

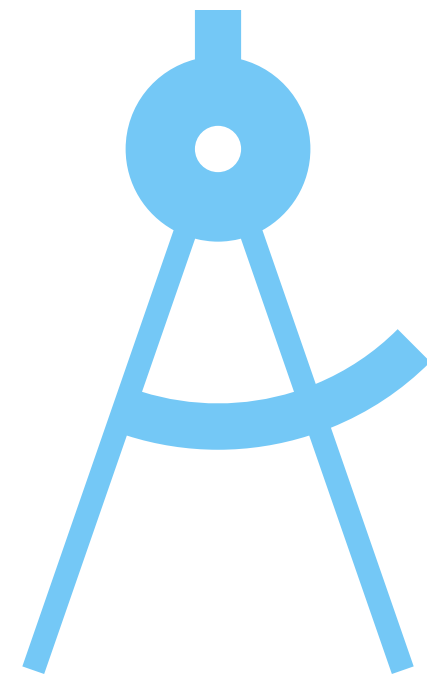
# Consulting

clients, places, lessons

Anton McConville, June 2017

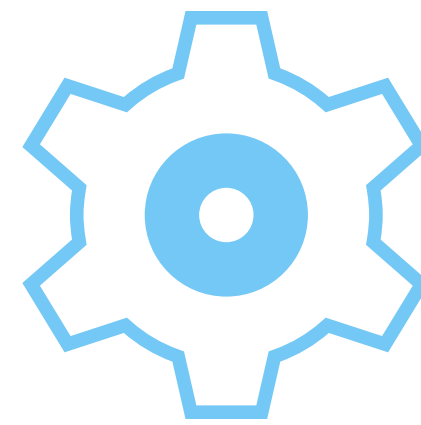
# Disclaimer

**I'm NOT a consultant!**



**Designer**

+



**Developer**

**With lots of exposure to clients**

# Eight real life consulting lessons



# 1: Finding the right fit



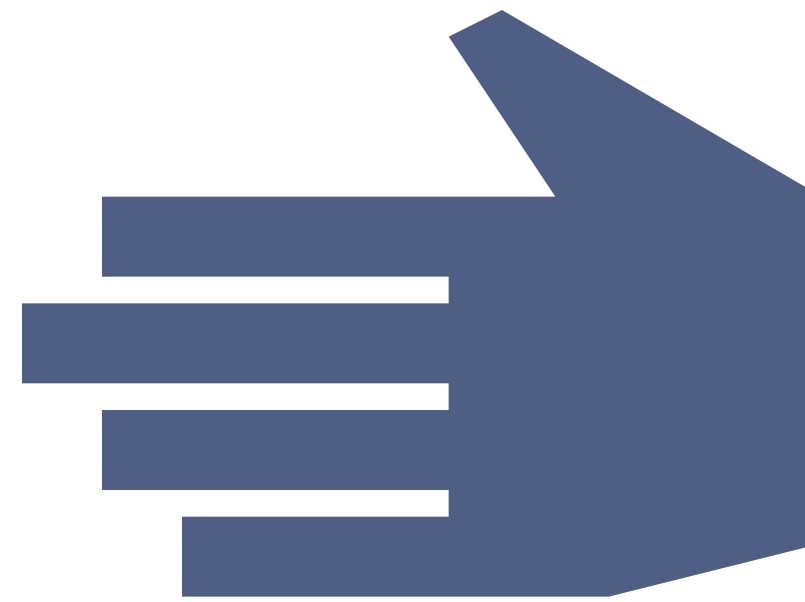
**Trueform**



**Belfast**

Shoe Sales ( teenager job )

