

**WHAT HAPPENS WHEN BUSINESS LEADERS, IT,
OPERATIONS AND FACILITIES MANAGEMENT
PROFESSIONALS ALL PULL IN THE SAME DIRECTION
WHILE IN THE MIDST OF GREAT CHANGE?**

**THEY PIONEER THE EVOLUTION
OF OUR WORKPLACE AND DEFINE
OUR WORKFORCE.**



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PURPOSE OF THIS EBOOK

THIS EBOOK IS FOR EVERY BUSINESS LEADER, EVERY IT, OPERATIONS AND FACILITIES MANAGEMENT PROFESSIONAL WHO RECOGNISES THAT WE ARE ALL FACING GREAT UNCERTAINTY WHILE IN THE MIDST OF GREAT CHANGE.

This is for the pioneers of tomorrow who recognise that this change, in its simplest form, is all about the possibility of what we can achieve when we empower people and shift how we think about, and ultimately use, our facilities.

[@SteljesBusiness](#) has partnered with some of the best in our industry to bring you thought-provoking content that firmly establishes the challenges we collectively face, the reality that you are most certainly not alone and some of the questions and answers being raised to help us all

evolve during changing times. To collaborate suggests that we is preferred over me, and rightfully so. Our collaboration with [@FMCoach](#), [@MarkFritz](#) and [@Ismayeel](#) is just the beginning – we're inviting the best of our peers to continue the collaboration on Twitter, on our blog and through our inbox.

If you've got this far, then chances are we should know each other. Find and engage all of us using the hashtag – who knows, we may even rope you into our next piece of content.



THE WORLD IS CHANGE



NEVER BEFORE HAVE WE NEEDED TO BE SO EFFICIENT WITH WHAT WE HAVE (AND WHAT WE'RE LOSING) IN NEXT YEAR'S BUDGET, WHILST DELIVERING MORE BOTTOM-LINE GROWTH, MORE OPERATIONAL EFFICIENCIES AND MORE RESULTS FROM OUR PEOPLE – ALL WHILE IN A STATE OF EVOLUTION.

How we work, where we work and when we work is constantly being redefined as the business world finds itself experiencing a hurricane of technology and change – not to mention the next generation of digital natives entering our workforce, alongside our generation now toting the flag of digital immigrants.

THANKS TO OUR CHANGING TIMES AND CULTURAL SHIFTS, WE OPERATE IN A CONSTANT STATE OF BETA.

We have all seen or heard how collaboration technologies are working hard to help businesses reduce operational costs by improving productivity, saving us time and supporting employees working flexibly from different locations, while making the layered corporate buildings of yesterday less and less necessary. What we've found is that there are challenges that make this switch difficult – but collaboration needs to stay front and centre, because this is exactly where the evolution happens.

When Microsoft Lync® was deployed across Aviva, the biggest fear was a fundamental shift in how people would work. We fear technology that looks like technology. It is the job of the CIO to make sure it looks like a meeting room, not a toy with bells and whistles. None of the, "If you would like to make a video call touch, press, dial..." – it has to be cohesive and in sync with how people think and naturally work.

TECHNOLOGY SHOULD NOT BE DISRUPTIVE TO NATURAL THINKING.

Natural search means you want to search naturally. I want to naturally meet people, I want to naturally find people and get them together to work on a document in real time. The sooner we get to naturally doing things, the sooner we can stop with the divisions of digital native, digital immigrant and digital nothing.

THE TRAJECTORY WE ARE ON IS FRAUGHT WITH OPPORTUNITY, CHALLENGES AND WAYS TO INNOVATE. WHAT DOES THIS MEAN TO US TODAY? WHAT DOES THIS LOOK LIKE TOMORROW?

How do we adapt to change whilst continuing to demonstrate value? Which leads us to the question we felt appropriate enough to be the title of our eBook: what would happen if our business leaders, our IT, Operations and Facilities Management professionals all start pulling in the same direction? We're not quite sure yet but we're going to enjoy finding out.

“ THE SUCCESSFUL DELIVERY OF A CUSTOMER SOLUTION RELIES UPON THE EFFECTIVE COLLABORATION BETWEEN PEOPLE ACROSS BT. OUR NEW SMART COLLABORATION CAPABILITY ENABLES PEOPLE TO MEET, IRRESPECTIVE OF WHERE THEY ARE IN THE WORLD AND INTERACT AS IF THEY WERE IN THE SAME ROOM. THIS HAS HAD A MASSIVE IMPACT ON TRAVEL COSTS AND REDUCED OUR CARBON FOOTPRINT SIGNIFICANTLY. **”**

Bola Oshisanwo, Director
Agile Development Centre, BT



CLICK HERE TO READ THE FULL BT CASE STUDY.

