTRL+SPACE	<ul style="list-style-type: none"> • Select the entire column
13	CTRL+SHIFT+SPACE	<ul style="list-style-type: none"> • Select the entire worksheet
14	F2	<ul style="list-style-type: none"> • Edit a cell
15	SHIFT+F2	<ul style="list-style-type: none"> • Add or edit a cell comment
16	CTRL+X	<ul style="list-style-type: none"> • Cut contents of a cell, selected data, or selected cell range
17	CTRL+C OR CTRL+INSERT	<ul style="list-style-type: none"> • Copy contents of a cell, selected data, or selected cell range
18	CTRL+V OR SHIFT+INSERT	<ul style="list-style-type: none"> • Paste contents of a cell, selected data, or selected cell range
19	CTRL+ALT+V	<ul style="list-style-type: none"> • Open the Paste Special dialog box
20	CTRL+B	<ul style="list-style-type: none"> • Add or remove bold to the contents of a cell, selected data, or selected cell range
21	CTRL+I	<ul style="list-style-type: none"> • Add or remove italics to the contents of a cell, selected data, or selected cell range
22	CTRL+U	<ul style="list-style-type: none"> • Add or remove underline to the contents of a cell, selected data, or selected cell range

Understanding Microsoft Word

We use Microsoft Word to conduct a range of activities



LETTER OF ENGAGEMENTS

Letter of Engagements (LoE) and Contract related documents are often created using MS Word



PROPOSALS

The tool is occasionally used to develop proposals within Consulting



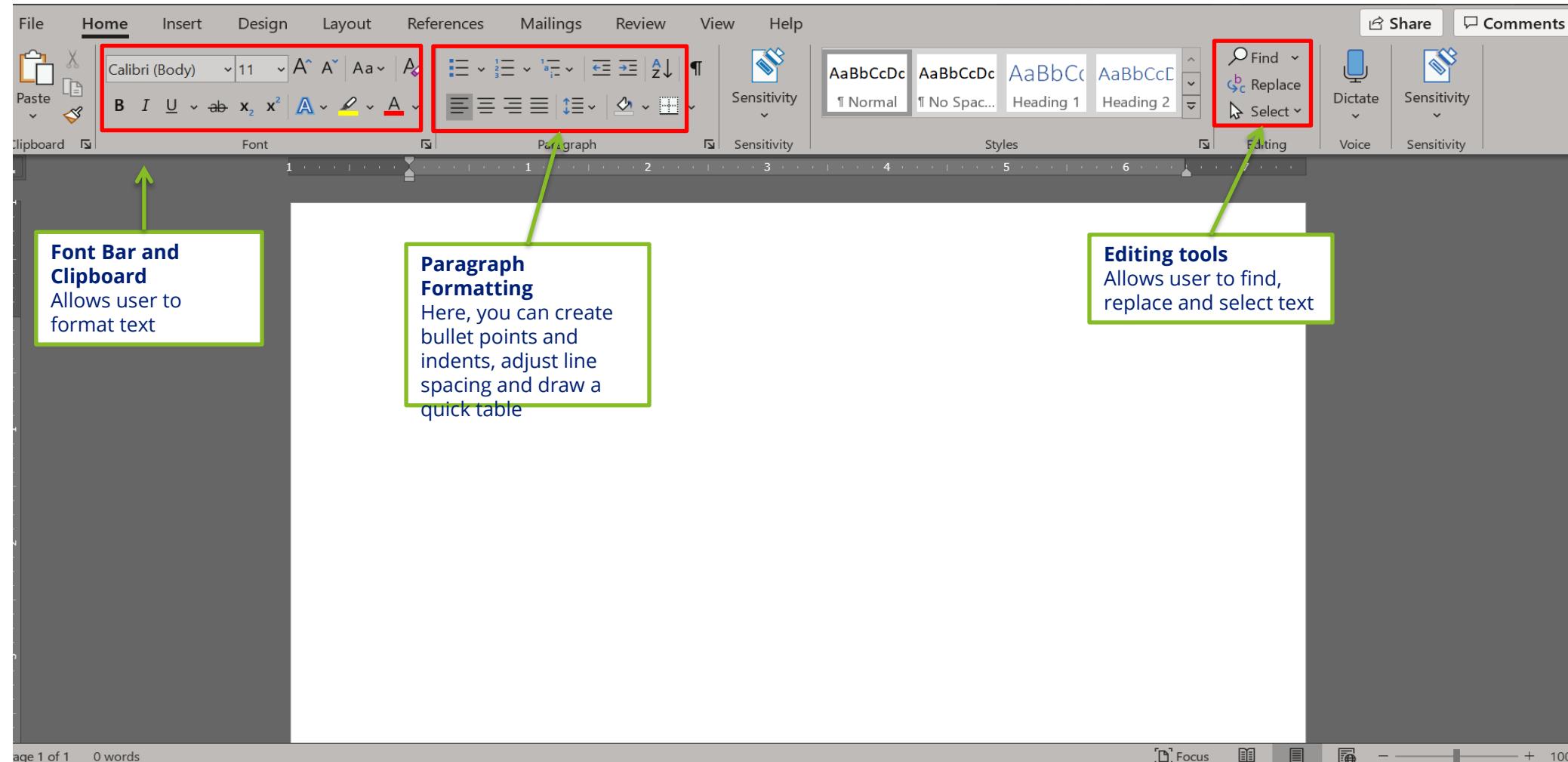
CLIENT REPORTS

MS Word is also instrumental for developing client reports (typically International Development Organisations (IDOs) related engagements

