

External Consulting Track



Society of Consulting Psychology
The Catalyst Division

DIVISION 13
AMERICAN
PSYCHOLOGICAL
ASSOCIATION

Program Facilitator



FELINA CARTER, PhD, PMP, SSBB

Project Management Consultant, Imprivata
APAGS/PSLN Student Representative



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GET TO KNOW FELINA

Educational Background	PhD (ABD), Industrial-Organizational Psychology, University of Phoenix
Time In Consulting	15 Years in Project Management Consulting; First full-time consulting role with Charter Communications as a project management consultant in 2002
Years with SCP	Less than a year; 2017 Seattle was my first conference
What Drew You to SCP?	A desire to be active in a knowledge sharing community and to be engaged with like learners
Involvement in SCP	Currently 2016-2018 APAG/PSLN Student Representative, 2018 CPC Programming Committee, 2018 APA SCP Programming Co-Chair
Benefits of SCP	Shared learning with peers and students, balance of emphasis on science and practice, opportunity for engagement that directly impacts the Society

Use the Chat Feature to Ask Questions



What is the Society of Consulting Psychology (SCP)?

The members of the Society of Consulting Psychology share a commitment to apply psychological insights for the success and fulfillment of individuals, groups, and organizations. The Society strives to be a strong intellectual and collegial community that is a source of valuable insights and useful resources, as we continuously expand the knowledge base of our profession.



Stimulating the exchange of knowledge, ideas, and consulting experience among psychologists

Encouraging high standards of consultation

Promoting psychological research and professional development in the area of consulting

Fostering cooperative relations with allied associations and with all APA divisions

Supporting the advancement of consulting psychology as a science and profession

Advancing multiculturalism, internationalism and diversity (e.g., ethnicity, race, disability status, age, sexual orientation, students, career stage, gender and international affiliates) in all matters within the Society, particularly as they relate to practice, training, and research in consulting psychology



Become a Member of SCP



WHY WE LOVE BEING MEMBERS

- Very welcoming and nurturing environment
- Embedded in the community
- Making connections and networking
- *Consulting Psychology Journal*
- Real world conversations with real world consultants
- A better appreciation of and confidence in your value as a psychologist
- Fun social experiences

Professional Affiliate Membership Fee \$100.00

Student Affiliate Membership Fee \$25.00

<http://www.societyofconsultingpsychology.org/becoming-a-member>



Series Overview

WHEN 5:30P EST	SEPTEMBER 20 2017	OCTOBER 18 2017	NOVEMBER 15 2017	DECEMBER 13 2017	JANUARY 17 2018
TOPICS	What is Consulting Psychology	Consulting Psychology Careers	Research Involvement	Career Path: External Consulting	Career Path: Internal Consulting
SPEAKERS	Greg Pennington, PhD	Jamie Lewis Smith, PhD	Dale Thompson, PhD w/ Chris Coultras, PhD	Anjali Fox, PhD	Matthew Del Giudice, PsyD, MBA
CURRENT ROLE	Managing Partner, PennPoint Consulting	Founder & President, Pixel Leadership Group	Founder & CEO Leadership Worth Following	Consultant Leadership Development Worldwide	Director, Global Talent Management and Organization Development Pepsico
SCP INVOLVEMENT	2008, 2016 President	2017, 2018 Conference Programming; 2019 Conference Co-Chair	2018 President	2017 Conference Co-Chair	2017, 2018 Conference Programing Review Committee

- Free Webinar Series for Students, Early Career, Transitioning Psychologists
- To Provide Insights and Education about Careers in Consulting Psychology
- Discuss with Attendees the Types of Careers and How to Pursue these Paths



Program Co-Facilitator



JAMIE LEWIS SMITH, PhD

Founder & President, Lewis Smith Consulting/Pixel Leadership Group
SCP Conference Co-Chair (2019); SCP Programming Committee (2017, 2018)

 JamieLewisSmith@gmail.com

 <https://www.linkedin.com/in/jamielewissmith/>

GET TO KNOW JAMIE

Educational Background	PhD Clinical Psychology from University of Miami 2007, Licensed in Ohio
Time In Consulting	10 Years; OD Consultant for VHA National Center for Organization Development; OD Manager for Nemours Health System; Director of Talent Development for MedExpress
Years with SCP	About 14 Years; but first conference was Orlando in 2016
What Drew You to SCP?	Connection and networking with like-minded practitioners
Involvement in SCP	Programming Committee 2017; Programming Chair 2018; Conference Co-Chair 2019
Benefits of SCP	I have built wonderful relationships – professional and personal; obtained valued mentoring and advice from seasoned professionals; stay current in the field.