THE LEADER'S DILEMMA



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Successful leaders are great problem solvers, and as they rise in their organisations they get larger and larger problems to solve. However, the new marketplace and workplace are presenting today's leaders with a very important dilemma to manage, and it doesn't involve solving a specific problem or problems.

The advancement of communications technologies and globalisation now means that you can not only work effectively with someone across the globe, but your most important competitor could be there too. With the world far smaller than ever before, effective collaboration, with people located anywhere working effectively together, is fast becoming

one of the core competitive advantages for today's most successful companies... especially global ones.

Effective collaboration is now becoming a priority for today's leaders, and successful leaders don't simply view this as a problem or a set of problems, but as a dilemma that requires their constant leadership.

Why? Because you can't order people to collaborate. You also can't prescribe one process that is detailed enough to drive the right collaboration across different personalities and cultures.

SUCCESSFUL LEADERS KNOW THAT EFFECTIVE COLLABORATION IS DRIVEN BY TWO KEY ENABLERS:

CULTURE -

Group performance (your results) and group behaviours (culture and values).

COMMUNICATIONS ABILITIES -

Audio, web, data and video conferencing (experiences).

CULTURE AND COLLABORATION

You can spot a great leader by taking a look at their priorities. One of the most important is the culture of their organisation, and whether they view the culture as an and, or an or.

You find so many leaders today that are primarily focused on results instead of on the behaviours that drive those results – and which are ultimately the key to better results. Successful leaders, and especially those leaders who have achieved long-term success, focus on both the results and the behaviours.

When you think of effective collaboration, you see that it takes a focus on both to create and maintain it.

Leaders around the world are embracing collaborative technology to ensure their culture evolves with the change... and consider how people collaborate differently.



USING THE NEW SOLUTION FROM SMART TECHNOLOGIES, WE HAVE IMPROVED THE EFFECTIVENESS AND EFFICIENCY OF OUR MEETINGS AND WRITE UPS. BECAUSE OF THIS, WE ARE NOW ABLE TO FIT IN ADDITIONAL MEETINGS AT THE MICROSOFT TECHNOLOGY CENTRE. THIS HAS HELPED OUR SALES TEAMS TO MEET MORE CUSTOMERS AND THEREBY INCREASE OUR SALES PIPELINE. ”

Martyn Davis, Manager
Microsoft Technology Centre



CLICK HERE TO READ THE FULL MICROSOFT CASE STUDY.



HERE ARE **THE TOP TEN** COLLABORATIVE TECHNOLOGIES WE ARE SEEING LEADERS AROUND THE WORLD LEVERAGE TODAY:

10. MANTIS

This online bug tracking script is designed for development teams as a great way to record and log any bugs, improvements or feature requests – you can also use it for any issue management collaboration where teams are involved.

9. JING

Capture images, record on-screen video, edit and share.

8. SKYPE

Brilliant for training, quick questions to other team members, phone calls (including to clients), video conferencing, daily meetings for your development team and simple screen sharing.

7. TIME DOCTOR

This is great for both personal and team time-tracking, so that you know exactly what everyone is working on and how long they are spending on these activities. It increases productivity of a virtual team in multiple ways, and helps to prevent productivity problems such as personal Internet use during work hours. Time Doctor can also be used for monitoring attendance and producing timesheets.

6. GOOGLE DOCS

Provides free online spreadsheets and document management. The spreadsheet feature is particularly useful when you need to have multiple people working on the same spreadsheet at the same time (something you can't do with Dropbox). While it doesn't have all the features of an Office Suite, it's very useful for real-time editing as a team across distance.

5. SHAREPOINT

Using SharePoint 2010, your people can set up websites to share information with others, manage documents from start to finish, and publish reports to help make better decisions.

4. BASECAMP

This online collaboration tool helps you effectively manage projects and tasks while facilitating quick and easy communication.

3. DROPBOX

Add something to your Dropbox folder and it will automatically update the versions the other people that you shared the folder with have (and any other computer you use that's connected). Share, access on the go and pick up where you left off.

2. SMART BRIDGIT[®] CONFERENCING SOFTWARE

Collaborate with remote participants and local teams in real time using Bridgit conferencing software. Bridgit makes collaboration more engaging and visual – teams can work on the same content simultaneously and link directly into each other's documents, regardless of location and across whiteboards, panels, remote computers and iPads.