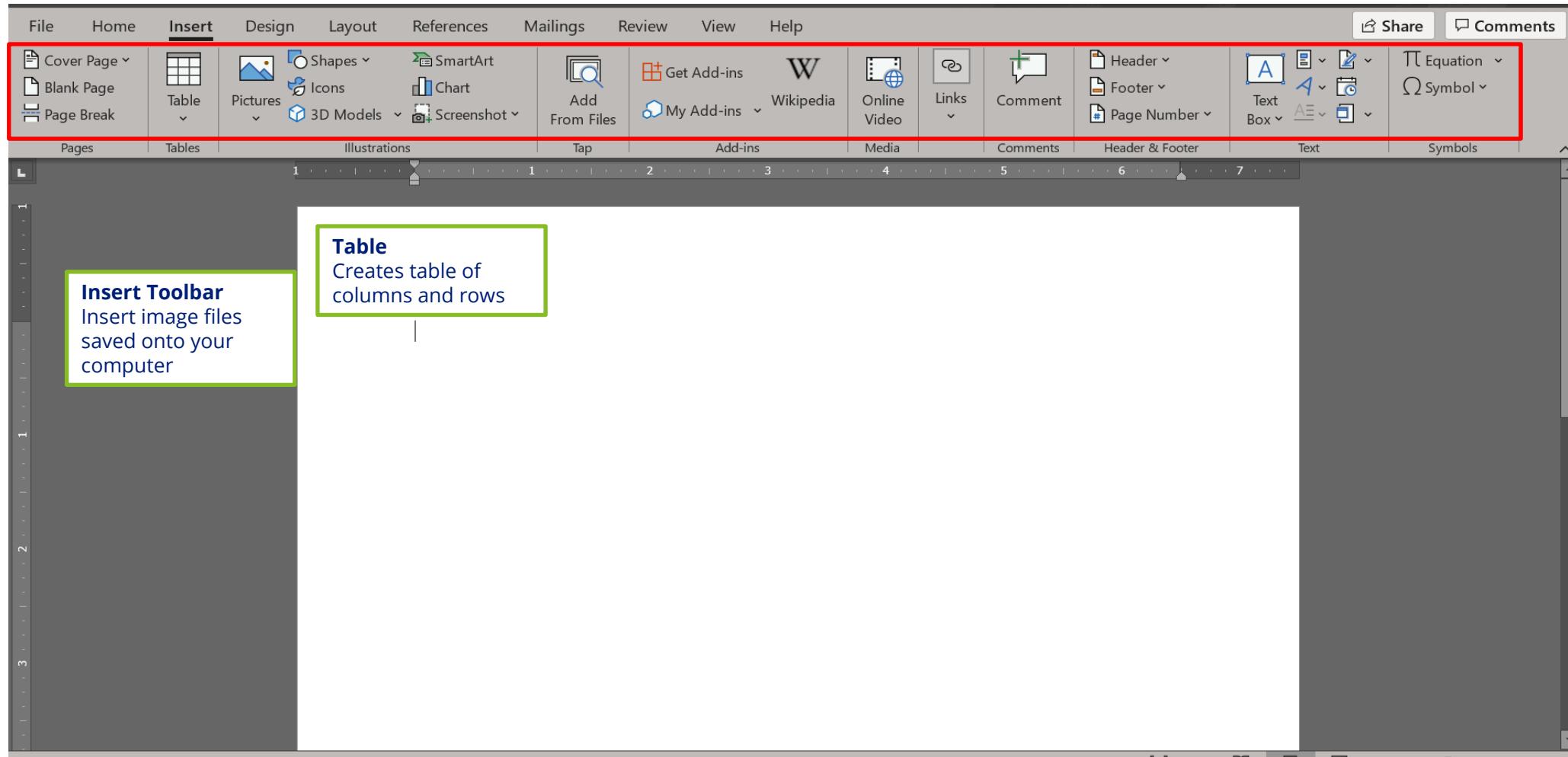


Word User Interface (1/2)

Microsoft Word is used to prepare standard documents such as Letters of Engagement, Client Reports, Proposals and others



Word User Interface (1/2)



Notes Taking



Importance and Key Tips on Notes Taking

Importance

- It helps with organizing and planning events properly
- It helps with writing down facts that can be used to effectively document memos or relevant documents

Key Tips

Develop a habit of going to both internal and external meetings with a pad and pen

Pay attention to key details of every meeting

Organize your notes properly

Use symbols and abbreviations that can be easily remembered

Make clear and accurate notes and self-review accordingly



<Deloitte Member Firm>
Address line 1
Address line 2
Country
Tel: +1 (0) 00 0000 0000
Fax: +1 (0) 00 0000 0000
www.deloitte.com

Memo

Date:	<Day Month Year>
To:	<Client's name>
From:	<Deloitte PPD>
Subject:	Intercompany loan benchmarking analysis for <Borrower>

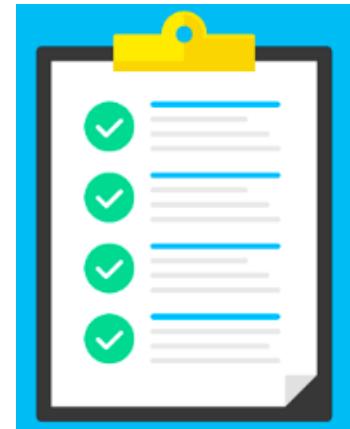
SAMPLE

1. Introduction and objective

<Client> has engaged <Deloitte Member Firm> (hereafter referred to as **XXXXXX** or we) to conduct a transfer pricing analysis to benchmark the interest payment on an intercompany loan, as described below.

