



WINTER CONFERENCE LONDON, 15-16 JANUARY 2004 PROGRAMME

Thursday, 15 January

The People's Palace, Royal Festival Hall, Belvedere Road, London, SE1 8XX, Tel: +44 20 7928 9999

20.00 EUConsult members and guests will be able to enjoy the superb river views and the modern European cooking at the People's Palace restaurant on the third floor of the Royal Festival Hall.

Friday, 16 January

Burton Room, Institute of Directors, 116 Pall Mall, London, SW1Y 5ED, Tel: +44 20 7451 3107

09.45-10.00 *Registration and Coffee*

10.00-11.00 **Values, Mission, Money - the Market of Dreams and Hopes**

Jasna Sonne, *Independent Fundraising Consultant, Austria*

This presentation is about the people within the NPO sector, their values, motivations, perspectives and relation to the field they work in - fundraising. NPO Managers, Fundraisers, Donors and Consultants to the sector were interviewed to talk about themselves and the institutions they work for or give to. Jasna Sonne will provide some fascinating insights into the sector, based on her new book, which will shortly be published in Germany and Austria.

11.00-11.30 *Coffee Break*

11.30-12.10 **Members' Presentations**

John Baguley, *IFC, UK*, ***Gordon Michie***, *Fundraising Initiatives, UK*,
Dr Pasquale Pesce, *Pasquale Pesce, Italy*

Our regular session to give members the opportunity to outline their business activities and provide details on recent projects.

12.10-12.30 **Member Satisfaction Survey Analysis**

David Saint, *Chairman of EUConsult*

David Saint will present the results of the Member Satisfaction Survey and lead a discussion on its impact on membership services.

12.30-13.30 *Lunch*

13.30-14.30 **The Client Perspective – Optimising the Client-Consultant Relationship**

Dr Andreas von Block-Schlesier, *former Secretary General,*
Johanniter International (JOIN), Belgium

Charity organisations make use of consultants because they hope to find solutions for their economic problems. But do consultants really know how charities function? And do charities really know how consultants are best used to face the problems of their organisations? Dr von Block-Schlesier has been working in leading positions for different charities over the last 25 years and in this session will share the considerable experience he has gained on the above questions.

14.30-15.30 **Consultants' Remuneration – Paying for Performance**

Gordon Clark, *Managing Director, Kepler Associates, UK*

Kepler Associates specialises in performance measurement and incentive compensation. The Managing Director, Gordon Clark, will discuss best practice remuneration strategies for consulting firms. Gordon will cover the primary aspects of incentive design for consultancies including: delivery vehicles, award allocation, taxation implications and ways of increasing staff retention.

15.30-16.00 *Tea Break*

16.00-17.00 **Strategic Steps for NPOs to Secure Sustainable Growth**

Stewart Crocker, *Managing Director, Cascaid Consulting, UK*

We will all know of organisations which have yet to see the wisdom of committing to long term investment in fundraising. As a consequence, these organisations consistently fall short of raising sufficient unrestricted income to fund the growth required to achieve their mission. During this session we will "unpack" the 10 critical organisation-wide capacities which need to be in place to ensure sustainable growth. We will explore how each one provides the foundation for the next in what is, in effect, a virtuous spiral.

17.00 *Close*