1. SMART BOARD[®] INTERACTIVE WHITEBOARDS AND DISPLAYS

SMART Boards have to be the clear winners because of the way they can make meetings so much more effective. A SMART Board is a large, touch-enabled surface connected to a computer or built-in appliance that allows users to open software applications and other files like drawings, plans, schedules or spreadsheets. You can work naturally with content using your finger to interact with any application, or pick up a pen and write over it moving easily between documents, digital notes or the Web. All notes can be saved and instantly emailed to participants, so no more writing up flip chart notes or taking photos of the scribbles on a dry erase whiteboard.

A RUBIX CUBE WHERE THE COLOURS ARE CONSTANTLY CHANGING

You could think about driving collaboration in your organisation as trying to solve a Rubix cube puzzle where the colours are constantly changing on you. You can never solve the puzzle – it's no longer a problem to solve, but a dilemma to manage.

Everything is changing at a faster pace. Priorities change, people change, technologies change. A successful leader is focused on creating the right culture, and enabling it with the right communications abilities. This allows their people to collaborate in the most effective ways possible.

In many ways, it's not about aligning all the colours, but creating an environment where everyone in the organisation sees that trying to align all the colours is to their advantage. When your people both think and feel that they will be more successful working together than on their own, then they will want to collaborate.

EFFECTIVE COLLABORATION IS REALLY ABOUT CREATING A SHARED EXPERIENCE

People remember what they experience far more than what they simply see or hear. That's why the use of tools like SMART Board interactive whiteboards and interactive displays is so powerful. SMART Boards combine interactivity with the simplicity of familiar meeting room tools so you can transform any space into an active collaboration setting. They provide one of the most effective ways to get everyone involved, regardless of their location, and involvement creates a far more powerful experience that gets remembered.

To drive more effective collaboration in your organisation, create more powerful experiences.

FACILITIES MANAGEMENT PROFESSIONALS AND THE UPHILL BATTLE THEY SHARE



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The world of FM is a demographic time bomb. Within our industry this is being addressed by new, high-level FM apprenticeships and a whole suite of new qualifications, but employees in general will want – and need – new ways of working. This means smarter technology, working from any location, more trust and simpler ways to collaborate at a distance. The on-going demand for us to be sustainable in our working practices also requires us to address the workplace of the future.

WHAT ARE YOU AND YOUR TEAM FOCUSING ON OVER THE NEXT SIX MONTHS?

FM teams have been putting their head above the parapet for a while now, and whilst we may not feel the need to be sat at the board table, we certainly have a voice there. It's no longer just about cost reduction but instead about adding value, ensuring the supply chain supports your organisation's values and objectives, encouraging increased productivity and employee satisfaction, and all this by working more collaboratively with our colleagues, particularly in IT and HR.

One thing FM professionals excel at is managing relationships. But what if

communication is done via e-mail, Skype, and other digital communication platforms?

The ability to actually understand people's motivations by looking them in the eye, physically, face-to-face, is no more. How do we ensure this does not foster a lack of trust, or be dismissed as 'a generational thing' when it doesn't have to be?