This memorandum presents our transfer pricing analysis documenting a reasonable range of interest rates based on comparable uncontrolled transactions for a <one> year intercompany term loan by <Issuer or borrower> (**Issuer abbreviation**) from <lender>, <relationship to borrower>.

The tested loan is for <Currency and amount, for example, Euro 100 million>, <senior or subordinate> and <secured or unsecured>, with principal **due at maturity** and payments of interest to be made **annually, semi-annually, quarterly, or monthly**. The purpose of this loan is <for example, to fund a one-time dividend payment from borrower to its parent, ABC>. A copy of the intercompany loan agreement is provided in Appendix A and a summary of the key terms are presented below.



Proposal Writing



What is a Proposal?

A **Proposal** is a plan or suggestion put forward for consideration or discussion by others. The action/process of putting forward such a plan or suggestion is referred to as **proposal; writing or development**. A proposal can also be defined as:



Document/presentation aimed at **persuading the readers to do something**, whether it is to persuade a potential client to purchase our services, or to persuade your colleagues/supervisor to implement an initiative or idea

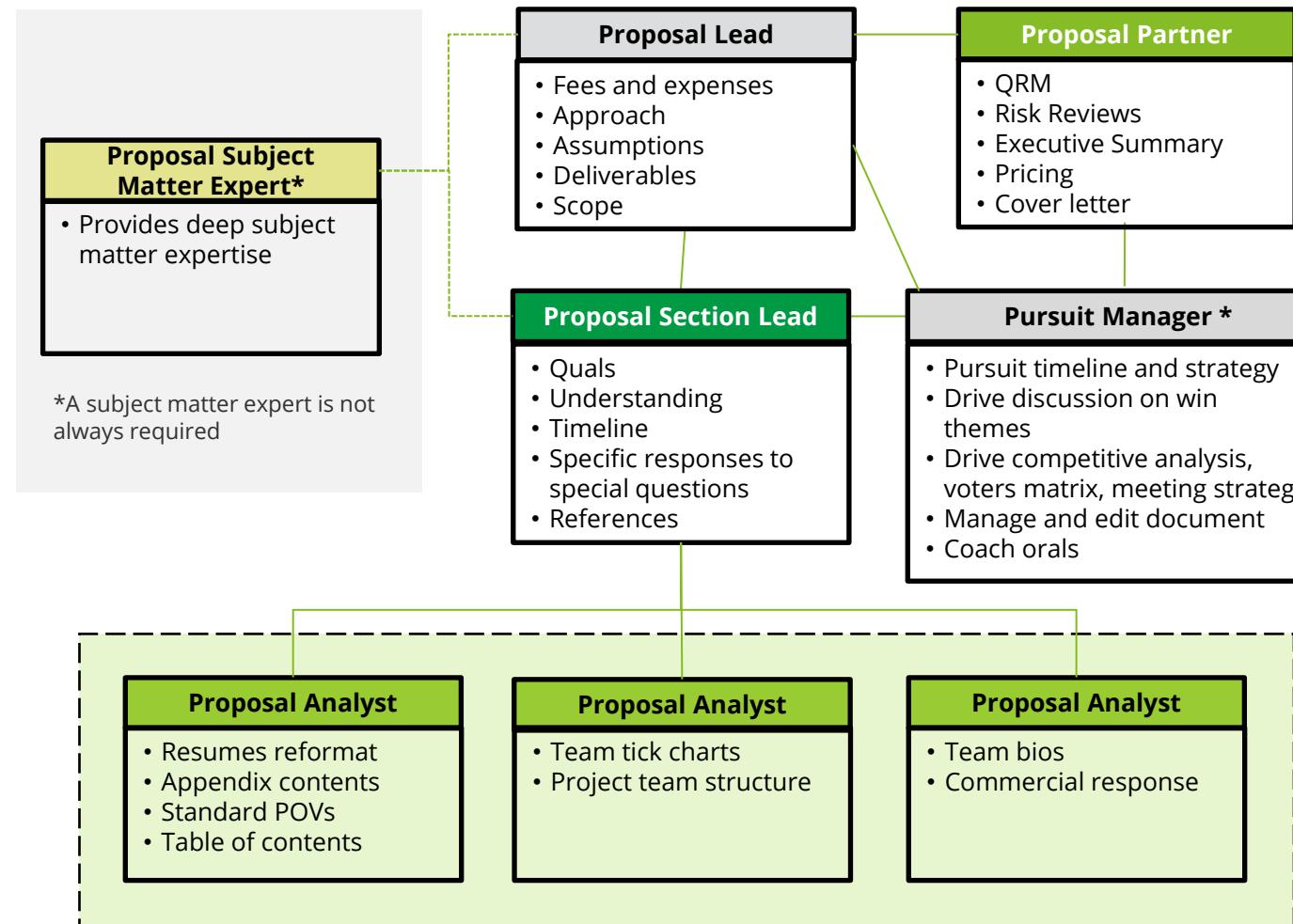


A document that offers a **solution to a problem** or a course of action in response to a need.

