



If you can do your job from your desk...





Software developer 'Bob' outsources own job to China and whiles away shifts on cat videos

Caroline Davies January 17, 2013



Could this kitten possibly be more interesting than the job at hand? Secret outsourcer Bob seemed to think so. Photo: Getty Images

Verizon's hunt for a mysterious hacker exposes 'top worker' at firm who let Chinese consultants log on to do his daily work.

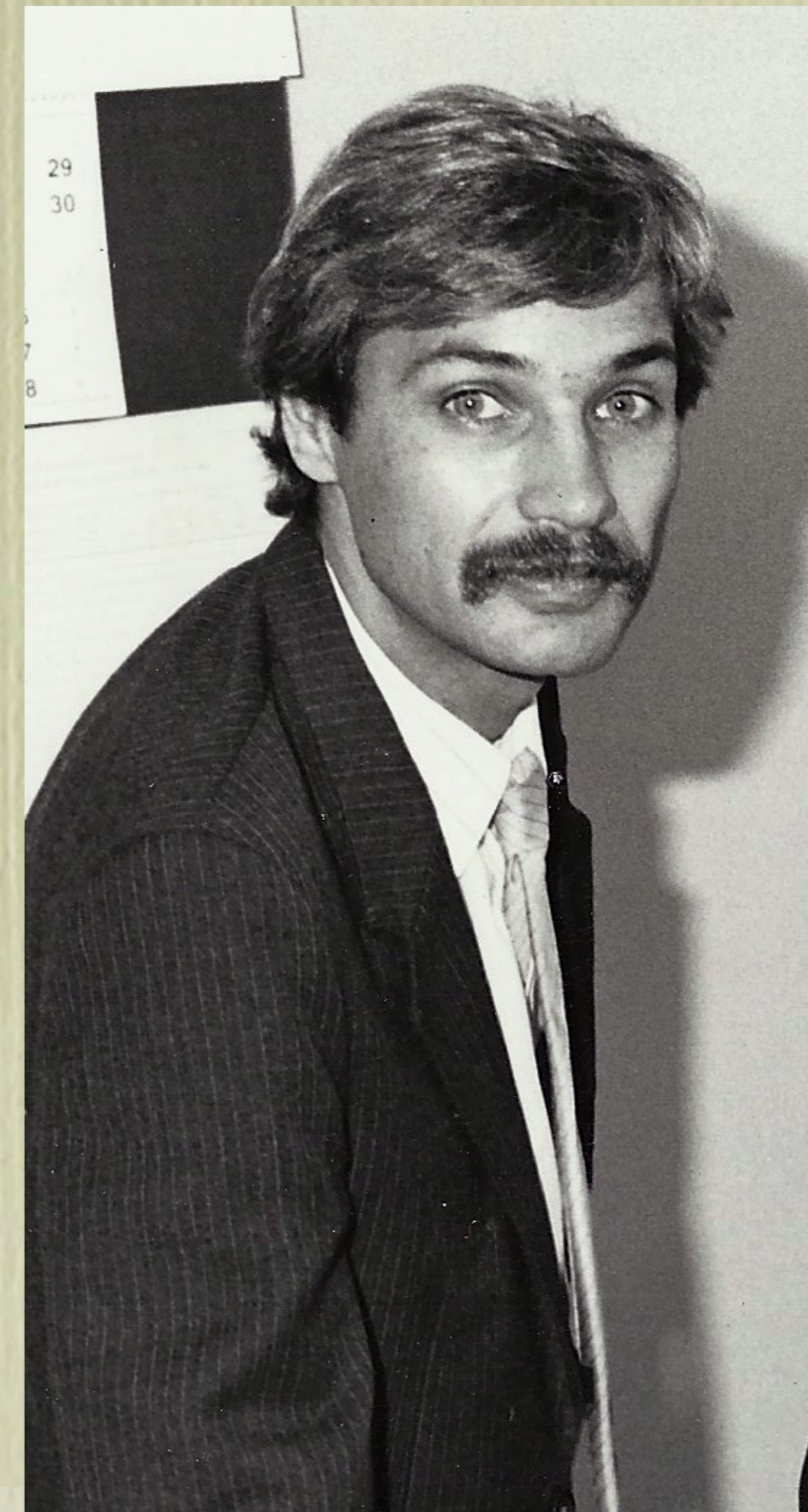


John Williams

First Employment Report
John Williams, ICL, 1978

Module - Cobol Programming

“John will probably do very well in a non-programming environment”