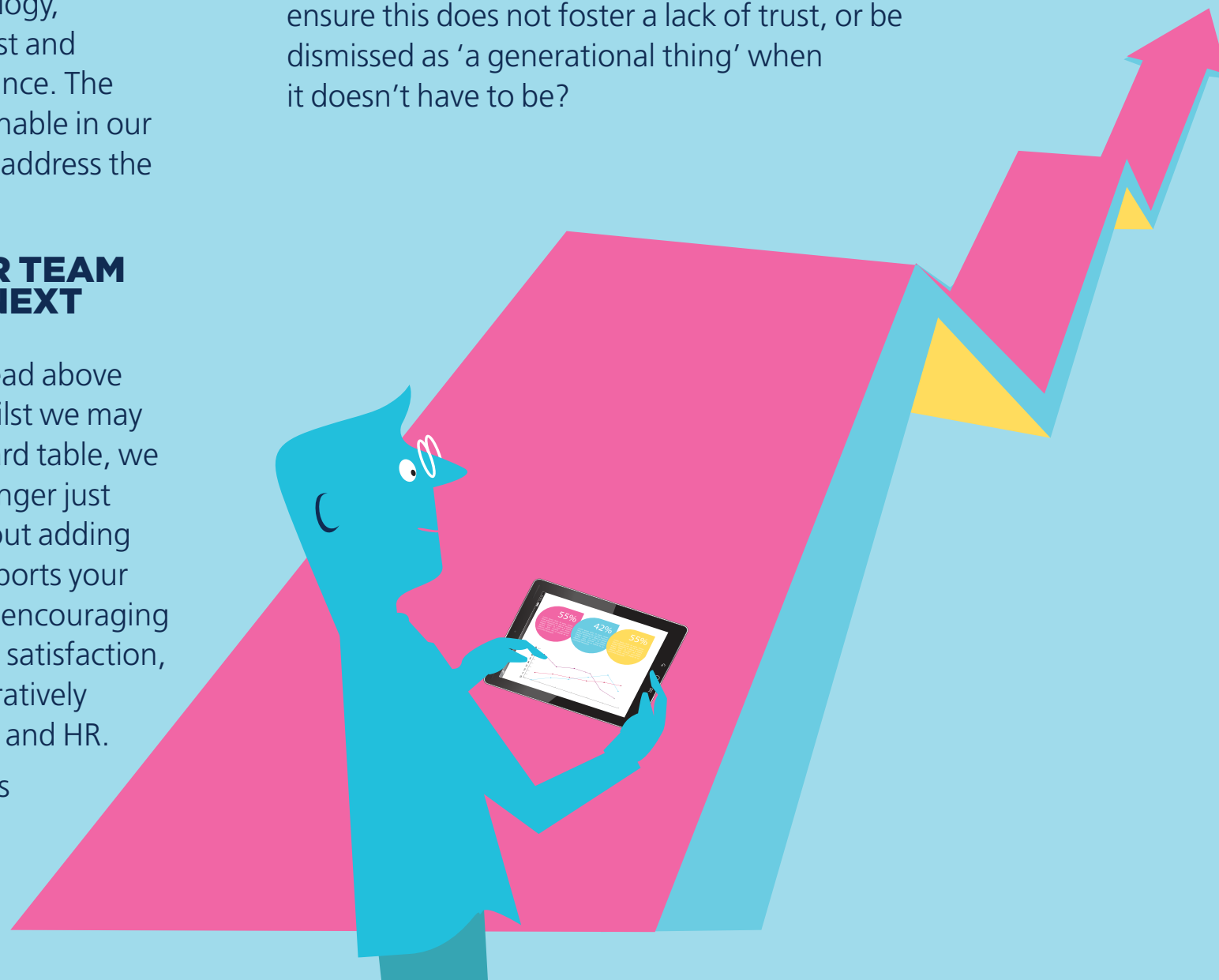
Can you trust what you see and hear digitally? Should you? What can we do to rebuild that trust?

There's been a lot of talk about the third space – the space of collaboration and community, where conversation and ideas can flow outside of the home and the traditional corporate workplace – and we should be preparing for the rise of this ideal not as an alternative to the workplace, but as a complementary, innovative space for everyone to participate.

The evolution of the workplace is ramping up, and those in FM are ideally placed to shape the new culture, the evolution of that old culture into the new that so many times is overlooked or not considered.

WHAT WOULD YOU SAY ARE THE MAJOR THEMES IN FM RIGHT NOW?

What is it that you need to create satisfied clients. To ensure that your workplace is optimised for productivity? Tweet **@FMCoach** using **#SMARTpioneers** – we're keen to find the biggest challenges out there and rally around to collectively resolve the biggest hurdles facing FM during this period of change.



“IT'S A GAME CHANGER IN TERMS OF WHAT WE'RE SEEING FROM COMPANIES LIKE SMART. THESE COLLABORATION TOOLS ALLOW A TEAM TO WORK BETTER TOGETHER, AND WHEN TEAMS WORK BETTER TOGETHER WE HAVE MUCH BETTER RESULTS.”

Jack Beaudoin, Vice President
Turner Construction



CLICK HERE TO READ THE FULL TURNER CONSTRUCTION CASE STUDY.

IT'S NOT ABOUT THE TECHNOLOGY, STUPID.



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THIS IS AN EBOOK ALL ABOUT QUESTIONS. LET'S EXAMINE THEM – BECAUSE THE FUTURE OF THE WORKPLACE IS ABSOLUTELY ABOUT THE WHY.

1. "Why should we embrace change and the technology to affect the evolution of business?"
2. "Why aren't we running 24-hour operations so that when London sleeps, California starts, only to pass the baton to Singapore in time for West Coast US bedtime?"
3. "Why should we find a new way of working collaboratively? Surely a CIO's job is to implement natural technology that is less flashy and more natural to how we work, find, collaborate and share?"
4. "Why are we not recognising that embracing change and the technology that supports it is something we will either do by choice in our own time, or be forced to comply with over the next few years to make us more productive, save time and money and ultimately enable us to keep up with the competition?"