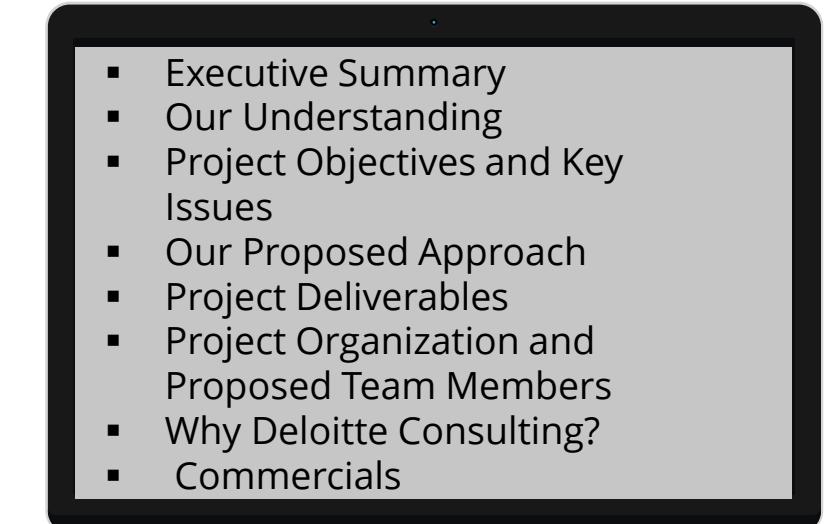
What do you sell in a Proposal?

- Your services/idea
- Your personal brand
- Your organisational differentiators
- Your team's knowledge, strengths and capabilities

Core Proposal Team and Proposal Outline



These sections are not fixed to the individual members. You might be required to handle sections outside of those highlighted



Steps to Constructing a Winning Proposal

Questions to consider during each step of the solicitation analysis and proposal development:

Understand the Customer

- Do I have the right people to help with this effort?
- Who else should I talk to about this solicitation?
- Who in Deloitte might be the SME for this proposal effort?

Understand the Requirements

- What is the problem?
- Do I understand the root of the client's needs?
- Where in the practice have we performed this type of work before?

Know the Competition

- How can I satisfy the requirements better than my competitors?
- What are my competitors likely to offer? How is my offer different from theirs?
- What are the discriminators?
- How can I neutralize my competitor's strengths and highlight their weaknesses?

Develop a Winning Strategy

- How can I present my offering so that it is unique, desirable, or beneficial?
- What are my strengths, and how can I capitalize on them?
- What are my weaknesses, and what must I do to overcome them?
- How can I make my offer look more attractive, cost-effective, sophisticated, functional, timely, convenient, credible, certain, than what my competitors are likely to offer?

Constructing a Winning Proposal

Elements of a Winning Solution

A winning proposal clearly articulates the following:

Technical Solution

- Demonstrates “what” we will do, “how” we will do it and highlights, using examples, “where” we have done it before

Management Solution

- Describes our management approach (PMBOK), how we retain and recruit personnel, how we deal with risk, etc

Past Performance Solution

- Highlights comparable projects and their positive, measurable impact on the client organization

Staffing Solution

- Identifies the staffing mix, size and composition of practitioners that have the appropriate competencies, certifications, education and experience to execute project objectives

Costing and Pricing Solution

- Intuitive depiction of the pricing methodology and what outcome can be expected for the specified price

Proposal Success Factors

1. Concise
2. Engagement-oriented, not marketing-oriented
3. Well-structured and easy to navigate
4. Differentiate Deloitte
5. Clearly delineates client and Deloitte responsibilities
6. Offers solution options
7. Outlines deliverables and associated pricing
8. Written for technology-oriented and non-technology-oriented audiences
9. Provides references / relevant experience

Using the Pricing Tool



Professionalism

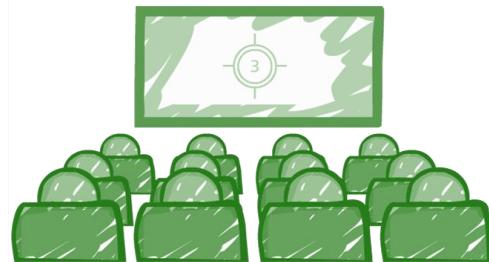


What is Professionalism?

How people perceive you and your abilities can significantly impact the kind of relationships you build and your personal effectiveness.

We define professionalism based on the following parameters:

1



What your audience
sees

2



What your audience
hears

3



What your audience
experiences online

These dimensions, experienced together, contribute to the holistic interpretation others have of you, your brand, and Deloitte at large.

Why does it Matter?

By elevating your professional image and conduct, you:

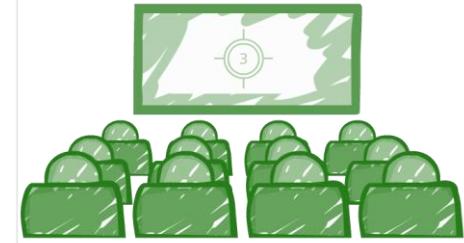
- Increase your ability to quickly build trusted, credible, and collegial relationships with others—essential for success in our business
- Enhance your impact as a consultant
- Strengthen your personal reputation, as well as Deloitte's



1. What Your Audience Sees

You build your image in the eyes of the audience through:

- Your personal appearance
- The appearance of your space/belongings
- Your observed behaviour



Guidance Matrix: What Your Audience Sees: Dos and Don'ts

Don't!

