

*Leadergy Center is an exclusive professional leadership development resource for senior executives of corporations, governments, and not-for-profit organizations. We trade in a currency of trusted relationships under-pinned by character, commitment, connection, and competence. We've taken an oath to protect American values, to uphold and protect the constitution of the United States, and to assure each and every client of ours receives our best every day.*

## **Do Consultants Really Deliver Value?**

By Michael Robinson, CEO and Co-Founder of Leadergy® Center



For most of my professional life in building and running businesses I have seldom found that Consultants were truly worth their fees. Believe me, I have tried them all too. My list of Consultants includes all of the commonly used large firms as well as numerous boutique firms whose names I've long forgotten.

In almost every case, regardless of the firm, I found that the return on the engagement was seldom a net positive experience. Furthermore, in many instances, I probably lost traction in returning value to the business. What follows are, more often than not, some common outcomes that you may be able to relate to:

### **Is It Just a Language Problem?**

The consultants would spend two to four weeks (sometimes more) evaluating, gathering facts, interviewing people, and frequently making a nuisance of themselves while we were trying to run our business. Then we would have the infamous 'dog and pony' show where they would outline what we were doing wrong and what they would do to help us solve for that.

The net was that my organization educated the consultants and they would synthesize our input into a nice PowerPoint presentation and tell it back to us, albeit using terminology from their MBA programs. I was effectively paying them to translate my teams' vernacular into theirs. They had a wonderful knack for making simple things complex too!

### **Scope Creep**

Scope creep was a common problem. We'd ask the consultants to come in and help solve a specific, primary problem, but within a few weeks they identified several other 'problems' that really needed to be solved before the primary directive could be resolved. Of course being this was out of scope of the original proposal, the costs escalated and before you knew it we had to create more office space to house the consultants.

### **We're Not In Kansas Anymore?**

These guys used to come into our office to pitch their company and their capabilities, wearing suits and ties, looking fresh out of MBA School. They really looked good. The senior consultant was there to lead the discussion. (I believe he was called the Senior Partner or Engagement Leader.) As we talked about the business I'd get the sense that, as we identified possible areas of improvement, the consultants proposed canned solutions, as if our problems were so clearly defined and obvious that there were pre-selected solutions already created. All we had to do was match the problem to the solution set and bingo, problem solved.

I came to realize (very quickly) that these MBA's didn't have any experience in running a business, or making decisions by selecting the best, but imperfect course of action. Everything to them was a cookbook approach. There was no consideration of the complexities of culture, they believed (because they had been taught to believe in academia) that all businesses encounter the same basic ten problems and their professors had developed the "top ten" solutions for these problems. It was mechanical, auto-responsive, and the human element was irrelevant.

I could go on, but these are just some of the repetitive experiences I've had with consultants. By the way, I have nothing but great respect for higher education and MBA graduates who have invested time and money in learning business and leadership. This is a great set of skills to have.

My view has always been that until you're in a leadership role of a department, team, or division, your education is just beginning. The school of hard knocks may sound old fashioned, but there is no substitute. Relevant experience is a wise and sometimes harsh teacher, but quite effective.

### **As Peers**

Leadergy® Center is a unique because we're cut from the same cloth that you are. We have walked in your shoes, lived your role, made our share of mistakes and learned from them all. We have lived in your position, carried similar burdens, confronted many novel problems, received all sorts of input, and felt the weight of being the decision-maker with all of the accountability.



We are your peers. Our years of building, leading, and reshaping organizations and businesses have given us insights, awareness, and discernment unlike traditional consulting practices. In fact, we don't see ourselves as consultants. We are partners and mentors, trying to build a legacy of leadership excellence in everyone that we serve. Our whole approach is to come up alongside of you and share in the challenge of moving you and your team through some stressful, but potentially exciting and adventurous times that will ultimately make you a better business, and a better leader, with better returns.

Look, we have nothing to prove. We have succeeded in building and running several businesses, both in the private and public sectors. We are not on a mission of money anymore. However, we are on a mission of meaning. We are making these years count for us by transferring knowledge, wisdom, and discernment, gained from vast experience, to the next generation of business leader. We want to serve you in that way. We believe it's transformational in a very positive way!

### **Different, But In A Good Way**

Above all Leadergy® Center is trustworthy. We approach our business purposeful, in a servant-hood manner, as a trusted executive advisor for discriminating clients that are seeking uncommon results. Here are six reasons why clients seek our brand -

**Objectivity** – We help clients execute positive change by remaining obsessively committed to objectivity, and drive decisions from a foundation of facts, based on truth and clarity. We guide clients towards achieving excellence with objective straight talk and factual evaluation.

**Shared Risk** – We only achieve success if our clients grow and succeed. Upon acceptance of a client engagement, we do everything in our power to assure success, because we do not accept mediocrity or failure in our ability to satisfy our client's expectations.

**Peer Credibility** – We trade on our reputation of integrity and credibility. We have tremendous credibility with clients because we’ve walked in their steps, experienced their challenges, the same frustrations, and overcame the same obstacles. We have led both highly successful companies, as well as struggling organizations in our 36 years of leadership, and this experiential learning equips us well to help our clients overcome their barriers to success.

**Intellectual Firepower** - Our diverse, specialized team of experts and advisors represents high impact intellectual firepower. We recruit experts that are deep in talent and wisdom, shaped by many years of real world experience. Our lead advisors have no less than twenty years of experience in their professional practice.

**Balanced Humility/Confidence** – While many challenges experienced by leaders are not necessarily new, their circumstances and characterization may be unique. Solving them often requires deftness, therefore we don’t embrace “one size fits all” solutions for our client’s issues; instead we tailor solutions that ultimately lifts our clients potential beyond their competitors. Through active listening and discernment we fully comprehend the texture of the issues to help assure we find the absolute optimal solution.

**‘High Definition’ Responsiveness** – We honor our clients time constraints and business velocity, and are consistently responsive to their inquiries, calls, and emails. It is our commitment to respond within 4 hours of every client inquiry.

## **Our Invitation**

The Leadergy® Center is a safe haven for exploration, discovery, and application of transformational leadership that delivers business results in a constantly changing world. We would like to serve you and your organization by helping you achieve 21<sup>st</sup> century transformational leadership. This may include helping you identify your unique capabilities that are currently being under-utilized, as well as that of your leadership team.



Our personal and professional lifetime commitment is to help leaders like you and your executives achieve differentiating results in relationship to bringing out the best in your people. After all, that is really what leadership excellence is about – bringing out the best in others to advance achievement of shared goals.

We want to help you mold and shape your groups leadership to accomplish that. Our focus is crystal clear. If we can help you equip and shape your organization for achieving performance firepower, then it becomes another building block in our pursuit of nation building. Our goal is to help facilitate the refinement, or possibly the re-creation of organizations like yours in ways that will utilize all its resources to achieve uncommon results through transformational leadership, thus serving future generations in a positive way.

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We'd love to come up alongside of you and give you some tailwind to help you lead a transformation. Give us a call today, or drop us an email, Give us an opportunity to evaluate how we may be of service to helping you live your dream, your passion, and your purpose.

For more information about us and our business please visit us at: [www.leadergycenter.com](http://www.leadergycenter.com)

Sincerely,

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