The issue itself doesn't matter. Fundamentally we have to find the answer to that definitive question, "Why should we do this?" And when we talk about *this*, how do we know if *this* is a good idea?

IT'S A GOOD IDEA WHEN IT IS DIRECTLY TIED TO SAVING US MONEY AND MAKING US MORE MONEY.

How you will do it is also a non-issue. There is no barrier. This is not about the technology, your technical team's ability or about your incumbent technology suppliers. If you are clear as to what you are going to achieve by resolving the why, then rest assured, the how is absolutely doable.

In my four years at Aviva we resolved the why. And it revolves around resources.

You have two kinds of resources: people and facilities. Both of these resources have their own complications.

With people it comes down to time, skills, availability, time zones and all of the associated costs and assets that comes into play when you talk about your workforce. Then you have the workplace. Desks, phones, coffee, parking, office meetings and so on.

These are two fundamental elements of business that are up for debate – that is, they are up for disruption.

The truth is, we don't make enough use of our people and their unique skills. They have far more to offer than we get from them, and the only way to get access to this added value is to reduce and simplify the mundane tasks that become a part of office life, to give them time to do more of what they do best. Innovate.

A good way to simplify the more mechanic processes involved in the world of work is to

implement automated workflows and facilitate electronic activity. This lets people work on the real gold.

WHY NOT RUN 24-HOUR OPERATIONS?

Your leader in the UK can set actions at 5pm UK time to be worked on in India and California. When they sleep, Singapore starts.

Why turn to recruitment companies and constantly hire people for a short-term project, when there is a plethora of skills amongst our workforce already? What if I could tap into the skillset of my Risk Analyst, who knows Java? A simple call to my guys in India, or even an IM message, uncovers talent. I now have proof-readers and a team who can code my project.



Tapping into skillsets you didn't know were there brings extra value, especially when you have a work environment that is geo-dispersed, multi-lingual and multi-time zone. But it's difficult to do this over IM. It's not about simply passing on a document or email, it's about visual drawings, video, sharing documents for teams to collaborate on in real-time wherever they are located, face-to-face, and having the flexibility to track progress without being in the same room.

ITS ABOUT DEALING WITH PEOPLE INSTEAD OF NUMBERS.

Maintaining buildings is a huge strain on any business. Every person and every desk is a drain on the company's income, and this typical office layout also encourages us to treat our people like numbers. They are assigned employee ID numbers and assigned a desk. We should be asking, "Who are you? What are you passionate about, and what are your other skills?"

Not locking a person to a desk frees them up and gives you the opportunity to tap into their other skills. If you are going to spend most of your time in meetings, why have a desk? We should be talking about hot-desking much more.

Why are your meeting rooms always full? The future is hot-desking, with smaller meeting rooms with collaboration technology to make it easier to integrate smartphones with tables and laptops. Make your meeting rooms into collaboration spaces.

In four years, Aviva became a company with empowered people, breathing together, working in an inclusive environment where they could achieve recognition for their work. That story was achieved through the innovative use of collaboration technologies.

One key question will shape where you go from here. What is it we want to do as a business? If we don't know, how do we define that? What cultural stage are we at?

We need to ask ourselves, "What kind of company culture do we want to create? What kind of lifestyle does that mean? How are we going to empower our individuals?"

Then those requirements get passed on to our IT personnel. Then we ask, "Are you able to meet these objectives?" If they can't, you go one step further and see if your technology vendors can facilitate this. Aviva didn't have solutions in place that met our requirements.

We shouldn't be awarding business to suppliers by default. If they can't meet the challenges, that's okay too – they still might have something new to offer. Can they work with you to make bespoke, innovative technology? Don't be afraid to shop around, and find an alternative vendor who is more able to serve your needs.

Where they can't deliver, work closely with them to create new features and take a gamble.

HERE ARE YOUR STAKEHOLDERS

1. EXECUTIVE LEVELS

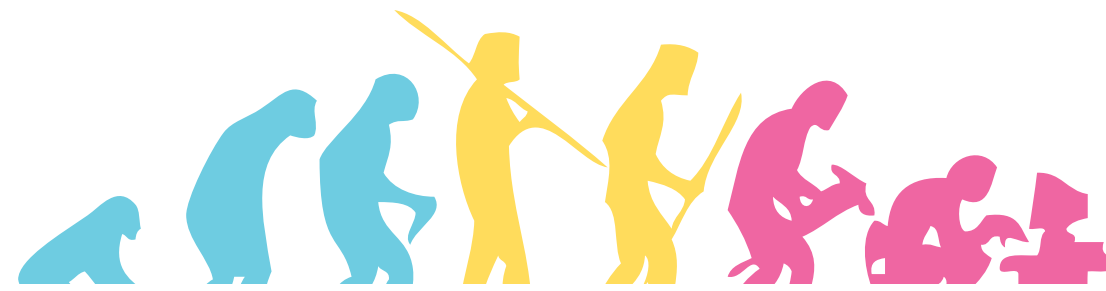
2. IT INTERNAL SERVICE PROVIDER

3. EXTERNAL VENDORS WORKING CLOSELY WITH US

You can also work with other organisations, connected to you horizontally or vertically. Collaboration doesn't just have to be inside your business. You have the power to drive product development roadmaps, and we get there faster when we do it together.

