Update – BDC Network Consultants – November 2023

MIRO Whiteboarding Pilot

As virtual delivery is a key component of any Advisory project, we are pleased to introduce a powerful new tool you might be interested in trying out. MIRO is now available free of charge to all Network Consultants when they are working with BDC clients.

How to register: If you have recently been in your SharePoint Project Site, you'll notice a blue button titled "Request to use MIRO app for this client". We invite you to press on the button to request a license for yourself and then experiment with it. Once mastered, MIRO will help you take a portion of your virtual delivery sessions to a whole new level. Visit the Miro academy to get a taste of how this platform works.

The tool will take some practice before you'll be able to use it "live" with a client, but when you feel ready, press the same blue button in the project site to request security clearance for the client's email domain (for example: bdc.ca). Once done, you can invite anyone from the client's company to join your MIRO board and conduct interactive sessions together.

Our deployment strategy for MIRO is as follows:

1. The MIRO whiteboarding application is available to any consultant who would like to try it.
2. Allow for consultants to experiment and adapt parts of their delivery approach using this app.
3. BDC Business Advisors and Network Consultants will share ideas and cultivate innovative ways to deliver parts of client workshops using MIRO.
4. Over time, we will develop and integrate templated approaches into our methodologies that can leverage MIRO interactive whiteboarding in the delivery process.

Note: During the pilot phase, you can log into MIRO using your personal email. Our IT team is currently reconfiguring MIRO access so that eventually your BDC email will be the only way to login. We will keep you informed of the timeline.

Travel Expense Calculation Method

For the purposes of budgeting projects, all Network Consultants are deemed "attached" to a BDC Business Centre (usually in the community where they reside). And when calculating mileage budgets, the distance travelled is always calculated from your BDC office address to the client's offices. *For your information, all BDC employees charge for their mileage in the exact same manner, even when travelling direct from home to a client.*

This approach allows us to be consistent with clients on how we calculate mileage and avoid any discussions about people's home addresses which is private. When submitting expenses, please always use the budget number provided in your contract which has been calculated in this way.

Lastly, please include your on-site travel dates when submitting your bills so that we can provide this information on our client bills.

Canada Digital Adoption Program

The CDAP program has continued to be a tremendous success with September and October attaining record sales of 200+ mandates each month. Responsibility for assigning consultants to both the CDAP Essentials and Small projects is now the responsibility of the Small & Medium Segment Business Team. As staying on top of consultant availability is a constant challenge and changes quickly, we will continue to send an email survey on to all Technology consultants every few weeks asking about their capacity situation.

Our Essentials Solution Transition

The Small & Medium Business Segment (SMBS) delivery team, in addition to their existing portfolio, will now manage our line of Essentials. The transitioning of Essentials to this team is in full swing and will continue in the months ahead. Our SMBS Business Advisors (Project Leads) look forward to working with you on these types of projects.
For medium and large clients, our Advisory Services Client Partners and M&L Delivery teams will work closely together to further develop this segment of the market with more tailored solution offerings.

Solution Development and Continuous Improvement

In the development and evolution of our Advisory solutions, it is standard practice to consult with a few of our experienced Network Consultants to design or validate the approach and tools. Once launched, however, we greatly value the "real life" input from any of our consultants who are delivering the actual solutions with our clients.
If you see an opportunity for improvement, or if you have a suggestion, please feel free to discuss with your Project Lead, or send them an email describing the area for review and recommendation. Your suggestions will be forwarded to our designated Solution Leads for consideration.
While it is impossible to accommodate all ideas and preferences from such a large community of consultants, we will nevertheless try to fix the urgent items and inventory the others for the next solution update/enhancement cycle.

Best Practice Reminder: Debrief with your Project Lead during and/or after every project

One of our goals is to continuously improve our partnership with our consultants. We are encouraging all Consultants and their Project Leads to do a short "debrief" when the project ends. You may also choose to complete this during projects as you complete other tasks and manage multiple projects concurrently with the same Business Advisor/PL. It's a great opportunity to receive and give feedback, align things better for next time and take away lessons learned.

Please consider the following: **The secret to giving great feedback | The Way We Work**, a TED series.

- *Ask a short but important question* (the Micro-Yes / Conversation starter) - Do you have a few minutes to discuss?)
- *Data Point - **Name what you observed objectively** (you said ABC, but I still haven't received it)*
- *Show Impact - **Name exactly how it impacted you** (brings a sense of purpose)*
- ***End on a Question** - Wrap (What are your thoughts?) –*
- *Ask for feedback regularly - **Pull feedback instead of pushing it**.*
- Make it brain-friendly = Not too direct (will become defensive), not too indirect and soft (so people don't recognize it)

We value your input. Please feel free to let us know what you think.

Thank you for your contribution!
Your Consultant Network Management Team