35 Years in the IT Industry

ICL
Wang
Oracle
KPMG
BearingPoint
Customer Support
Sales
Account Management
Practice Management
Sales Director
Founder & CEO
Facilitator

London

JHW
Government
NGO/NFP
Small/Medium Enterprise
Manufacturing
Financial Services
IT & Services

Mainframes
Office Systems
Database/Tools
Applications
Consulting



Ralph Muir-Morris



Supporting health decisions

Have an account? [Login](#)

[Search](#)

- [HOME](#)
- [NEWS & EVENTS](#)
- [EHEALTH](#)
- [PRODUCTS](#)
- [SUPPORT & DOWNLOADS](#)
- [TRAINING](#)
- [PAY ONLINE](#)



Call 1300 55 75 50 or [Contact Us](#)



- [Home](#)
- [About](#)
- [Contact](#)
- [Disciplines](#)
- [Partners](#)
- [eBalance](#)
- [Client Login](#)

[Support Centre](#)

DIR

An affc
all Practi
Financ
M

Allied He
Physicians,
Day S

Medical Wizard
ONE COMPANY, ALL THE ANSWERS

- [Home](#)
- [Why Medical Wizard?](#)
- [Products](#)
- [Support](#)
- [About Us](#)
- [Contact Us](#)
- [Request A Demo](#)

ESSENTIALS

- Accounts
- Appointments
- Day Surgery Reporting
- Secure Email Transmission
- SMS Communication

PROWIZ

Medical Wizard is a proven software solution for over 500 users at Day Surgeries and Specialist Consulting suites located in Australia. With over 20 years of experience and with the expertise of an award winning team, Medical Wizard is **the solution** you've been looking for.

The Medical Wizard Difference

Solutions, Not Illusions

We prefer to let our customers judge us on the strength of our product capabilities, quality of our service and recommendations from our existing customers. We do not use any high pressure sales people who demand your signature on the dotted line at the end of a demonstration.

SIONALS AT THE POINT OF CARE

ding

with knowledge that
aking at the point of
ontinuing education.

atalyst



Ralph Muir-Morris



+44 1981 550 447 | Email



RSS | Print

Select Location: Global

GO | Login

ABOUT MERCURI

SALES EXPERTISE

OPEN COURSES

INTERNATIONAL PROJECTS

WILSON LEARNING®



Search



Productivity through Effective Engagement

Home | About Us | Workshops | Services | Personality Quadrants | Publications | Feedback | Contact Us | Register

Search Enter search term GO

Better relationships with our colleagues, clients and stakeholders are not just nice to have, they really add dollars to the bottom line. Higher morale leads to greater productivity. Stronger cooperation will help resolve challenging and complex issues quickly and more effectively. Browse through our workshops or call us to discuss your exact requirements.



John Williams
Principal and Founder

Workshops

Engagement Skills Workshop

- A Seat at the Table
- Consulting/Engagement Skills Refresher
- Gaining Commitment
- Project Launch
- Makin' Movies (Team Building/Team Dynamics)
- Effective Presentations
- Outcome Focussed Meetings
- Win/Win Negotiation
- Facilitation Services
- Power Without Authority
- Video Conference Ready

Upcoming workshops

- Engagement Skills**
25th to 27th March 2013
Melbourne ([book here](#))
- 6th to 8th May 2013
Melbourne ([book here](#))
- 3rd to 5th June 2013
Melbourne ([book here](#))



Engagement Skills Workshop

Greater co operation and engagement, improved outcomes with/for your Clients!

[Read more](#)

PLAY VIDEO

Register now to attend a workshop

Website by Contact Point



Why do we Outsource?