We want to get away from this idea that collaboration is difficult, or the worry that this project isn't possible. If you don't think it's possible, say so... speak up. Don't remain silent. Voice your concerns and voice your opinions, then get ready to pioneer a new way of problem-solving. Yes, there are a lot of questions. Collaboration is one strong way forward.

#SMARTPIONEERS: THE WORLD OF WORK HAS CHANGED FOREVER – HAVE YOU CHANGED WITH IT?



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It is hardly surprising that we live in a constant state of Beta. Technology is forever changing and with it come changes in the way we work and where we work. For years the traditional workplace has been dominated by allocating one person to one desk, with people grouped together by department.

Advances in technology are having a significant cultural effect on the world of work and businesses are having to adapt to create a 21st century working environment that will help them to compete in an increasingly global economy.

But the work place itself is now changing. How often do you see people in cafés, clustered around their laptops, iPads and smartphones working together on a project? Home working has become accepted as a way of reducing stress and achieving a better work/life balance, cutting down on travel time and being more productive.

Whether we like it or not, the internet of “connected things” is having a big impact on our lives.

The world of work has changed forever. But one thing that never changes is that when people work in a collaborative way, the results are amazing.

Technology is an enabler, creating an environment where people can connect with each other wherever they are – whether in the same room, at home or anywhere in the world.

Inevitably, a plethora of technologies have emerged in an attempt to address the challenges of creating a 21st century working environment. The main problem is that the focus has been on the technology and hardware rather than the people who actually create the processes for communication and who are responsible for driving the cultural change that is required.

It is apparent that progression must start from the basic principle of understanding what actually happens when colleagues get in the same room together. How can a solution be developed to facilitate the same levels of dynamism, inspiration, creativity and interaction that stimulate innovation, new ideas and great decision-making?

As well as being in the same room, a key ingredient in re-creating this environment is having immediate access to data with the ability to instantly capture and manipulate information in real-time that enables the continuous development of thoughts and ideas.

SMART's Freestorm™ visual collaboration solutions help organisations transform how they do business. Using SMART's large format interactive displays and software, you can transform virtually any space into an active collaboration setting.

Freestorm visual collaboration solutions are based on intuitive software that makes it easy to share information, capture ideas and determine next steps. It features virtually unlimited digital whiteboard space, the ability to write notes over any application and share content through integration with Microsoft® Exchange. And best of all, remote workers are no longer remote. Using Freestorm solutions you can easily connect to remote teams and individuals around the world.

ARE YOU READY TO BE PART OF THE EVOLUTION OF THE WORKPLACE?

Do you want to be a part of the process and a pioneer of smarter ways to work? Help us prove the value of collaboration – and be part of our second eBook.

BEFORE WE END

**OUR INTENTION NOW IS FOR YOU TO FEEL INSPIRED
ENOUGH TO WANT TO JOIN US IN OUR COLLABORATION,
TO SHARE THIS EBOOK WITH YOUR PEERS AND INVITE
THEM TO BE PART OF THE SOLUTION.**

WE'D LOVE TO HEAR FROM YOU, SO PLEASE CONTACT US

@STELJESBUSINESS

**OR TO FIND OUT MORE ABOUT FREESTORM VISUAL
COLLABORATION SOLUTIONS GO TO**

WWW.SMARTWAYSTOWORK.CO.UK



MEET THE COLLABORATION



TIM PRICE-WALKER ENTERPRISE BUSINESS CONSULTANT

I work with enterprise organisations to understand their drivers for meeting and workspace productivity and advise on the technology solutions that can improve this. My role here at Steljes allows me to help organisations drive greater productivity and results from their workforce by bringing people together, regardless of location, through the best productive technology on the market – and it's hugely rewarding. Businesses meet their objectives and, just as importantly, people are engaged and excited by new ways of working. You can find me on Twitter [@TIMPW01](#) and on [LINKEDIN](#)

