

Takeaways from my unforgettable and invaluable experience at Harvard Business School!



HBS “Leading Professional Services Firms” program: so much to share with my staff and my clients!

A few takeaways and quotes from this unforgettable and invaluable experience at Harvard Business School

- Close the gap between what you SAY and what you DO
- Reduce the delta between how people THINK and how people FEEL
- If you think experts are expensive, try amateurs!
- Value based strategy: Increase the value to clients and their “willingness to pay”
- Profit per Partner = Margin x Rate x Utilisation x Leverage
- Learn how to say NO
- Innovation as an answer to the natural and dangerous trend of “commoditisation”
- Creativity sits at the very heart of strategic success
- Differentiation / Niche focus: Choose where you want to be and be good at it



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- Segmentation of clients: Price vs Cost-to-Serve
 - The 4 Cs": Choice / Clear / Commitment / Configuration
 - Get the order and the alignment right: From Culture to Strategy to People to Structure
 - The 5 Porter forces: Suppliers, Threat of entry, Customers, Substitutes and Competitors
 - Be careful, you become what you measure...
 - High performance team = Aptitude + Motivation + Role perception
 - Helping the Student becoming the Master involved the Master becoming the Student