



Federal Engineering





What to Expect from Your Consultant



2019 IPSTA Conference

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Today's Session:

- **Introductions**
- **Why do you even want a consultant?**
- **Types of consulting firms**
- **Choosing the right consultant**
- **A few Take-Aways**
- **Q&A and Discussion**



Introductions; Who am I?

- **Neil Horden**

Chief Consultant

- **Federal Engineering, Inc.**

Nationwide independent consulting firm

Focused on Public Safety communications



Participant Expectations: Who are you?

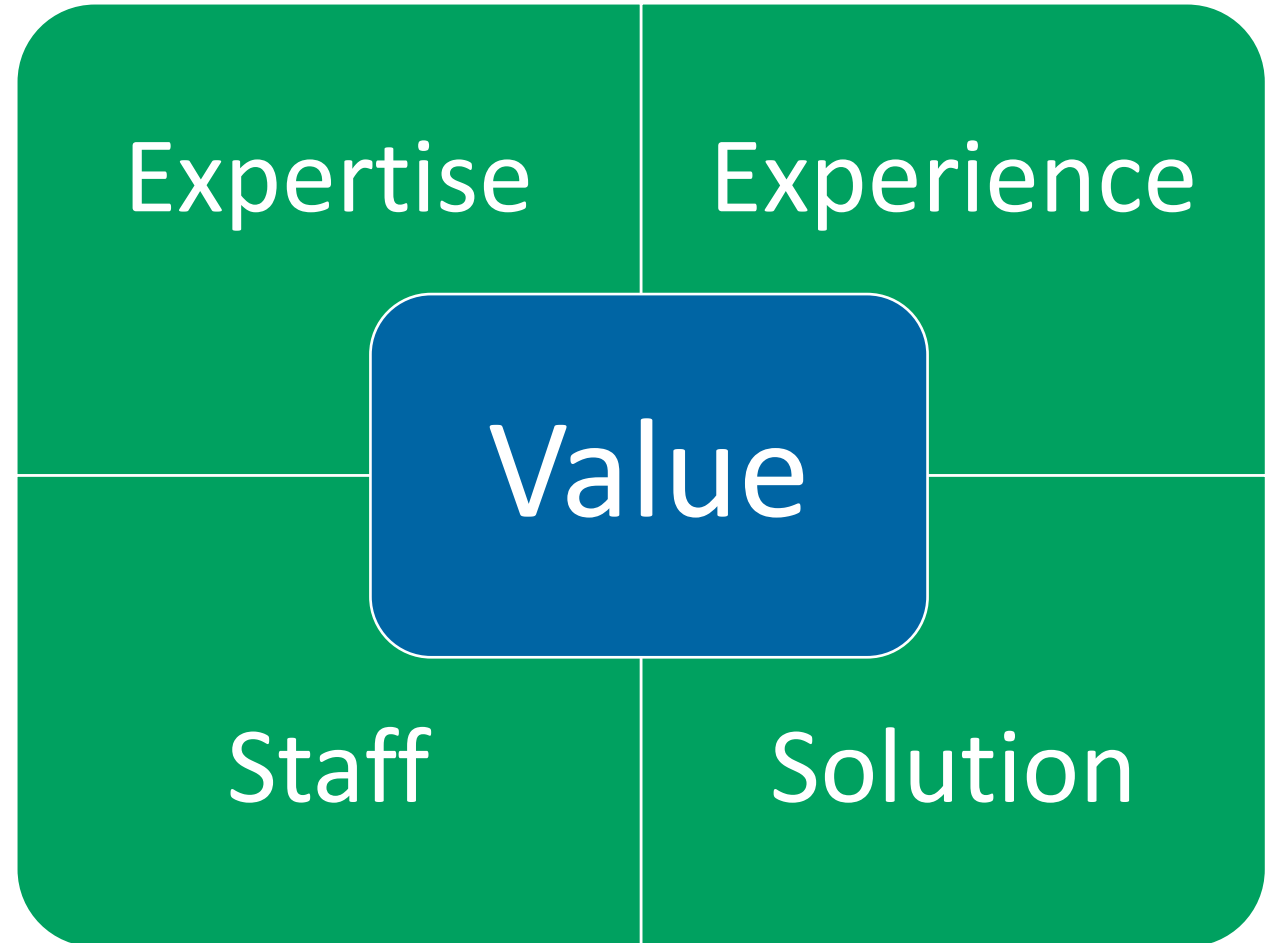
- What is your roll in your agency?
- What are your expectations from this session?
- What would you like to take away?
- How can we help you do your job?