Core

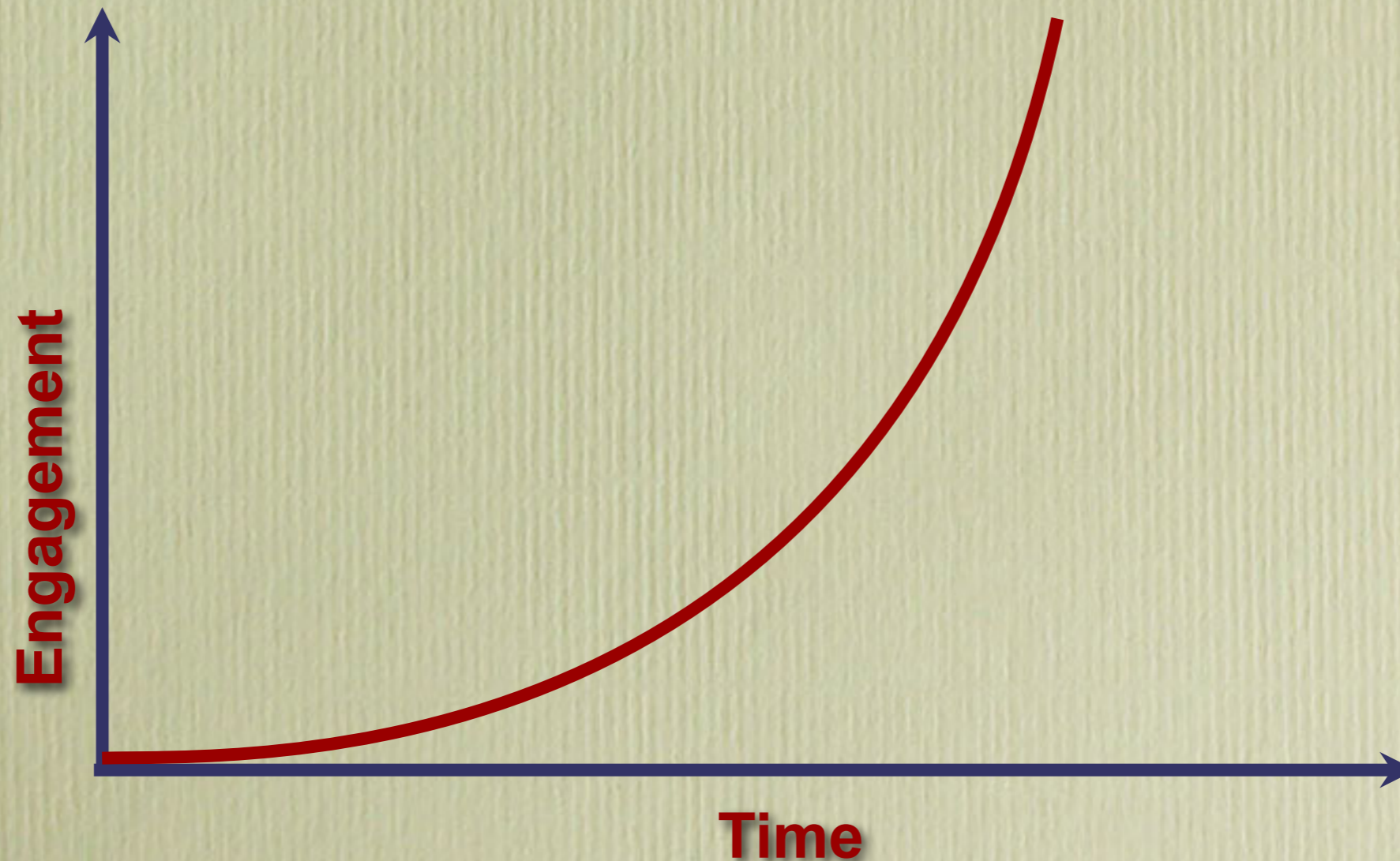
Non-Core

--	--



Stakeholder Perceptions

Subject Matter	Process & Methodolog	Engagemen t
-----------------------	---------------------------------	------------------------





If you can do your job from your desk...

Target Audience:

Developing Professionals - How to develop a career, rather than be outsourced

Managers & Execs - To determine what might best be outsourced (or kept in-house)

All - How to increase the value of a process such that it might be considered “Core”



The Role of IT Services

People don't openly share their problems with Strangers

We must thoroughly understand Problems

We are Solution Providers

Subject Matter	Process & Methodolog	Engagemen t
-----------------------	---------------------------------	------------------------



How do I get you to share your problems with me?

