

A Message From Bob

Merry Christmas, Happy Hanukkah, Happy Kwanzaa, Mutlu Noeller and Happy Holidays to all of our BDCG consultants, associates, clients, partners, and friends! In a year marked by COVID related challenges, hardships, sacrifice and loss we should all be thankful that the cheer of the holidays are upon us along with the hope that we will all have a happy, healthy 2021!

On the business side, BD had a very good year. Planning for the best and then bracing for the worst once COVID-19 hit, especially having experienced the negative impact on our businesses during times of crisis over the last few decades, we wound up having a successful year thanks to the opportunities our clients provided us and to the skill, dedication, flexibility and drive portrayed by our consultants every single day!

As we look to 2021, we are optimistic in our outlook and cautious in our planning. Optimistic because of what appears to be demand from our clients for talented partners to support very important programs. Cautious because COVID-19 is not over and our clients' revenues, profitability and ultimately the projects they take on depend on how impactful COVID-19 is on them. With this in mind, we will plan for a successful 2021, we will be diligent in our readiness for challenges and we will work to address these with the 'heads down and get to it' approach that defines us as a company.

In this year's Holiday Newsletter, we offer our thoughts on COVID-19's Impact on the Work Environment and we also feature in our Associate Highlight section a piece on Greg Cook who I have had the pleasure of working with and having counted on for more than 15 years as a friend and a key contributor to BDCG.

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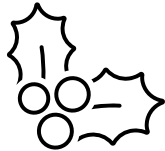
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Bob DeLeeuw

"To all, thank you for all that you do! May you and your families have a blessed holiday and a happy, healthy, and prosperous 2021."

- BOB





2020 – The Year COVID-19 Changed Everything (Well, Almost Everything)

by Barbara McConnell

We would be remiss if we had a 2020 Newsletter without mention of the corona virus that changed the way America operates. Earlier this year, the pandemic caused shutdowns and “shelter within” situations across the country with some restrictions remaining in place today. COVID-19 has, in many ways, reshaped the workplace as we know it. No longer are employees and employers tied down to physical locations. The workplace is everywhere and anywhere. Many companies are now conducting business virtually with employees working remotely since the pandemic began. These employers are planning for phased or partial/hybrid approaches to return employees to onsite operations some time during the next year. But the workplace will forever be changed by this “time-out” and only time will tell if we reap the benefits and learn from the challenges of this moment.

For our consultants, most of whom are accustomed to working remotely at least part of the time, the transition had less of an impact than it did for the client employees used to working onsite. However, our consultants that started new assignments during the pandemic missed out on those early, onsite work weeks where everyone working on a project or initiative meets and gets to know one another. Those consultants mentioned that getting to know teammates and relationship building was a bit harder to do over the phone or in video conferences and the process was slower. Most of our consultants found that there was a significant benefit to everyone working remotely --- they felt that it leveled the playing field. There exists a real spirit of “we are all in this together” and no one had an advantage merely by working onsite. Everyone experienced the same challenges and the consultants, who had more experience working remotely, often found themselves in a position of helping others through the challenges.

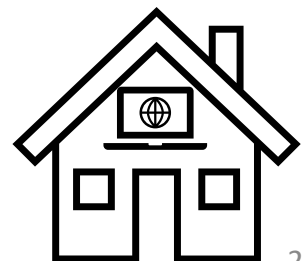
For all, the major drawback was the lack of comradery and social benefits that come more easily when physically being onsite together. Consultants missed the opportunity to ask questions over a cup of coffee or see how a function is performed in person. Our people also felt that the employees really missed being in the office, missed their familiar surroundings and the people they worked with on a daily basis. Those not accustomed to working remotely found adjusting to the distractions of being at home a bit more challenging. Many did not have the space or technology access needed. Some had children at home that now needed to be home schooled. And others just had too many people in the home competing for quiet workspace.

BDCG Consultants across the board felt that issues were resolved early on and that the work carried on and did not suffer. Technology issues were quickly resolved by most client organizations and teams quickly developed remote work routines to ensure success. One area developed several “work arounds” to manage when teammates were lost on calls due to spotty technology access. Another group hosted virtual “happy hours” to address the limited socialization occurring in the remote environment. Many felt that they accomplished more due to less distractions and an increased ability to focus on the work.