- Overusing "Consulting speak"
- Using offensive language and profanity
- Using filler words, slang, or very casual language
- Asking superfluous questions
- Speaking too fast or in a disorganized way
- Using a negative or arrogant tone
- Creating noise in a business environment or taking business calls in a noisy environment
- Discussing sensitive issues in the open/publically



- Dressing according to your client's culture and situation
- Exhibiting overall polish and consistency in wardrobe elements
- Keeping your office space tidy
- Showing up on time and prepared to meetings
- Taking care of non-client calls discretely at the client site
- Practicing appropriate social and business etiquette
- Using only a client's services/products when working with them (and not a competitor's)

2. What Your Audience Hears

What others hear (or not), which includes:

- Your **content** and **vocabulary** and
- Your **tone, pace**, and **volume**

...can also either reinforce or undermine your credibility and ability to build effective relationships over time.



Guidance Matrix: What Your Audience Hears: Dos and Don'ts

Don't!

- Using terms, language, and acronyms that are standard in the client's industry/organization
- Assessing the appropriate level of information to convey per situation
- Maintaining confidentiality
- Matching formality of speech to the situation
- Being audible and clear
- Managing your pace, pitch, tone, and volume to increase the impact of your message



- Overusing "Consulting speak"
- Using offensive language and profanity
- Using filler words, slang, or very casual language
- Asking superfluous questions
- Speaking too fast or in a disorganized way
- Using a negative or arrogant tone
- Creating noise in a business environment or taking business calls in a noisy environment
- Discussing sensitive issues in the open/publicly

3. What Your Audience Experiences Online

You can also reinforce or undermine your professional credibility through your online presence.



Guidance Matrix: What Your Audience Experiences Online: Dos and Don'ts



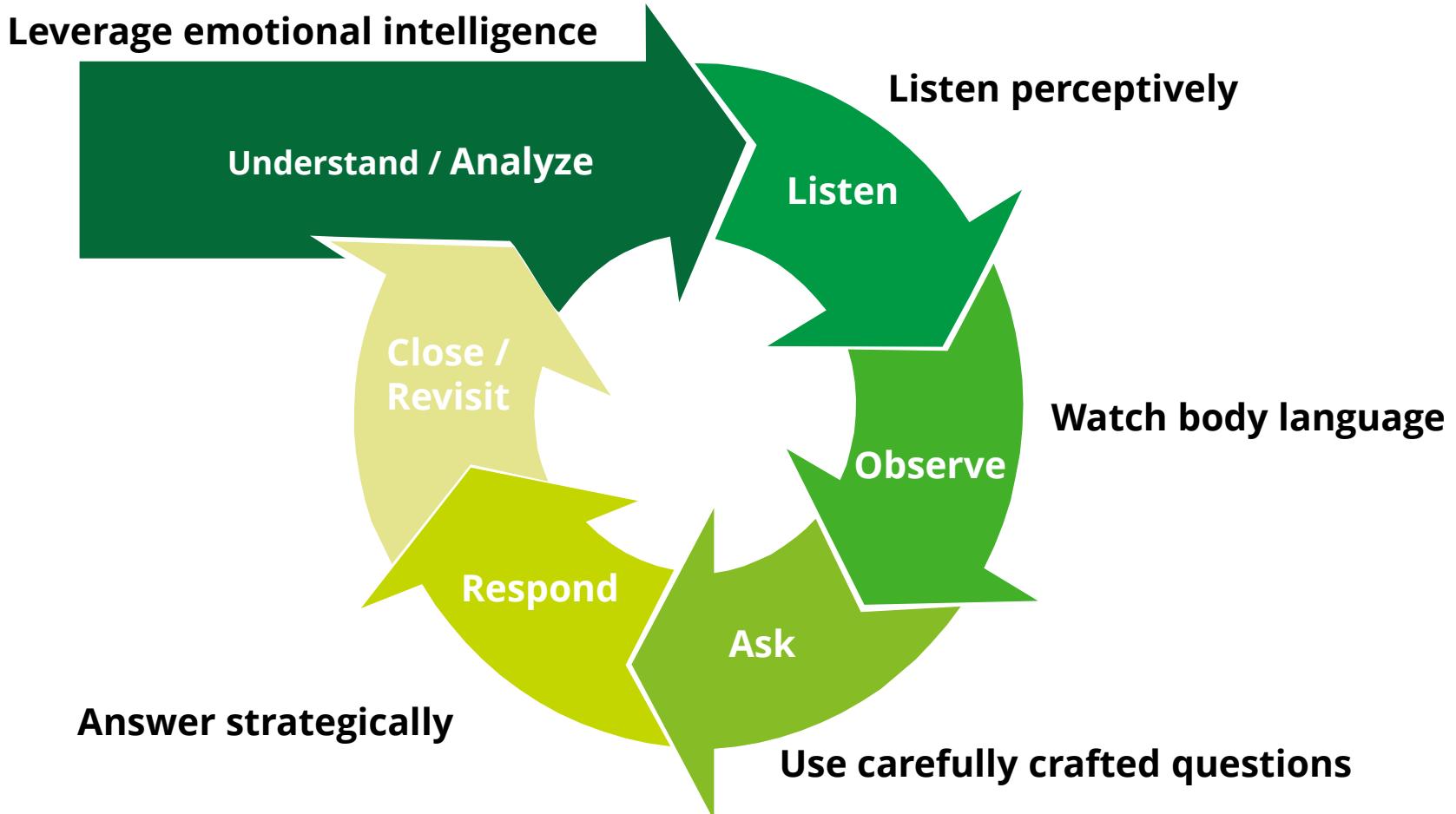
- Validating that online forms of communication are acceptable to your client
- Taking time to use salutations in emails, text messages, and instant messaging platforms
- Being aware of what can be tracked/seen on shared networks
- Maintaining current profiles on business-oriented social networking platforms
- Contributing to social media discussions in your area of expertise
- Being aware of and monitoring your digital image