Steljes is the UK distributor of innovative visual collaboration technologies from SMART and leading Audio Visual and IT technologies from the likes of NEC, AMX, BenQ, Hitachi, Epson, Panasonic and AVer. Steljes has been sourcing the best productive technologies for over 25 years and bringing them to forward-thinking businesses alongside training and services – find out more by following us on Twitter [@STELJESBUSINESS](#)



TIM IS EXTREMELY COMMITTED AND DRIVEN IN DELIVERING THE CLIENT'S PRECISE, REQUIRED SOLUTION. ALWAYS WILLING TO WORK ON A COURSE OF ACTION THAT WILL AFFECT THE DESIRED RESULTS, AND ALWAYS IN A PERSONABLE MANNER. HIS ENTHUSIASM IS BOUNDLESS AND INFECTIOUS. ”

Michael Hollingsworth, Project Manager
Royal Borough of Kensington and Chelsea



I HAVE WORKED FOR THE LAST 3 YEARS WITH TIM IN HIS ROLE MANAGING THE DELOITTE ACCOUNT. HIS PERSONABLE AND PROFESSIONAL ATTITUDE TO EVERYTHING MAKE HIM EXTREMELY EASY TO DO BUSINESS WITH. HE WILL ALWAYS GO THE EXTRA MILE FOR HIS CLIENTS, BUT WILL NOT BE SCARED TO QUESTION WHY THINGS ARE BEING PROPOSED. THIS MAKES HIM A GREAT ASSET TO A PROJECT TEAM ESPECIALLY AS HIS EXPERIENCE IN BEING INVOLVED IN LARGE TECHNOLOGY ROLE OUTS CAN PROVIDE INVALUABLE ADVICE TO CLIENTS. ”

Patrick Stewart-Blacker, Owner
SB Project Solutions Ltd



MARK FRITZ INTERNATIONAL LEADERSHIP SPEAKER, AUTHOR AND MENTOR

I focus on helping international business leaders successfully lead across distances and cultures, and speak regularly on using the power of ownership to lead with more success (and with more life too). I am also the author of 'The Truth About Getting More Done' and teach leadership at the international IE Business School in Madrid, Spain. I can be found on Twitter [@MARKFRITZ](#)

I have worked in various areas of the business (IT, Customer Services, Distribution and Quality), led Pan-European organisations, and led enterprise system implementations across the world providing me with hands-on experience of how business works, both from top to bottom and side to side.

Find me on [LINKEDIN](#) or through my website [MARKFRITZONLINE.COM](#)



MARK HAS DEMONSTRATED HIS ENERGY AND DEDICATION TO SHARING HIS LEADERSHIP KNOWLEDGE, BY DELIVERING OVER TWENTY WORKSHOPS AROUND THE WORLD FOR GLOBAL LEADERS IN LAW. HE HAS HELPED US TO DEVELOP OUR LEARNING AND DEVELOPMENT PROGRAMME, USING FRESH AND INSPIRING MATERIAL TO ENCOURAGE GENERAL COUNSEL MEMBERS TO DEVELOP THEIR LEADERSHIP SKILLS. WE LOOK FORWARD TO CONTINUING OUR WORK WITH MARK. ”

Meena Heath, Global Ambassador,
Global Leaders in Law



MARK FRITZ DELIVERED AN EXCELLENT SESSION FOR MY ACADEMY GROUP ON “WHY YOU NEVER WASH A HIRE CAR”. THE SESSION WAS LIVELY, CHALLENGING AND THOUGHT PROVOKING WITH BAGS OF GREAT MATERIAL AND SOME VERY ENGAGING GROUP EXERCISES. MARK USED A RANGE OF TECHNIQUES AND CLIPS TO KEEP THE SESSION FAST PACED AND LIVELY, WITH GREAT LEARNING AND RE-ENFORCEMENT OF GOOD PRACTICE. ALL COMPANIES WOULD BENEFIT FROM HIS TAKE ON VALUES AND PURPOSE, AND THE TAKEAWAY CONTENT IS BRILLIANT. ”

Peter Hills,
Academy for Chief Executives Chairman



LIZ KENTISH

THE FM COACH

I'm behind **@FMCOACH**, the Deputy Chair of the BIFM (British Institute of Facilities Management) and Director of **LIZ KENTISH COACHING LIMITED**, managing an inspiring group of

professional coaches, trainers and keynote speakers to work with FM teams who recognise that the ever-evolving role of FM in a changing workplace requires greater collaborative and leadership skills.

I'm a qualified coach but also a licensed trainer and public speaker with more than 20 years experience in the service sector, helping people in our industry to become more effective communicators, managers and leaders.