It seems that many organizations are still trying to determine how to define their “new normal”, outlining new operating protocols for remote or partially remote work environments. These efforts require process reviews and enhancements, technology upgrades, procedures and documentation work and a whole host of people and adoption issues to manage. BDCG has decades of success in assisting clients through similar challenges involving business transformations, process revisions, technology initiatives and human resource programs. Contact us to discuss how to leverage your 2020 learnings and pave your organization’s path to the “new normal”.



Be on the lookout for future updates, industry changes, and success stories as we continue to navigate these challenging times.





How BDCG Consultants Are Adjusting to the New Work Environment



"I really enjoy having the time for a run on the beach before the workday starts, or a walk after the day ends...I miss hanging out with fellow BD consultants in the evening once or twice a week when traveling. It's a great group, and I always enjoy the camaraderie."

- Paul Ungrady

"The online environment is teaching me to be much clearer in my communication, because I am not there in person to provide non-verbal communication. I greatly appreciate the efficiency and ease of using a work-from-home arrangement but miss the spontaneous discussions that occur at lunch or over a cup of coffee."

- Greg Labas

"I enjoy working remotely as I do not relish travel, especially in these trying times. I do miss the social interaction with the team and the client. Some of the positive things are frequent team pull-ups and one-off conversations with team members."

-Ed Ofcharsky

"I miss seeing folks in person but do not miss the travel and am now able to focus more time on work. Working remotely has changed significantly over the years and the resources now available make for a very different dynamic. The tools available and people's experiences working at least at times at home were beneficial to a smoother transition."

-Beth Sharkey

"I think my ability to focus on the task at hand without distraction is enhanced when working remotely. At the same time, teamwork is different - the energy, the discussion and debate - the beauty of working with a team onsite. I miss it."

- D'Shone Swiney

"The Client's IT Department/Help Desk has done an amazing job!!! I really miss the client visits to meet with the clients face-to-face and I miss the opportunity to connect in person with BDCG consultants."

-Gail Bosman

"The client has a doctor on staff so they were very informed and aggressive in their approach to handling COVID-19... and I believe that protected their employees and contractors from the start. While working from home, I enjoy being in workout/casual clothes, being in my own house, able to have a more steady routine, and staying on the same time zone."

- Deb Winick

"The benefit is maximum flexibility to focus efforts on high priority tasks/deliverables especially when the nature of the work occurs in peaks and valleys most often. In addition wfh eliminates time in traffic (as much as 12-15 hrs per week)."

- Jimmy Childress

"Things are going well overall in my work group. Partnering up and onboarding with an experienced co-worker and mentor has been a huge key to success. One of the most enjoyable benefits of working remote is no commute. This is a huge time savings during my workday and gives me back additional time which promotes a healthier work-life balance."

-Greg Jung

"Using 'Teams' for communication, I noticed most everyone we meet with seems to have a separate workstation/ office in the home to provide the ability to separate work from home environment. So there is little disruption to the meetings and works well."

- Patricia Crowley



Bob meets with his "staff" in home workspace





Associate Highlight – Greg Cook!!!



Greg Cook

Gregory Cook has been an associate with BD Consulting Group since 2003, working at Bank of America, Fidelity Investments, and USAA. Prior to joining us, he held senior leadership positions in banking, trust, and custody operations at The Boston Company and Mellon Bank (now BNY Mellon). Currently our Relationship Manager for USAA, he has been serving clients there for more than 3 years. Greg is a well-respected leader and has directed a number of operational and risk assignments, covering areas such as Internal Controls over Financial Reporting (ICFR), IT Governance, Production Management, and Business Resiliency. He skillfully balances the strategic and tactical and is recognized as a key “go-to-guy” by clients and teammates alike.

In addition to his exceptional leadership contributions on the consulting front, he serves as an essential member of our company’s strategic management team. Greg has a keen sense of what clients need and how to deliver on those needs. He is instrumental in developing new business, crafting business solutions, and pulling together the right resources to get the job done.

Aside from consulting, Greg enjoys time with family and friends. He loves learning new subjects and is a politics junkie (although needing a bit of a breather after 2020). He is also a film buff and tennis fanatic—a weekend rarely goes by without taking in a movie or match.

We are so happy to call Greg an associate of BD Consulting Group!!!



Greg Cook –
“Cheers to a happy and healthy 2021.”



From our BDCG Family to yours, we wish you a joyous holiday season and a happy, healthy 2021!!



Janice Craig



Roberta Bellet’s
home-office staff



Barb’s Holiday
Office View



Elizabeth Nesbitt’s
“Molly”



Danny McConnell’s
Holiday Wardrobe