2018 Conference – Savannah, GA (Feb 8 – 11)

- **Content for Students/Early Career Attendees:**

- Learning from the Gurus Session
- Breaking into Consulting: Practical Strategies to Building Confidence and Competence
- Introduction to the DISC Assessment: Understanding the Model and How the Tools Can Be Used to Develop Leaders and Teams
- Learning Agility Certification Workshop (space is limited)
- Introduction to the Leadership Circle Profile
- Cutting-Edge Research on Executive Coaching
- How to Establish, Grow, and Sustain Your Consulting Business
- PROPEL: 6-Steps Proven to Enhance Ind. and Org. Performance

- **Get Involved**

- Volunteer – email Kate McVey (kmmcvvey99@gmail.com)
- Participate on the Conference Planning Committee

Join the
FUN!



Featured Speaker



ANJALI FOX, PhD

Consultant, Executive Assessment and Leadership Coaching
Leadership Development Worldwide



Anjali.Fox@ldw-w.com



<https://www.linkedin.com/in/anjali-fox-ph-d-ab4627/>

GET TO KNOW GREG

Educational Background	Dual Clinical – I/O Ph.D. Alliant International University, San Diego
Time In Consulting	~ 13 years (about 9 internal, about 4 external)
Years with SCP	Maybe 7?
What Drew You to SCP?	A good friend
Involvement in SCP	Passive member (conference only) then conference planning committee 2017
Benefits of SCP	list serve, networking, “my people”

TOPICS

My career journey

What do I do?

