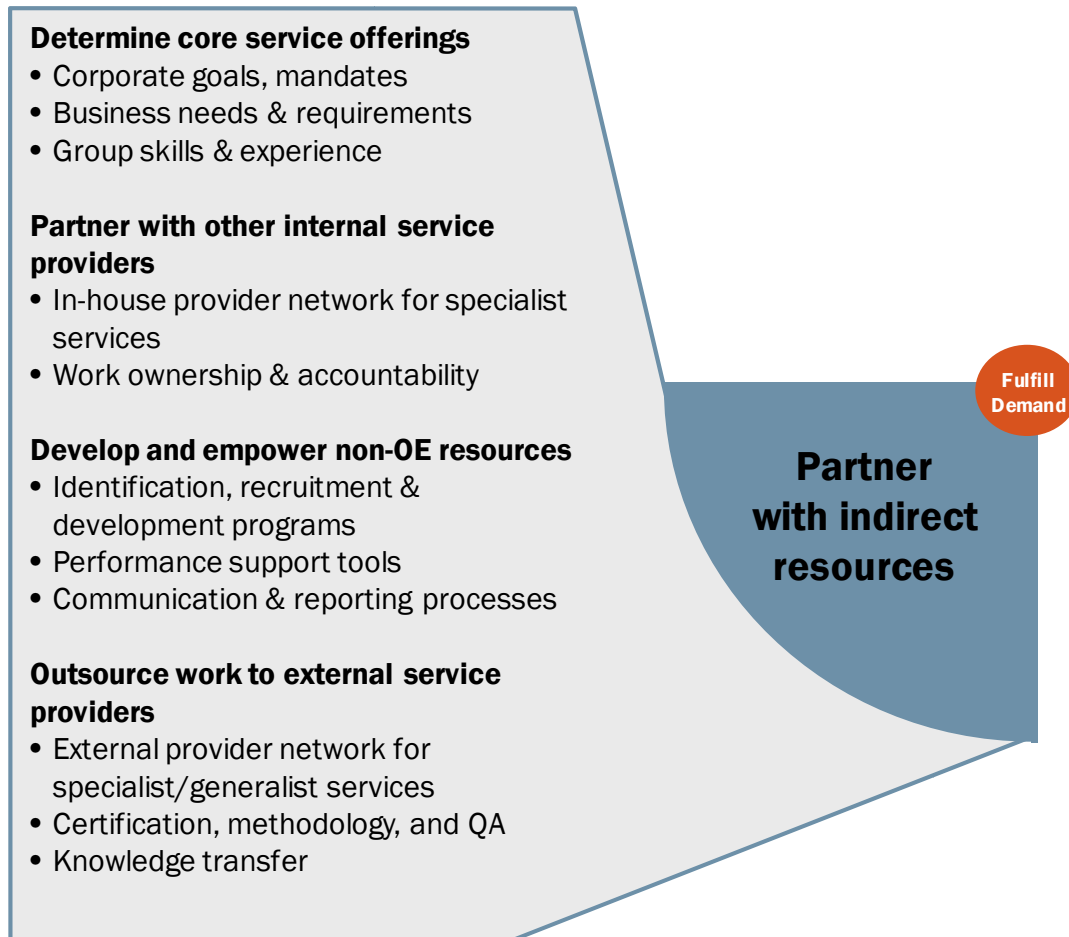


## PARTNER WITH INDIRECT RESOURCES

Many group leaders have identified partnering with indirect resources as one of the most effective and versatile approaches for solving demand fulfillment issues. Actions and considerations for this approach are detailed below.

### ACTIONS & CONSIDERATIONS



"Do we 'embrace our heritage' and have facilitation help us find valuable work or does it snowball into creating a demand that we don't want to fill?"

Peer Quote



"I am interested in the role we play when engaging third parties with the business... We had a high priority project recently where we didn't have enough resources and ... the corporation made the decision to use an external consultant... We managed knowledge transfer by putting one of our resources on it, alongside the externals. It was a painful process. When you're in a role to link with externals, how do you manage it?"

Peer Quote

## EXTERNAL CONSULTANT RELATIONSHIPS

Selecting consultants is perhaps the most important stage of the process. Issues to be considered include:

- **Type of Work Relationship** – do you need the consultants for staff augmentation, specialist skills or a specific service?
- **Cost** - how much budget do you have and will there need to be a competitive bid?
- **Awareness** – how sensitive are the consultants to your company culture and your institution, and how with they fit in with your team?
- **Approach** – how will you work with them? As managers or partners?
- **Interviewing and selection** – who should be involved in the selection process? How will it interviews be conducted (written submission, interview, presentation etc)?
- **Availability** – which consultants will actually be involved in the engagement? Have you met them? Will they be on site?
- **Work Styles** - how will the consultants and their personalities be viewed by those in your organization with whom they will need to work?