



Cross-Functional Business Acumen in the Digital Age

Reduce Silo Thinking.

*Increase Empathy and Cross-Functional
Business Knowledge and Skills.*

Executive Summary



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A New Approach:

Cross-Functional Business Acumen Workshops and Consulting

H5 Consulting helps you accelerate your journey for achieving:

- Enterprise Agility
- Digital and Organizational Transformation
- Customer Centricity (Customer Experience) and Value
- Innovation

May 2018



Executive Summary

We address these needs:

- Information Technology gets closer to the business
- Reduce silo thinking
- Bridge the gaps between the business functions
- Increase cross-functional
 - ✓ empathy, knowledge, understanding, skills, and behaviors



In this age of innovation and transformation, the workshops help overcome a frequent cross-functional (interdepartmental and interdisciplinary) obstacle:

Obstacle

Too many professionals have weak business acumen, knowledge, and empathy about “other” departments, functional areas, and customers.



H5 Consulting offers a fresh, scalable approach to develop professionals for cross-functional collaboration.



On the journey,
let's go down these paths.





Business Functional Areas that we address

IT
Marketing
Logistics
Human Resources
Customer Service
Manufacturing



Sales
Finance
Learning & Development
Operations
Contact/Call Centers
Legal



Desired Impacts and Results:

- IT is closer to the business ... because ...
 1. IT professionals understand the business functional areas
 2. IT professionals learn the language of the business
- IT professionals are more effective with cross-functional, customer-facing assignments



Desired Impacts and Results, continued:

- Reduce silo thinking in the enterprise
- Reduce project rework and waste
 - Improve on-time delivery
- Reduce gaps and disconnects between IT / Technologists and the business functions and users



Desired Impacts and Results, continued:

Improve and Enhance:

- Innovation
- IT reputation and business satisfaction with IT
- Cross-functional knowledge, relationships, and skills
- Enterprise collaboration
- Empathy for customers (paying and internal customers)



Our Business Acumen workshops align to company needs and initiatives in these areas.





During the business acumen workshops, participants ...

- ✓ Build relationships
- ✓ Understand the business functions
- ✓ Learn the language of the business
- ✓ Practice the application of their knowledge and skills

Participants gain a new comfort zone.



Cross-Pollination





Immediate Results

“We realized immediate results; our sales associates immediately adopted new learning and skills and experienced larger sales on the same day the course work was completed! You can’t ask for more than that!”

Sam Hastings
Vice President & General Manager
Global Recruitment Solutions company



H5 Consulting, LLC Experience

“Business Acumen in the Digital Age” programs are based on our deep and broad view of business operations.

We have synthesized our diverse experience from:

- Successful implementation of business acumen courses
- IT consulting and professional services delivered to business functional areas, business users, and end customers
- Leading global cross-functional teams
- Instructional design and learning and development
- IT cross-functional project management
- Business processes
- New product development
- Customer loyalty
- Collaboration
- Sales training on technology products and services



About H5 Consulting

H5 Consulting is an independent management consulting firm with global experience serving clients in the Financial Services, Information Technology, Telecommunications, Professional Services, Retail, Manufacturing, and Government sectors.

We offer a full range of consulting services to assist our clients in solving their most challenging issues. Our services are focused on solving critical operational needs and issues using expertise and business acumen gained over years of senior, and executive management experience.

We deliver and implement actionable, operational plans with the supporting knowledge transfer and custom learning and development programs that provides our clients with the ability to maintain and expand the performance and value achieved during the engagement.

Our consultants are located throughout the eastern U.S. and travel internationally as needed.



Who We Serve

ABN AMRO (now Royal Bank of Scotland)

AIG

AT&T

BellSouth (now AT&T)

Blue Cross/Blue Shield of Rhode Island

Commonwealth of Massachusetts

Dollar Tree

Dun & Bradstreet

EMC

Farm Family Insurance

Federal Deposit Insurance Corp. (FDIC)

General Motors

Hasbro, Inc.

HSBC

IBM Software Group

InnovaPost (subsidiary of Canada Post)

Members United Federal Credit Union

Merrill Lynch (now Bank of America)

Monster Worldwide

National Commercial Bank-Saudi Arabia

Nokia

Pearson

ProSys Information Systems

Regeneron Pharmaceuticals, Inc.

Tadawul (Saudi Stock Exchange)

TD Bank

UBS Wealth Management Americas

United Healthgroup

Vibrant Solutions



THANK YOU

For additional information, please contact:

H5 Consulting, LLC

training@h5consulting.com

Tel. 1-603-928-7084 ext 103