- Posting sensitive information on social media sites
- Initiating a connection with a client via a non-business social networking site
- Using abbreviations that may be confusing or misunderstood to the recipient.
- Engaging in informal email, text, and phone communication before you are familiar with your client

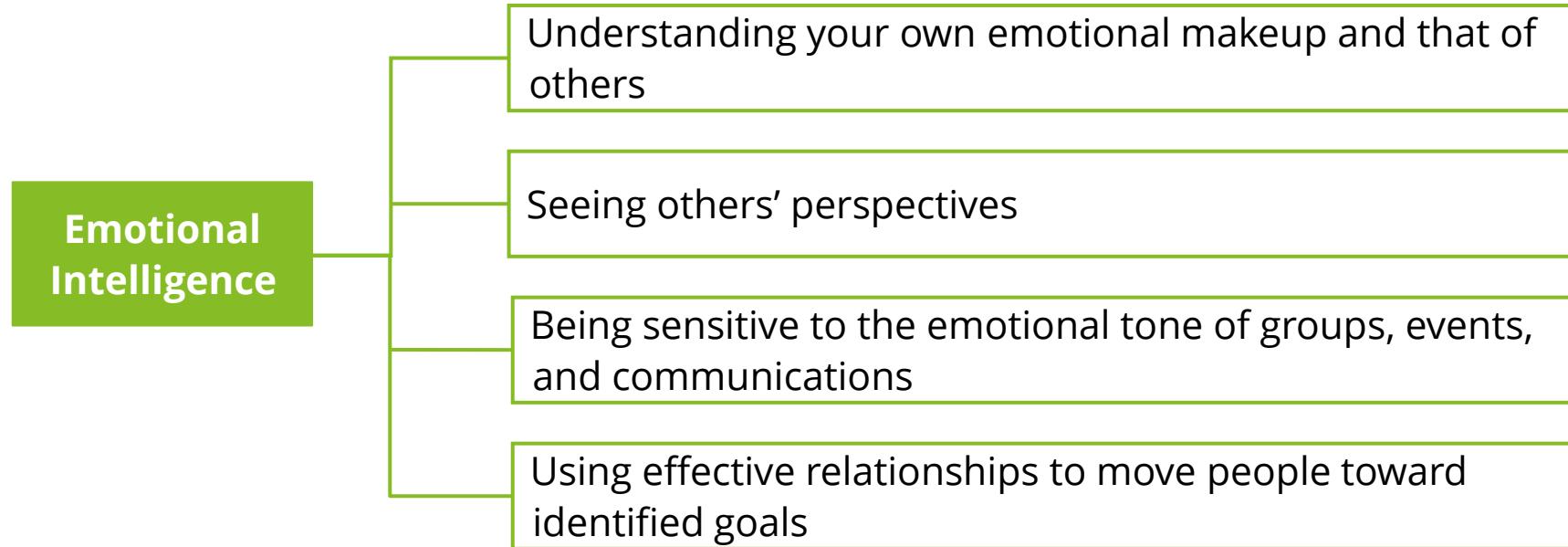
Communication Skills

Meetings with any audience require good communication skills!