Reduce the risk

Make you feel comfortable with me

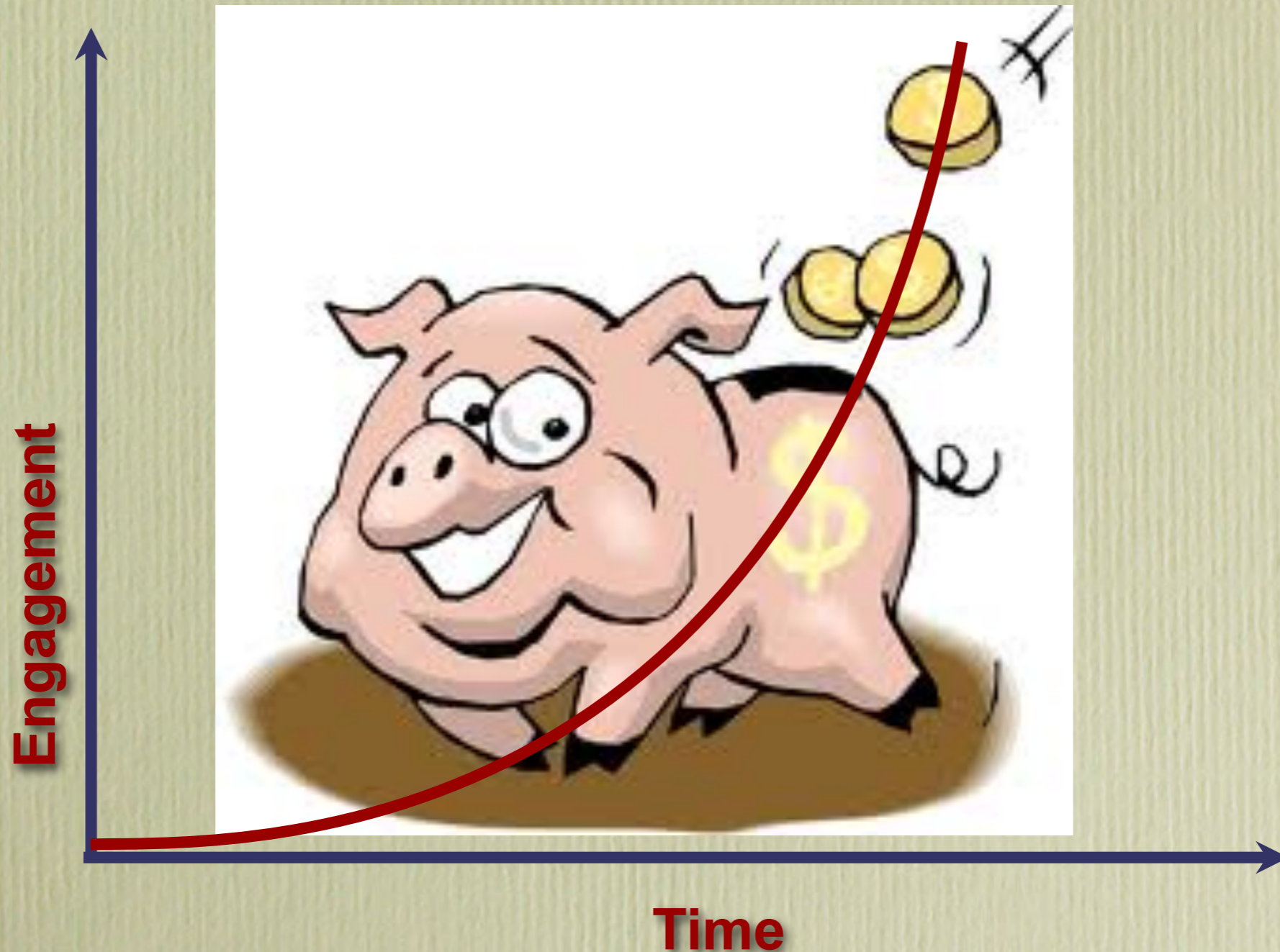
Make it worth your while to spend the time

Hint: This is not easily done from your desk





You get the Clients you deserve!





We have been Assured of two things:

1. Intelligent adults learn best through involvement
2. You are Intelligent Adults

Question 1

What can I do to build stronger Engagement with my Stakeholders

Question 2

What should be kept in-house due to the need for close engagement with the business

Question 3

How can we lift the perception of our offerings, from low value Commodity, to high value Core Business



Productivity through Effective Engagement

Better relationships with our colleagues, clients and stakeholders are not just nice to have, they really add dollars to the bottom line. Higher morale leads to greater productivity. Stronger cooperation will help resolve challenging and complex issues quickly and more effectively. Browse through our workshops or call us to discuss your exact requirements.



John Williams
Principal and Founder



Gaining Commitment

When we lock in commitment to a plan, things happen, yet so often we don't even ask for it...

[Read more](#)



JHW Publications

Request new Call Plan Booklet!

GO

Workshops

Engagement Skills Workshop

A Seat at the Table

Consulting/Engagement Skills Refresher

Gaining Commitment

Project Launch

Makin' Movies (Team Building/Team Dynamics)

Effective Presentations

Outcome Focussed Meetings

Win/Win Negotiation

Facilitation Services

Power Without Authority

Video Conference Ready

Upcoming workshops

Engagement Skills

25th to 27th March 2013
Melbourne ([book here](#))

6th to 8th May 2013
Melbourne ([book here](#))

3rd to 5th June 2013
Melbourne ([book here](#))

Register now to attend a workshop



Website by Contact Point