

# Canadians well positioned to seize Hong Kong's growing opportunities in management consulting

BY LENA FENG

*The traditional perception of the role of the management consultant is fast fading. The consultant is no longer the expert who comes in, conducts research, writes reports and provides the answers to a company's problems. The consultant is more likely to be a facilitator, provide a process for communication, and act as a catalyst for change, in order to help an organization identify its own problems, and discover its own solutions.*

**T**he people part of management consulting is one area that is receiving more and more attention in Hong Kong, which is evidenced by the growth in this area of work. In Hong Kong's international business environment, Canadians are well positioned in this field of consulting and training. "The general perception of Canadians is that they are trustworthy, sensitive, hardworking, and not overbearing," says Dean Gagne, Director of Marketing for Dale Carnegie courses in Hong Kong. As consultants and trainers in management they are well received by an international mix of clients.

Whether it be effective communications, time management, leadership building, team building, participation processes, quality service, it all relates to people skills. After all, the growth and development of any business is closely tied to that of its people,

Here we share in the experiences of some Canadian practitioners who focus on the people side of business, and find out what particular challenges Hong Kong poses for the profession.

## People power

"With the transition of 1997 coming up, people are being driven to a deeper reflection of the future of their organizations, about building an organization that has the power to last, an organization that has in place pillars for becoming an institution in this part of the world," says John Patterson, Director of Kanbay Resources (HK) Ltd.



Mr. John Patterson, Director of Kanbay Resources (HK) Ltd.

Kanbay Resources was established two years ago in Hong Kong, headed by two Canadians - Patterson and Mark Mey, who leads the information technology (IT) services. They believe that there are two critical areas where an organization can gain leverage in the market place: information technology and human technology - the human dimensions of an organization. "These are the areas where an organization can really get an edge in the market place ... and these are the two areas we have chosen to work in," says Patterson.

He has lived in Asia for the past 20 years, working in the field of human and organi-