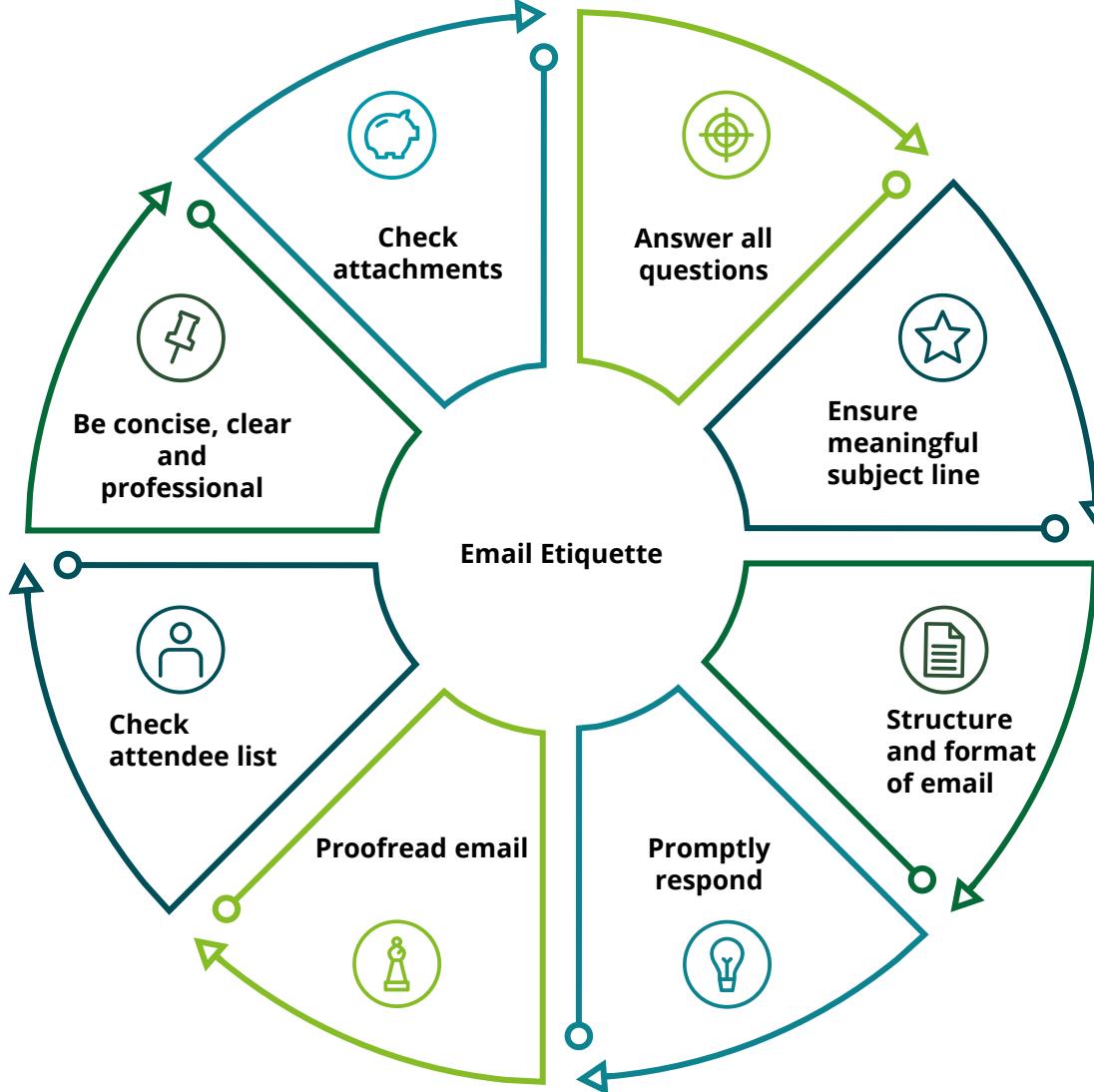
Emotional Intelligence

Emotional intelligence is the ability to perceive, control, and evaluate emotions. Your mastery and leverage of emotional intelligence provides the foundation for the communication skills required to participate in an effective meeting.



Emotional intelligence underlies all the other types of intelligence that we use.

Email Etiquette



Emails Dos and Don'ts



- Have a clear subject line
- Have a clear signature
- Err on the side of formal rather than casual
- Use full sentences
- Proof read before sending



- Spell check before sending
- Check all attachments are correct
- Reply to all emails



- Use emojis
- Over use punctuation
- Unknown acronyms
- Colloquial language
- Respond in anger or frustration



- Cc unnecessary people
- Bcc people
- Send unnecessary emails
- Be scared to rather pick up the phone

Timesheets, Concur and Pricing Tool



How to fill Timesheets



Deloitte. Home ▾

Employee Self Service

Manage My Timesheet
Phoenix CRM System
Concur Expenses
Moja Quick Links

40 Hours Missing

Concur Expense Approvals
Time Off

Moja Quick Links for ...

SAMPLE

Key Highlights

- Timesheets are filled by every member of Consulting from Partners to Associates
- Timesheets are filled to effectively track the revenue performance of the business
- Timesheets are filled to measure the utilization and productivity levels of every member of Consulting
- Timesheets are expected to be filled weekly

How to use Concur



SAP Concur | Help ▾

Expense Approvals App Center Profile ▾

Deloitte.

Hello, Victor Oluwatope

+ New 00 Required Approvals 00 Available Expenses 00 Open Reports 00 Cash Advances

COMPANY NOTES

Concur Expense Information
Please be advised, you are allowed one cost free SUBMISSION in any given month. You can record and Save expenses as you go, however a SUBMIT constitutes a claim, for which there will be transaction charge of \$2.58 if the one free per month is exceeded. This is a pass through cost from the service provider and not a Deloitte Charge

Concur Training Toolkit
This link will provide information to utilise the Concur Expense System.

[Read more](#)

MY TASKS

00 Required Approvals	→	00 Available Expenses	→	00 Open Reports	→
Great! You currently have no approvals.		You currently have no available expenses.		You currently have no open reports.	

