



Managing Consultants for Effective Delivery

PCM – A Cornerstone of Implementation and Delivery

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An aerial photograph of a city, likely Singapore, showing a dense urban landscape with various buildings, including a prominent blue and yellow high-rise. The image is overlaid with a semi-transparent blue filter.

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Ability to analyse
problems
Interpersonal skills
Creativity
Open and Ethical
Works to Time scales
Communication
Customer focus
Change management



Choosing Well

Good quality TOR

- Output based - Types of outputs
- Sound realistic requirements, KPIs, SLAs
- Input days and budget

Contributions to Long term change (impact)

- Articulate goal towards which the consultancy is contributing



Managing Well

Clear roles (client vs consultant)

Risk management

Adherence to procedures

Working relationships – client and consultant

Manage conflict in constructive ways

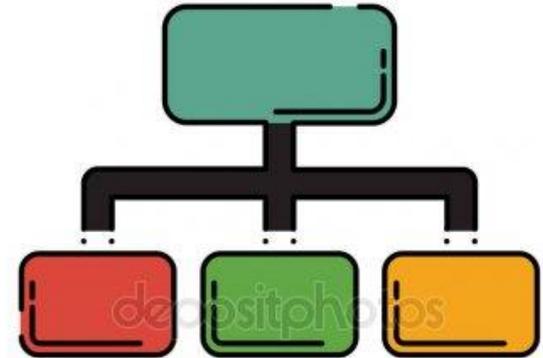
Procuring Services

Code of ethical and professional conduct

Responsibility for procurement and application of standards sits with the executing agency

Procurement of **goods** (computer etc.) as general support to TA activities

Consultants should represent quality or performance of that being offered to the procurer, including under sub-contracting



CONDUCT

Assessing Performance

Several levels:

- Quality and timeliness of deliverables
- Quality of relationships
- Meeting objectives
- Expectations discussed throughout and not only at end of assignment



Managing Costs

Cost items - Fees, per diem for national and international consultants

Costs associated with report preparation, communications

Close out properly!

- Final deliverable from consultant
- Final disbursement and reconciliation/final financial report (certified)
- Evaluate performance of consultants/executing agencies as part of close-out evaluation in close-out stage
- Feedback, Lessons Learned



THANK YOU!



CDB's Mission

To be the leading catalyst for development resources into the Region, working in an efficient, responsive and collaborative manner with all our member countries and development partners—to achieve social and economic development.