# Be Humble



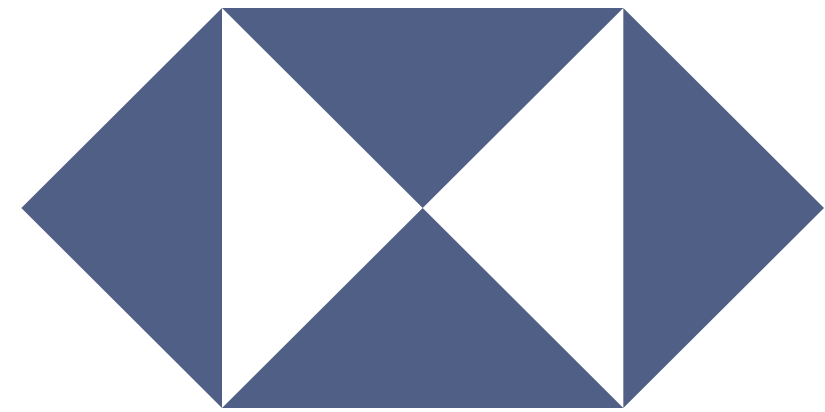
## Serve

See your client as a person

Respect their time

Work with dignity

## 2: Hitless upgrades



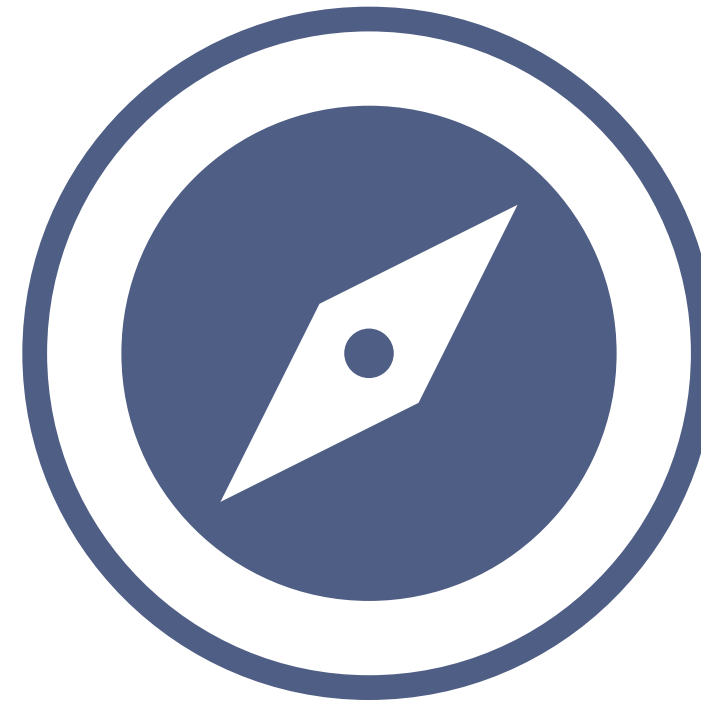
**HSBC**



**London**

**Software Developer, Telecoms**

# Act with Integrity



Don't over promise

Respect your brand

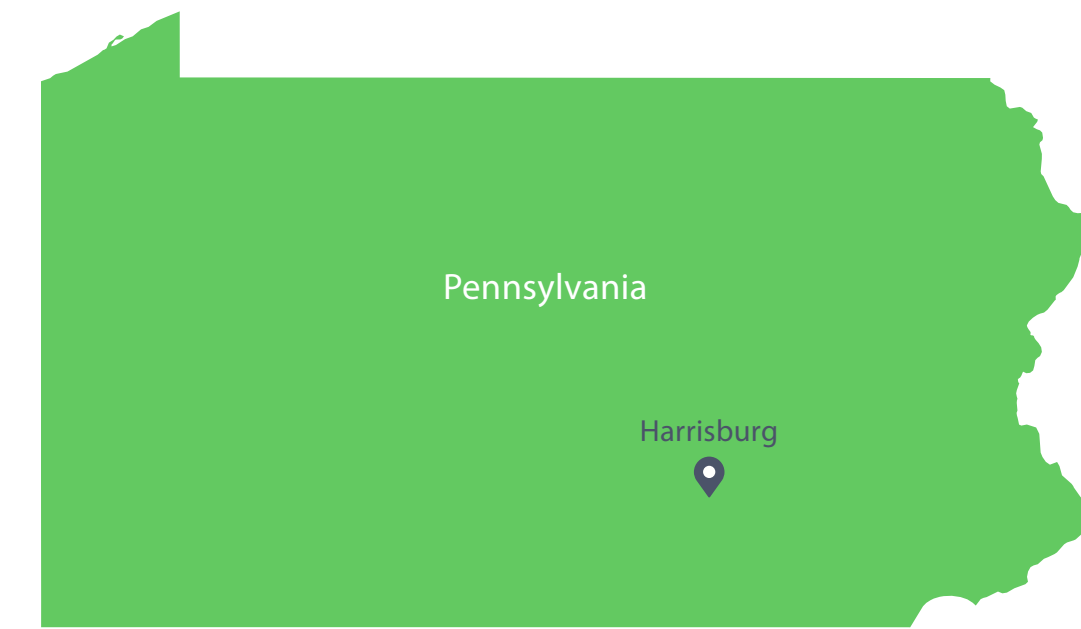
Do what you say

Keep a moral compass!