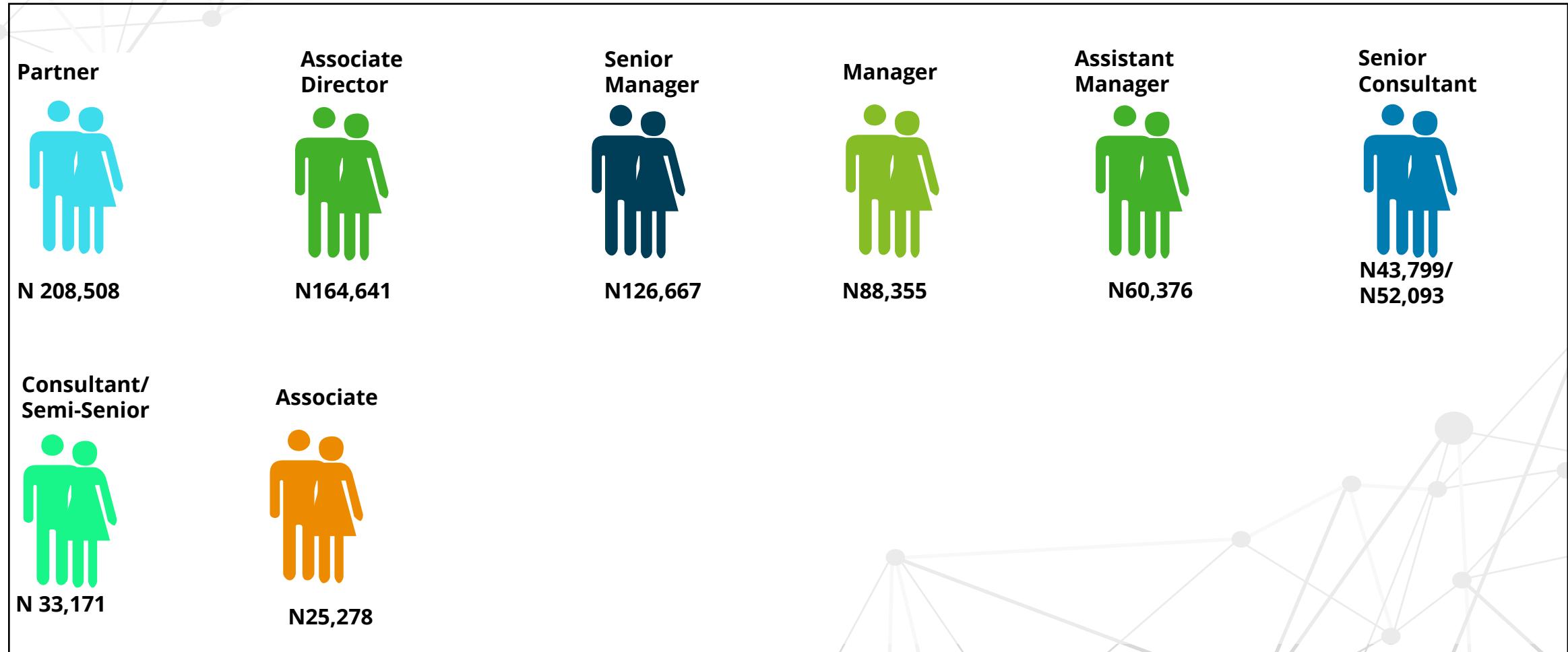
SAMPLE

Key Highlights

- ❑ SAP Concur is generally used to manage expenses, claims and advances

Charge-out Rates

Across all units and service offering, it is important to note that every client-facing professional have hourly charge-out rates on projects. These rates are used to plan the commercials on every project.



Useful Links

Title	Links
Deloitte Resources	https://kx.deloitteresources.com/research/Pages/Home.aspx
Fitch	https://app.fitchconnect.com/home?t=true
Concur	https://eu1.concursolutions.com/nui/signin?targetURL=%2Fhome.aspx%3F
Deloitte People Network	https://people.deloitteresources.com/dpn/index.html#/Profile/
Email Writing	https://www.linkedin.com/learning/writing-email?u=1504&auth=true
Credentials of Deloitte's work	https://quals.deloitteresources.com/search
Yammer – Mini social network for Deloitte Professionals	https://www.yammer.com/deloitte.com/#/home
Phoenix (Managers and Above)	https://crmemployeeportal.deloitte.co.za/Pages/Dashboard/Dashboard.aspx
LinkedIn Learnings	https://www.linkedin.com/learning/me?u=1504
The Economist Intelligence Unit	http://www.eiu.com/
Requesting for Business Cards	http://wecaapps.atrema.deloitte.com/intranet/wlcam/tools/cards/template/?&nav=409
Booking Meeting Room	https://wecaapps.atrema.deloitte.com/intranet/wfcs/tools/reservation/?&token=6536b217250f7dd758b721af1f239704

Title	Links
Learnings on sectoral trends, opportunities and challenges	https://www2.deloitte.com/us/en/pages/outlooks/industry-outlooks.html?cid=wn_industry-outlooks
Types of Learning	https://global.deloitteresources.com/talent/for-delprof/Pages/Learning.aspx
Microsoft Excel 2016 Essentials	https://www.linkedin.com/learning/excel-2016-essential-training?u=1504&auth=true https://www.linkedin.com/learning/excel-2016-cleaning-up-your-data?u=1504&auth=true
Microsoft Powerpoint 2016 Essentials	https://www.linkedin.com/learning/powerpoint-2016-essential-training?u=1504&auth=true
Project Management Foundations	https://www.linkedin.com/learning/project-management-foundations?u=1504&auth=true
Document Management	https://www.linkedin.com/learning/learning-document-retention-and-data-management/the-golden-rules-of-document-management?
Data-driven presentation with Excel and Powerpoint 2016	https://www.linkedin.com/learning/data-driven-presentations-with-excel-and-powerpoint-2016?u=1504&auth=true

What we've Learnt so far

- 1** Enhancing your research skills is critical in Consulting. This includes the ability to source for information through Deloitte resources, Google, etc., analyze and document in a clear and presentable format
- 2** Tools such as MS Powerpoint, MS Excel and MS Word are important tools for working within Consulting and will require self development using these tools.
- 3** Develop of a habit of going to internal and external meetings with a pen and pad to help with properly planning and organizing events
- 4** Broaden our understanding of proposals and key ingredients required for developing winning proposals
- 5** Professionalism is the hallmark for communicating within Consulting and should reflect on each individual
- 6** Establish our understanding on what is expected from us when filling timesheets on Moja, expenses on Concur and navigating Brandspace

Q & A





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