What is a Consultant

- **Hiring expertise**
- **Hiring experience**
- **Hiring resources**
- **Hiring process**





Experience (LMR Example)

	Systems	<ul style="list-style-type: none">• Trunked and Conventional• Digital and Analog• Voice and Data• Microwave and Fiber
	Architectures	<ul style="list-style-type: none">• Single Site / Multi-site• Simulcast / Zoned• Agency specific / Shared• Wide-area / Targeted coverage
	Vendors	<ul style="list-style-type: none">• JVC Kenwood/E.F. Johnson• Harris• Motorola• Others



Why Use a Consultant

- Expertise you may not have
- Experience you may not have
- Resources you may not have
- Processes you may not have
- Perception you may not have
 - An impartial view
- Time you may not have
 - Time is money



Types of Consulting Firms

- **Practice Based Consultants**
 - Typically one field, or a close grouping of practice fields
- **Large Consulting/Accounting/Enterprise Consulting Firms**
 - Do everything is a big way
- **Lone Wolf Consultants**
 - Loose associations, relying of subcontractors for resources and expertise
 - Often industry “retirees”
- **Manufacturing Firms (The consultative sell)**



Choosing the Right Consultant

- **What do you need?**
- **What does the consultant offer**
- **Aligning the two**



What Do You Need?

What do you need to get done?

- What do you need to do?
- What do you NOT want to do?
- What do you want them to do?
- What do you NOT want them to do?



What do You Need to do?

● Partner on the project

- Bring them onto your team
- They are your resource - It is still your project

● Listen to what you are being told

- You didn't hire them to parrot your beliefs

● Challenge them when appropriate/needed

● Provide clear information

- You are the expert on your organization
- Avoid being the “Shrinking Violet”



What do You Want Them to Do?

- **Listen to you**
 - Ask the right questions
- **Tell you the right things**
 - Challenge your old assumptions
 - Help build appropriate assertions
- **Challenges your old assumptions**
 - Understand why they exist
- **Help build appropriate assertions**
 - Bring experience and expertise to bear



What do You NOT Want to Do?

- **Make the project something other than what it is**
- **Work beyond your expertise**
- **Grant authority beyond your scope**
- **Ignore valid input**



What do You NOT Want Them to Do?

- **Make the project something other than what it is**
- **Ignore valid input**
- **Work beyond their expertise**
- **Assert authority beyond their scope**



Maximizing the Value of Your Consultant

- **Work as a team**
- **Don't keep secrets from the consultant**
- **Don't ignore the consultant**
- **Don't take the advice blindly**



What do you need to do?

- **Challenge them when appropriate/needed**
- **Listen to what you are being told**
 - You didn't hire them to parrot your beliefs
- **Partner on the project**
 - Bring them onto your team
 - They are your resource - It is your project
- **Provide clear information**
 - You are the expert on your organization
 - Avoid being the “Shrinking Violet”



Take-Aways

- **Talk to Consultants;**
The worst that is going to happen is that you might get some free consulting
- **Most Consultants goal is not just sales;**
But become a trusted advisor/colleague
- **Public Safety always has and always will be about relationships;**
Build great one's with YOUR consultant
- **Small organizations need the support too;**
You might be amazed at how little it costs to bring expertise to your projects
- **Integrate YOUR consultant into your project Teams**
Consultants are only successful if you are successful !



Q&A - DISCUSSION



Federal Engineering



For More Information

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Thank You!!

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Thank you...