# 3: Zoomable Interfaces



**Comcast**



**Philadelphia**

**UX Designer, Telecoms**



# Innovate



**Solve problems!**

**Personalize solutions**

**Offer alternatives**

**Keep learning**

## 4: Mapping the displaced



**Shelterbox**

**Mobile App Engineer, Voluntary Work**



**Cornwall**

# Draw Inspiration



Love the problem  
Observe the culture  
Leverage resources  
Be grateful

# 5: Prisoners of Conscience



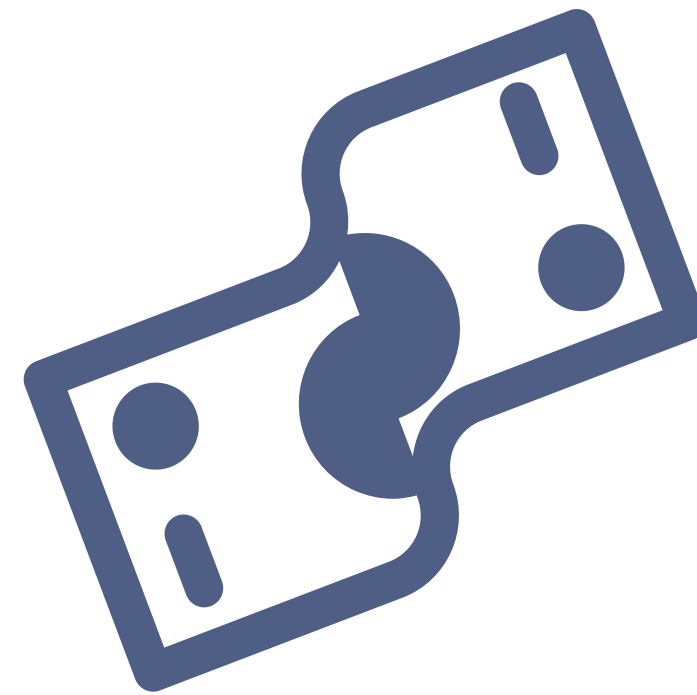
**Amnesty**



**Ottawa**

**Mobile App Engineer, Voluntary Work**

# Be Valuable



save your client time, money, thought

