

# Executive Education

---



Leading Professional  
Service Firms

# Leading Professional Service Firms

## PROGRAM SNAPSHOT

### Duration

5 days

### Location

Carlton

### Presenters

Vivek Chaudhri, Jill Klein,  
Don O'Sullivan, Ian Williamson  
and Mark Grant

### Apply now

[mbs.edu/lpsf](https://mbs.edu/lpsf)

Please refer to our website for program dates and fees.

Note: This program is residential where participants stay on campus and participate in activities after hours. The program fee covers tuition, meals and accommodation.

This program focuses on those with leadership positions in professional services firms in Australia and the broader region. It has been specifically designed to help leaders reflect on and enhance their ability to navigate the evolving challenges and opportunities facing professional services firms.

Melbourne Business School has taken the initiative in offering this program in recognition of the growing importance of professional services in the regional economy and the particular set of skills and capabilities that leaders in this sector rely on. The School is uniquely positioned to deliver such a program by drawing on its globally recognised senior faculty and its ability to bring together a cohort of talented and experienced participants.

The curriculum is highly integrated and includes: global case studies; a simulation focussed on communicating internationally through greater understanding; modules on strategy, business development, leadership and personal development, and; discussions with multidisciplinary faculty on current topics related to professional services firms.

The program will equip you with insights and skills to position your organisation for long-term success.

## Who should attend

- Leaders of organisations that provide services in areas such as legal, accounting, architecture and engineering, consulting, venture capital, investment banking, technology services, health, and research.

## Learning outcomes

By the end of the program, you will have enhanced your ability to:

- Attract, develop and retain talented professionals who will ensure firm growth
- Build a firm culture that is inclusive, supportive and collegial, while fostering both organisational and individual achievement
- Implement governance, decision-making, and performance metrics to suit your firm's unique attributes
- Deliver maximum value to your clients and the enterprise
- Help professionals endure and remain productive throughout their careers
- Define and execute a long-term business plan to drive future performance
- Maintain organisational alignment through business ebbs and flows

## Program

This program explores the following key themes:

### Strategy

- What's changing in tomorrow's world and how do you navigate that uncertainty?
- Where are you going, and what's your strategy for moving forward?
- What, then, does your firm need to look like to navigate that uncertain future?

### Client engagement

- Where will demand side growth come from?
- Why do we focus on and prioritise opportunities in the way that we do?
- What activities should you deploy to engage with your clients?
- How can you elevate the effectiveness of your client engagement initiatives?

### Managing teams

- How do you get folks who are individual contributors to work effectively in teams?
- How do you leverage your time and energy more effectively when managing others?
- How can you be more effective in teams and also have a life outside of work?

### Leading self

- What is resilience and why is it important?
- How do you incorporate resilience strategies into your work?
- How do you assess decision quality in the face of risk and uncertainty?

## Learning methods

- **Interactive sessions**, delivered by our world-class faculty, provide tools and models to frame your future and increase your strategic thinking.
- **Case studies** provide real examples.
- **Group projects** enable you to apply methods and tools to your organisation and gain insights from different industries.



## Faculty

### Associate Professor Vivek Chaudhri

Vivek has held numerous positions at Monash University, Yale University and UCLA where he has delivered strategy, negotiations and leadership courses in MBA and executive education formats. He consults widely to industry and government in Australia and globally in addition to his teaching commitments as Academic Director of Melbourne Business School's Executive MBA programs. He currently serves as a strategy advisor to the CEO of CSL and MD of Grannus Securities.

### Professor Jill Klein

Jill has delivered executive education programs for more than 15 years. Her insights and teachings on resilience have inspired business leaders from around the world. She has worked with large international organisations and her research interests include resilience, managerial judgement and corporate social responsibility.

### Professor Don O'Sullivan

With more than 20 years' experience as a consultant and academic in the field, Don is a highly-regarded expert with a global perspective, having worked in Australia, North America and Europe. He currently consults to various firms on managing demand-side assets and opportunities.

### Professor Ian Williamson

Ian has more than a decade of experience consulting across the private and public sectors. An acclaimed academic, Ian's research focuses on: developing effective 'talent pipelines' to enhance organisational and community outcomes; how organisations recruit, select and retain knowledge workers; managing diverse workforces; and the role of human resource practices in driving firm innovation.

### Mark Grant (Facilitator)

Mark has over 20 years of experience in merchant and investment banking, including six years at a Chief Executive level. He has taken both lead and support roles in the discovery, design development and delivery of executive development programs for both public and private sector clients, including Telstra, Accenture, VicRoads and NAB. His particular expertise is in working deeply with senior executives on aspects of their personal development as leaders.

## CAMPUS LOCATIONS:

### HEAD OFFICE

#### CARLTON

200 Leicester Street  
Carlton VIC 3053  
Australia

T: +61 3 9349 8788

E: [programs@mbs.edu](mailto:programs@mbs.edu)

ABN 80 007 268 233 CRICOS 00116K

### SYDNEY

Level 21, 56 Pitt Street  
Sydney NSW 2000  
Australia

### KUALA LUMPUR

Unit A-22-8 Menara UOA  
BangsarJalan Bangsar Utama  
Bangsar Kuala Lumpur 59000  
Malaysia

## CONNECT WITH US



@MelbBSchool



/MelbourneBusinessSchool



melbourne-business-school



/MBScarlton



@MelbourneBSchool

