

Your company name is distinctive – what is its origin story?

If you're lucky, you'll have the opportunity to create a team from scratch once in your career. The team I developed for Honeywell during my tenure with the EMEA (Europe, Middle East, Africa and India) region was both high-performing and a great fun. Our favourite team photo is with a classic red telephone box in London; my company name is a tribute to them and the power of collaboration.

What is the hardest lesson you've learned transitioning from working in-house to consulting?

I've come to recognize that the highest value I bring to an organization is ensuring that they see the full context and potential consequences of business decisions so they can make conscious choices. Because my priority is empowering them to make better decisions for their organization and its stakeholders, my goals are directly tied to their goals.

You bring the power of perspective into every situation. What shapes your unique way of seeing the world?

Curiosity is critical, which has been enhanced by living in and traveling to so many places during my life. Whether you're learning how to navigate a new school, discovering guidelines for living in different countries, meeting new friends and colleagues or solving issues for clients and employers, I've always found huge value in asking for help understanding a new context, outlook or environment. It's amazing what you learn when you listen.

How do you differentiate solving a problem from seeking a solution?

I can provide a short-term fix that might help my client solve the problem, but I often add more value thinking about how things needed to work when I'm not around. What cultural obstacles needed to be confronted? Where could process and tools be updated to drive continued improvement? How could metrics help teams operate more effectively? Answering these kinds of questions in partnership with clients provides lasting solutions. That's what I valued as a client and what I provide now.

What inspires you to be creative when handling complex situations?

It all starts with the audiences I'm trying to engage and impact. For every project, stakeholders make the difference to its success or failure. Putting myself in their shoes, imagining how different aspects of a business challenge touch their lives and how it makes them feel are what drive me to find solutions that resonate and benefit them and the organization. Plus, it's always fun to see how new technologies, different approaches and varying tools can be used!

What excites you about the opportunity to be part of a global consulting team?

The word "global" is magic to me. It's where the stakeholder-driven work I do can have the greatest impact because there are so many diverse opinions and approaches that can be integrated. The word "team" also carries magic with it and PhoneBox's values directly reflect the importance I place on collaboration and a shared journey.

What has been the most rewarding experience in your career?

The business results speak for themselves, but what means most to me are the connections with people. Seeing a message or photo from a current or former team member, colleague or mentor always brightens my day. I practice the same in return, staying in touch and thanking them for the contributions they've made to my life and to my learning.