- overview
- specific examples

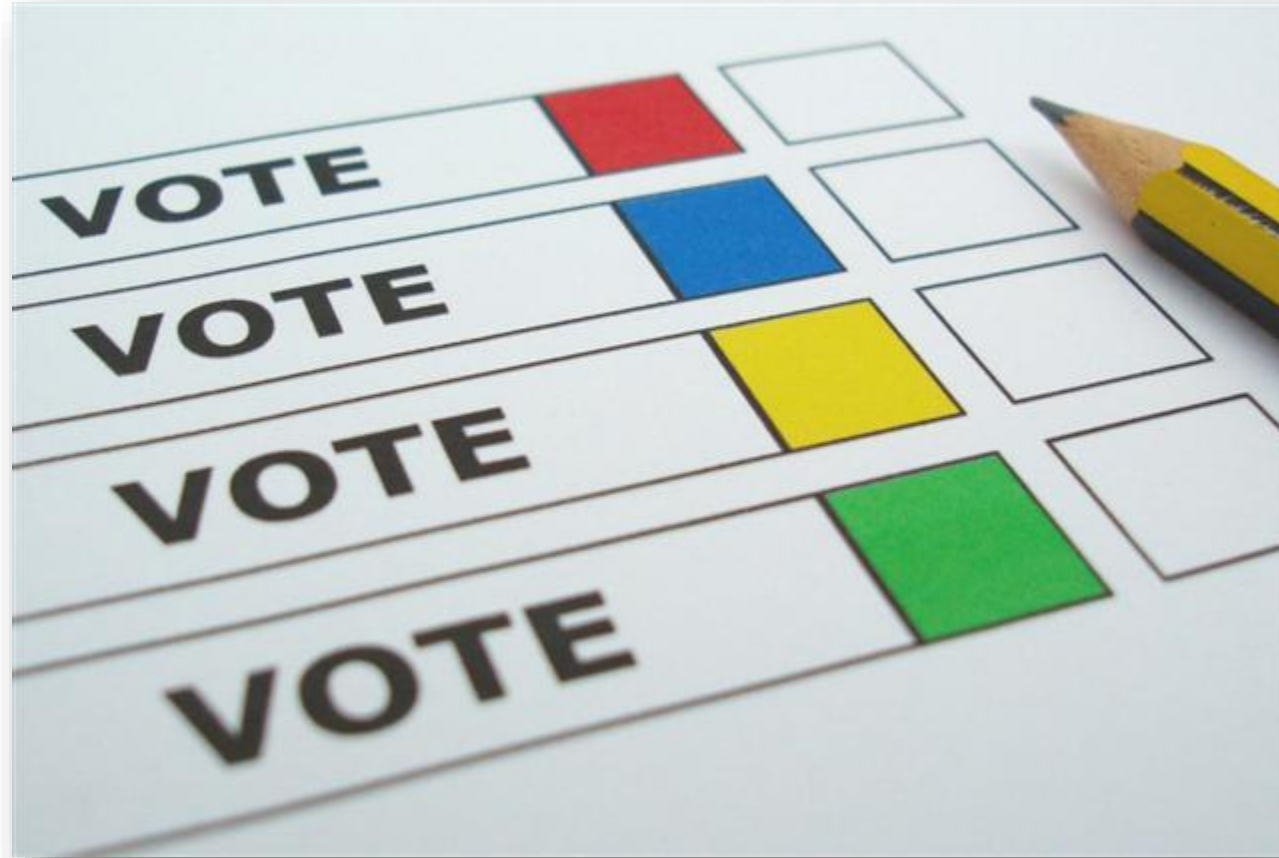
Why I prefer external consulting

What I learned while working internally

What has helped me to be successful

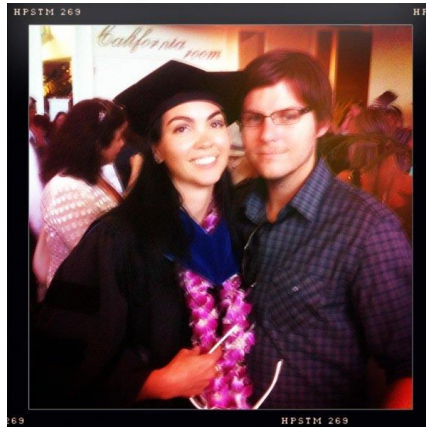


Poll: Your Career Status



Willis
Towers
Watson

Independent
Consultant



bebe

ABOUT LDW



- We are a team of business psychologists and consultants with deep insight into organizations, leaders and teams, and a comprehensive understanding of our clients' culture, values, and business priorities. Through decades of outstanding performance we have built collaborative relationships and delivered results to our premier global client list.
- LDW identifies, develops, and accelerates the potential of organizational leaders and teams to create thriving corporate cultures and business success.



WHAT DO CONSULTING PSYCHOLOGISTS DO?

Consulting
Psychologists apply
*psychological
knowledge and skills*
within a business
context to improve
business outcomes.



Individuals



Groups/Teams



Organizations



WHAT DO CONSULTING PSYCHOLOGISTS DO?



Individuals

- Assessments
 - Career Assessment
 - Selection
 - Development
- Coaching
 - Career Coaching
 - Fixing Deficits/ Problem Behaviors
 - Maximizing Leadership Impact
 - Career Transitions



WHAT DO CONSULTING PSYCHOLOGISTS DO?



Groups/Teams

- Assessments
- Facilitation the Formation of a Team
 - Establishing Norms, Roles
 - Increasing Familiarity
 - Building Trust
- Role Analysis
- Interventions
 - Group conflict/dysfunction
- Leadership Development Programs/Management Skills



WHAT DO CONSULTING PSYCHOLOGISTS DO?