be an example

be competitive

give of yourself

## 6: Fashion in the Cloud



**Gap**



**San Francisco**

**Cloud Software Advisor, IBM**

# Listen



Your agenda < the clients agenda

Accept criticism

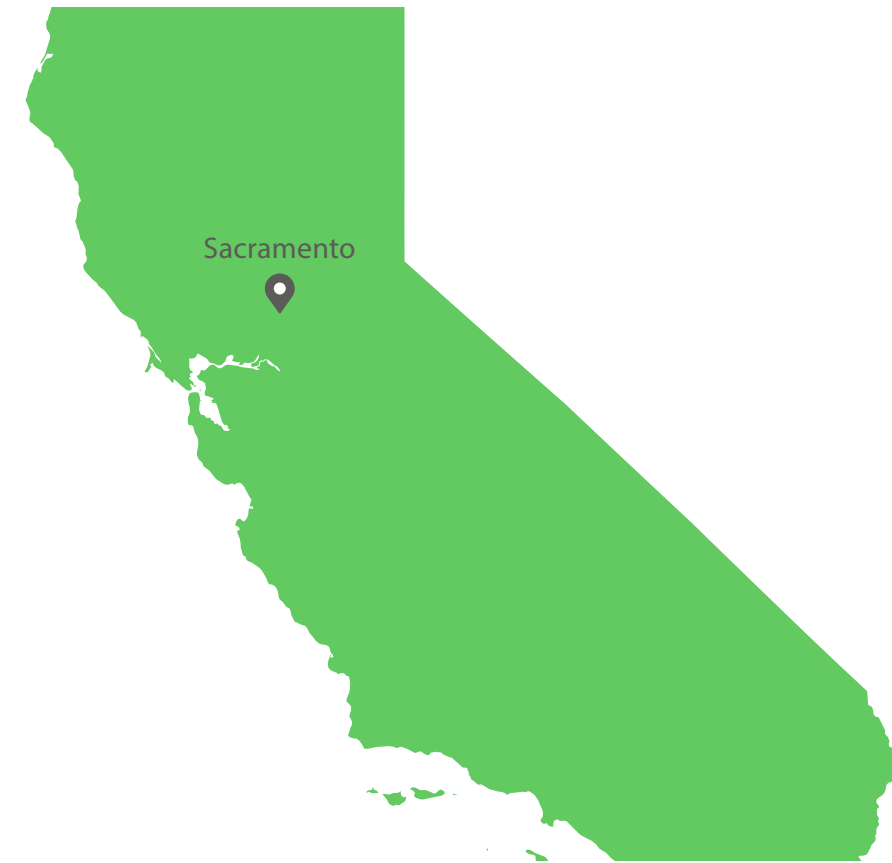
Fix mistakes

Show you can learn

# 7: Health in the Cloud



**KP**



**San Francisco**

**Cloud Software Advisor, IBM**



# Be Ethical



**Be protective about strategy**

**Inclusion = trust**

**Make you clients mission your mission**

**Be discrete**

## 8: A world of alternatives



GOV.UK