Find me on Twitter **@FMCOACH** or on **LINKEDIN**

Other eBooks I've published include:

- **THE HUNT IS ON**
- **EFFECTIVE CONVERSATIONS FOR HIGH PERFORMANCE**
- **EFFECTIVE NETWORKING**



LIZ IS ONE OF THE MOST PERSONABLE, PASSIONATE AND WARM PEOPLE I HAVE EVER MET. SHE'S A CONSUMMATE PROFESSIONAL, ALWAYS PRODUCING RESULTS IN EVERY ENGAGEMENT SHE'S WORKED ON AS A CONSULTANT - NOT TO MENTION HER FANTASTIC WORK WITH BIFM. SHE'S ALSO AN AMAZING NETWORKER! LIZ IS SOMETHING UNIQUE IN THE INDUSTRY - AN ABSOLUTE BREATH OF FRESH AIR IN EVERY WAY. ”

Tom Robinson
MITIE



LIZ SUPPORTED A TEAM EVENT IN JULY THAT COMPLETELY REVOLUTIONISED OUR APPROACH TO JOINT WORKING. WE FEEL THE REPERCUSSIONS ON A DAILY BASIS AS DOES OUR CLIENT AND WE ARE LOOKING FORWARD TO MEETING AGAIN SOON TO GET THE MOST FROM LIZ'S PHENOMENALLY POSITIVE IMPACT. (THIS APP ONLY ALLOWS ME TO ELECT TOP THREE ATTRIBUTES BUT LIZ HAS FLAIR AND PASSION THAT JUST CAN'T BE BOUGHT WITH A LEVEL OF PERSONAL COMMITMENT RARE IN BOTH PUBLIC AND PRIVATE SECTOR). ”

Tim Carr
Amey



ISMAYEEL SYED

ENTERPRISE COLLABORATION INNOVATOR, STRATEGIST AND EVANGELIST.

CHIEF ARCHITECT FOR THE GLOBAL COLLABORATION PROGRAMME AT STANDARD BANK GROUP

I am a transformational technology leader with more than 18 years of industry experience, creating visionary, disruptive, and innovative technology roadmaps to support strategic objectives of both complex multi-national organisations and start-ups.

In addition to holding numerous industry accreditations and winning the LA Film Festival “Best Picture Award”, my career thus far has led me to being included in the UK Sunday Times Magazine’s Top 10 British Visionaries.

Experienced in global transformations through the use of disruptive technology to deliver productivity, ROI and ultimately shareholder value, I recently completed a global implementation of the “Connected Workplace of the Future” for one of the world’s largest financial companies. Combining digital media, visual collaboration, unified communications, and razor-sharp commercial acumen allowed me to drive the consolidation of a once completely fragmented enterprise into a collaborative global organisation.

Find me on Twitter **@ISMAYEEL**, **LINKEDIN** or **MY WEBSITE**.



IN AN ELECTRIFYING ROLE AT AVIVA, ONE OF THE WORLD’S LARGEST INSURANCE COMPANIES, ISMAYEEL DEPLOYED CONFERENCING AND VISUAL COLLABORATION APPLICATIONS ACROSS THE ENTERPRISE IN RECORD TIME. FROM AUDIO AND VIDEO CONFERENCING TO STREAMING AND INTERNET TV, AVIVA HAS TRANSFORMED THE WAY INFORMATION WORKERS CONDUCT BUSINESS. IF YOU THINK YOUR JOB IS CHALLENGING, WAIT UNTIL YOU HEAR HOW ISMAYEEL IS DEALING WITH GLOBAL COLLABORATION FOR TODAY’S MODERN ENTERPRISE WORKFORCE AND THE ISSUES SURROUNDING PROFITABLE, DISRUPTIVE, GLOBAL IT TRANSFORMATIONS. ”

Andrew W Davies, Senior Partner
Wainhouse Research LLC



WHATEVER WE ARE PAYING ISMAYEEL, WE OUGHT TO GO AHEAD AND DOUBLE IT! ”

Toby Redshaw, Group CIO
Aviva



I WAS KEEN TO LEARN MORE ABOUT WHAT PROMISED TO BE SOME INNOVATIVE AND REVOLUTIONARY TECHNOLOGY SOLUTIONS. BUT, MORE THAN ANYTHING I WANTED TO KNOW WHAT WOULD INSPIRE AND DRIVE SOMEONE TO BE ABLE TO ENVISAGE THIS SOPHISTICATED DEPLOYMENT THAT THERE WAS SIMPLY NO TEMPLATE FOR. ”

Anna Mitchell,
InAVate Magazine

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