Organizations

- Assessments
 - Culture Assessment
 - Employee Engagement
- Consulting at the Org Level
 - Talent Management
 - Change Management
 - Strategic Planning



TYPICAL CLIENT QUESTIONS

- *“Tell us more about this candidate”*
- *“Can he/she scale?”*
- *“How much runway does this candidate have?”*
- *“Will he be able to build the team?”*
- *“Can she handle the complexity?”*
- *“Can you teach him that being a jerk is not the only way?”*
- *“We value this person, what are his development areas and how shall we invest in him?”*
- *“We are a newly formed team/dysfunctional team/ lots of changes with the team and objectives of the org, what are our strengths and gaps, and how can we best work together?”*
- *“What is the current and desired culture of our organization?”*
- *“If we were to acquire X organization, what can we expect from a leadership/culture/talent perspective?”*
- *“We keep hiring people that don’t have the right DNA for our company, can you help?”*



EXAMPLE - ASSESSMENT FOR SELECTION PROCESS

- Pre-call with hiring team
 - role overview
 - specific context factors
 - concerns and specific questions
- Administer several online assessments:
 - personality
 - motivation
 - problem solving
 - behavioral
- 4 hour interview plus in person problem solving
- Analyze interview and assessment data
- Write report and make recommendation
- Debrief call with hiring team



EXAMPLE – COACHING PROCESS

- Coachee takes online assessments
- Consultant conducts a “warm 360” or online 360
- Half day feedback session and development of goals
- Alignment meeting with coachee, manager and HR
 - Led by coachee
 - Facilitated by consultant
- Ongoing coaching meetings
 - in person, telephone, facetime
 - 6 months – ongoing
- Alignment meetings throughout
- Follow up 360 at 12-18 months



WHY I PREFER EXTERNAL CONSULTING

INTERNAL

- Within the Organization's Hierarchy
- Typically with HR Function
- Often Removed from Sr. Leaders
- Takes Longer to Earn Respect/Build Advisory Relationship
- More political (in my experience)
- Long-term, Deeper Relationships
- Cross Functional Teaming
- Travel Expectations Less, But Vary

EXTERNAL

- Independent, Objective
- Autonomy, Flexibility, Variety
- "Advisor Status" Coming in the door
- Can Leverage Expertise/Degree
- Direct Line to Senior Leaders
- Finite Projects
- Fast Paced, High Demands
- Travel
- Revenue Generating Rather Than Support Function



WHAT I LEARNED FROM INTERNAL ROLES



- Business Acumen – How things actually work in organizations
- Politics and organizational dynamics
- Industry knowledge
- Cross functional exposure (systems, technology, compensation, training, learning and development, human resources, etc.)
- Persistence - If at first you don't succeed, regroup and try again!



SECRETS TO MY SUCCESS....I THINK

- Speak plain English
- Be responsive
- Be helpful
- Be humble - but not overly modest
- Translate your clinical skills
- Facilitation skills / presentation skills / executive presence
- Familiar with current trends
- Identifying root cause vs addressing symptoms
- Certifications
- Confidence
 - Ethics and integrity – guard these at all costs!
 - Authenticity
 - Be willing to say, “ I don’t know”
 - Don’t be a lackey...Don’t be a “yes” man.



The Iceberg Illusion

Success
is an
iceberg

WHAT PEOPLE
SEE

SUCCESS!

Persistence

Failure

Sacrifice

Disappointment

WHAT PEOPLE DON'T SEE

Dedication

Hard work

Discipline

Don't give up
Find mentors
Ask for help
Help others

YOUR QUESTIONS

What other questions can we address that will help meet your expectations for this session on Careers in Consulting Psychology?

**USE THE CHAT
FEATURE TO ASK YOUR
QUESTIONS.**



CONTINUE YOUR JOURNEY



Join Us for Future Sessions!

To Register for Future Sessions:

- 1** SCP Webpage
www.societyofconsultingpsychology.com
- 2** Education Tab
- 3** Current Webinars
- 4** Webinar: Careers in Consulting Psychology

You will be asked to login or create a **free** account.

WHEN 5:30P EST	JANUARY 17 2018
TOPICS	Career Path: Internal Consulting
SPEAKERS	Matthew Del Giudice, PsyD, MBA



Next Month:

Internal Consulting Career Path

Matthew Del Giudice, PsyD, MBA
Director, Global Talent Management &
Organization Development
Pepsico



We Value Your Feedback



- You will receive an email from **FELINA CARTER**
- It will include a link to the feedback survey
- It will also include links to helpful resources from this call



