



# 2025 RESOURCE MANAGEMENT GLOBAL SYMPOSIUM

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## How to make yourself indispensable as an RM leader

**Christine Robinson & Richard Cassidy**  
Dayshape



# How to make yourself indispensable as an RM leader



**Christine Robinson**  
Strategic Advisor  
Dayshape

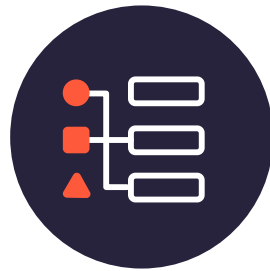


**Richard Cassidy**  
Chief Commercial Officer  
Dayshape

# Three secrets to becoming indispensable as an RM leader



Speak in the leadership's language



Optimize your operations



Supercharge your personal brand



# Speak leadership language

# What's on the C-Suite's mind?



# Changing perceptions

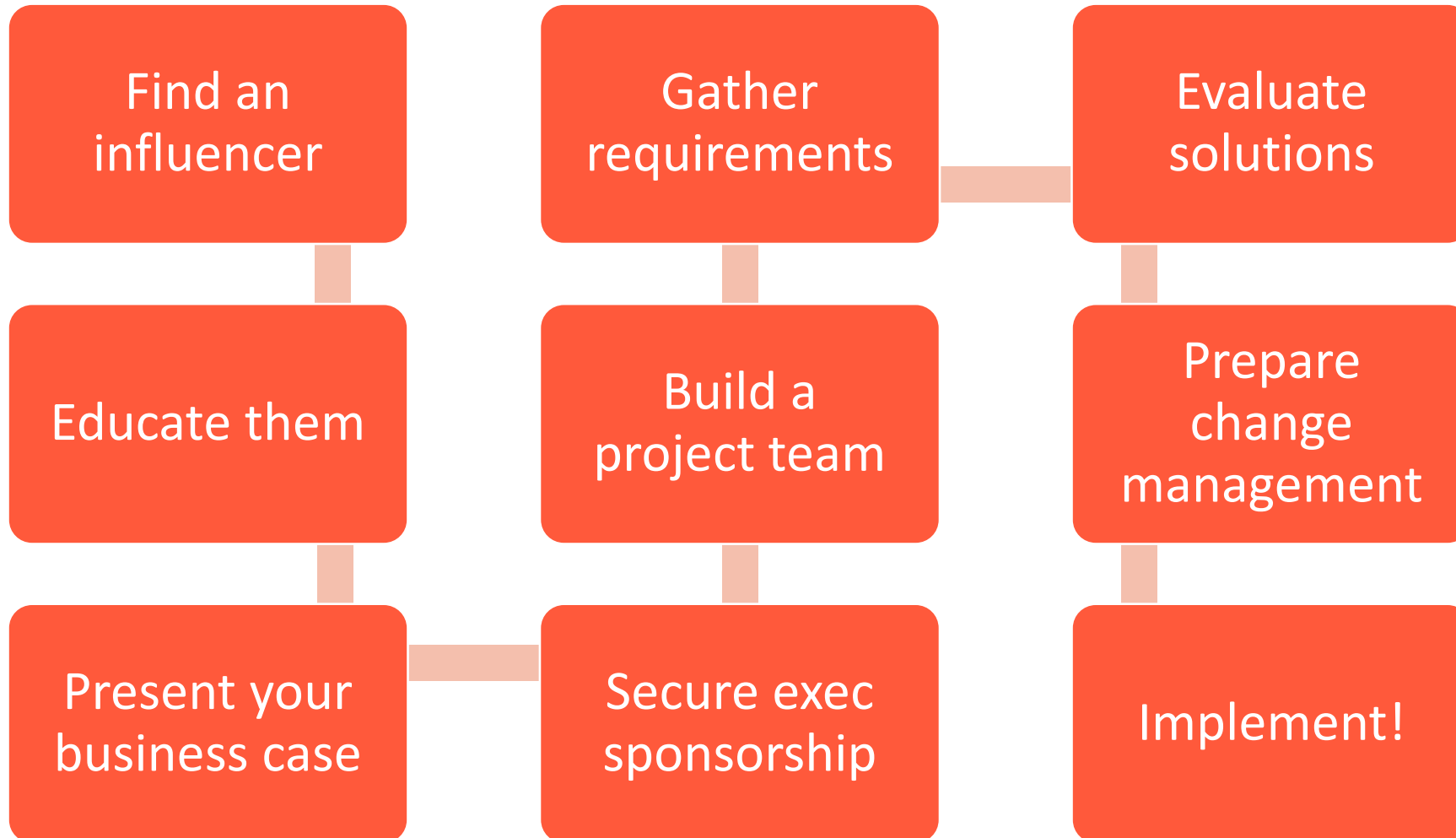
"Resource management is undergoing a major shift—from an administrative function to a revenue-generating function. To drive this shift, resource managers need to see themselves as contributors to business growth, not just schedulers. Shifting perceptions within the business starts with deepening business knowledge and demonstrating a business leader mindset."

**Jennifer  
Huntington**

COO, Kroll



# Solve the problem (i.e. bring a solution!)



## How does it help the firm:

- ★ 1. ~~Make more money?~~  
Increase utilization
- ★ 2. ~~Save time and cut costs?~~  
Reduce preventable write-offs
- 3. Set itself up for long-term success?



Based on **2k** resources and  
**\$500m** in revenue

Increase billings by  
**\$13k** per resource

That's a **\$23m** increase  
firm-wide

## Working assumptions:

- **15%** WIP write-off reduction
- **3%** utilization increase

## Broken down by employee:

- **\$4k** write-off reduction
- **\$8k** utilization increase

## Firm-wide, this leads to:

- **\$8m** in revenue, not overrun losses
- **\$15m** in utilization increases

# Delivering a business case



# Optimize your operations

# How to optimize your operations (and the resources you manage)



People



Process



Technology



**The structure  
of your team  
matters**



**Do you have  
the right  
talent?**



**Do your RMs  
understand  
the business?**





**Do you have  
an RM  
charter?**



**Does your  
RMO have a  
strong  
process?**



**Get everyone's  
support via  
change  
management**



**What tools  
can you  
leverage?**



**Make the right  
investments**



**Do you know  
how to look for  
the right  
tools?**

# Supercharge your personal brand

## Gravitas

Project confidence  
Be decisive  
Calm under pressure

## Communications

Speak clearly  
Connect with your audience  
Be a good listener

## Appearance

Demonstrate polish  
Professional demeanor  
Reinforce your credibility

# Questions







2025

RESOURCE  
MANAGEMENT  
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LEARN. COLLABORATE. INNOVATE.

**Thank You!**