

## IMCHK CPD Event Announcement

Date : 20 July 2011 (Wednesday)

Time : 7:30 pm – 9:00 pm

Venue : Etech Forum, 4/F, Opulent Bldg, 402-406 Hennessy Road,  
Wanchai, Hong Kong (To be confirmed)

Topic : **“What Clients Really Want?”**

In this session, Jenny Sutton will discuss what clients expect from consultants, how clients view typical aspects of consulting proposals, what a good consultant / client relationship looks like, and the things that consultants do that frustrate and anger clients. This session will give you an opportunity to reflect on your consulting approach from a client’s perspective, in order to identify ways to deliver more value to your clients.

Speaker : Jennifer Sutton  
Partner, The RFP Company About the Speaker:

Jenny Sutton has consulted across the globe for companies ranging from miners, manufacturers, distributors to major global insurers. Her projects have involved strategy, operations and technology - leveraging her early career experiences in developing systems for major companies. Previously a Partner with Deloitte Consulting, she has lived and worked in cities across North America, Asia, Europe and Africa.

Jenny, co-author of "Extract Value from Consultants: How to Hire, Control, and Fire Them", now runs The RFP Company, which focuses on assisting clients to make strategic choices, typically during the process of architecting strategic business initiatives--in many cases the choices are related to the use and selection of consulting firms.

Charge : \$150 each for IMCHK members; \$250 each for non-members

CPD units : **2 CPD** units will be awarded for full attendance

Enquiry /Registration: Ms Ip on T: 2865 2108 or Email: [adminsec@imchk.com.hk](mailto:adminsec@imchk.com.hk)

Cancellation Policy:

- 1) When Typhoon Signal No 8, or black rain signal is lowered before 12 noon, the class will go ahead as scheduled.
- 2) Payment is non-refundable unless IMCHK cancels the event.
- 3) If you are unable to attend, cancellations must be received in writing no later than 48 hours prior to seminar.
- 4) No shows will be charged.

\*\*\*\*