**UK Government**



**New York**

**Cloud Software Advisor, IBM**

# Be Vulnerable



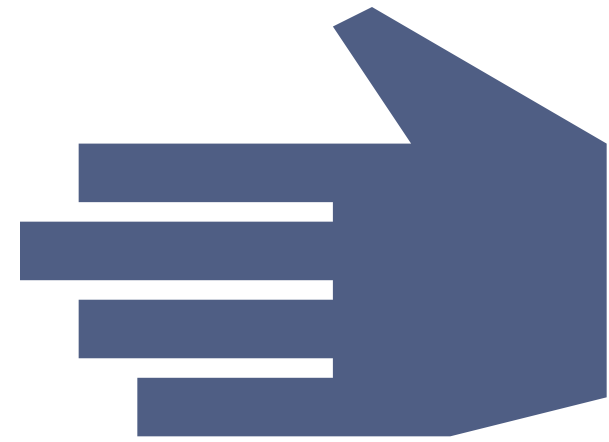
be who you are

share your passion

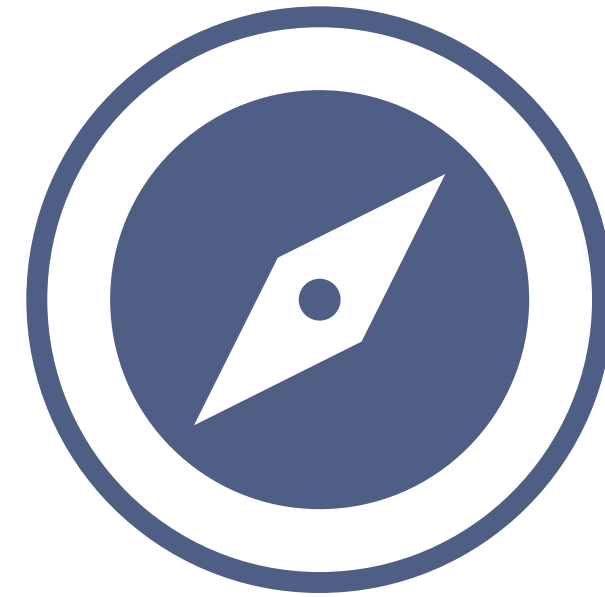
give answers you'd want to be given

be real

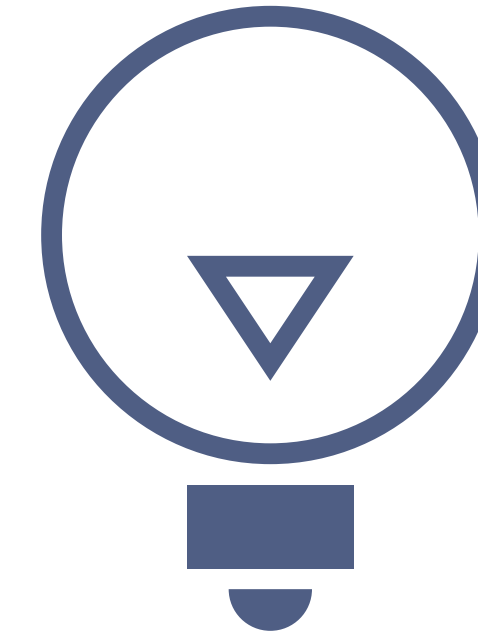
Humility



Integrity



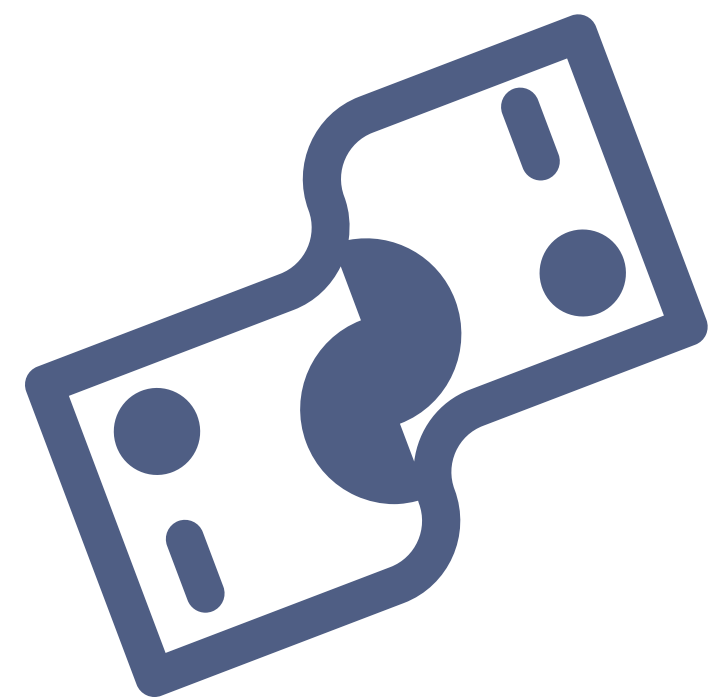
Innovation



Inspiration



## Characteristics of a good consultant



Value



Empathy



Ethics



Vulnerability

