



Power UP

Best Practices in Staffing

December 7, 2022

Thanks to Our Sponsors:



RMI Mission



The RMI is dedicated to the advancement of resource and workforce management thought leadership, best practices and standards, globally recognized credentials that certify resource and workforce management expertise, and tools and resources necessary for effective and efficient management of human capital intensive businesses.

www.resourcemanagementinstitute.com

We provide our members:

- Best practice definition and development
- [Market research and white papers](#)
- Training and education
- [Industry collaboration/events](#)

RMI Perspectives on Best Practices in Staffing

RMI Perspectives on Best Practices in Staffing

Create an effective, centralized Staffing capability by building an iterative process that includes:

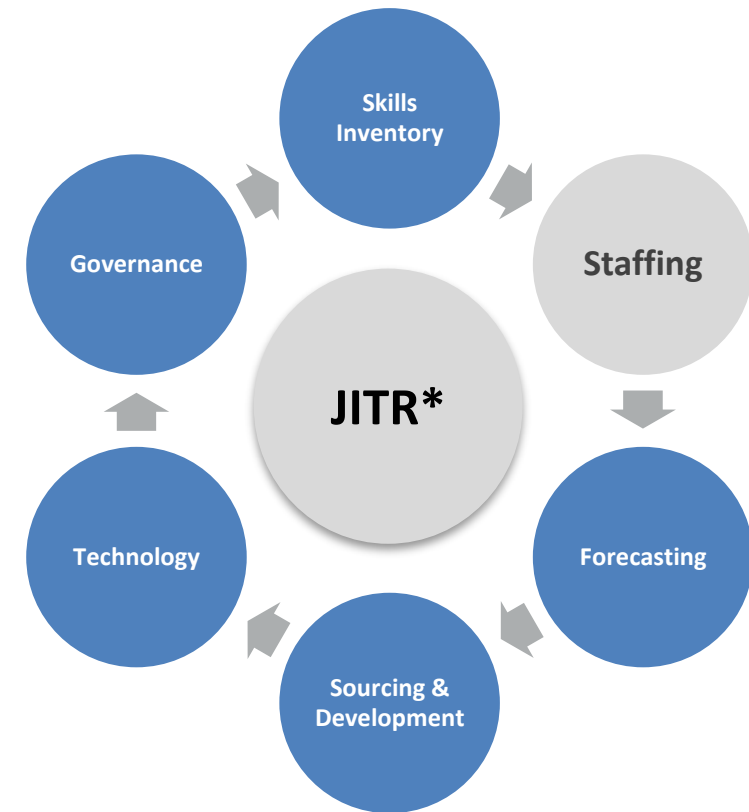
Proactively and **strategically** matching resources to roles

Ensuring you have the **right data** for both **Demand and Supply**

Using data and tools to assess situations and conduct **centralized staffing** with a holistic focus

Using **techniques** to identify solutions to overcome staffing challenges (not always triage)

Establishing policies to help **empower the RMO**



*Just-in-Time Resourcing®

Excerpt from RMCP® program

Baker Tilly Perspectives on Best Practices in Staffing

Guest Speaker

Christine Robinson

Managing Director of Resource Management, Baker Tilly US

Christine Robinson is the Resource Management Leader for Baker Tilly US, a top 10 advisory CPA firm. In this role, she leads a team of talented Resource Managers based in cities throughout the US. Together, they bring the firm's workforce planning strategy to life by driving organizational performance while enhancing the team member experience. She joined Baker Tilly following a decade in Human Resources and Resource Management for global leaders in finance and professional services.

Christine holds a Master's in Human Resource Management from Fordham University, a Bachelor's in Sociology from Bowling Green State University, and is RMCP® certified.

Born and raised in New York City, Christine is now based in Pennsylvania with her husband and children.



About Baker Tilly

WHO WE ARE

About us

We are a top 10 advisory CPA firm dedicated to building long-lasting relationships with our clients, our communities and each other.

Our 6,500+ professionals, coast-to-coast and global advantage help us drive businesses forward.

There are best practices?!

YES!

- RM exists in across many different businesses, some with more seasoned techniques
- The accounting and consulting space has some of the most formalized approaches to RM
- Despite nuances across industries and lines of service, the core best practices hold true

What you'll need and why

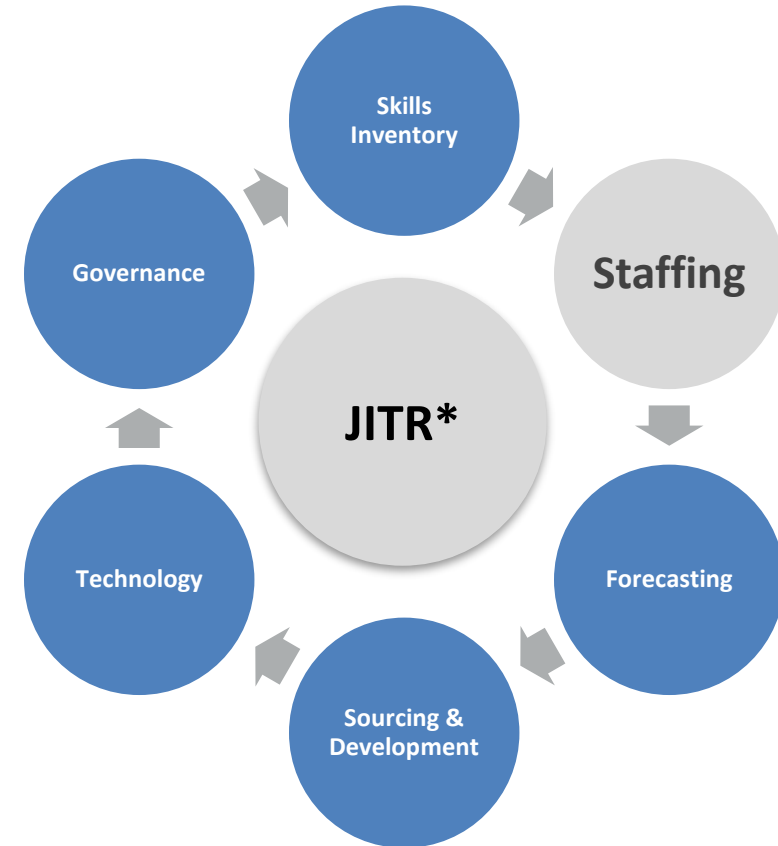
Three Key Components

- Understand the business
- Get to know the people
- Data, Data, Data!

Make the magic happen...

Tricks of the trade

- Creating availability when there is no availability
- The importance of conflict resolution
- A well-defined escalation process
- The power of skills transferability
- Use differentiating factors as a guide
- Data for decision-making
- Prioritizing demand
- Get creative!



*Just-in-Time Resourcing[®]

RMI Upcoming Events and Training

Fourth Annual Resource Management Global Symposium

April 20–21, 2023: Dallas, TX



Learn. Collaborate. Innovate.

Unlocking a World of Resource Management Opportunities

www.resourcemanagementinstitute.com/symposium

Resource Management Certified Professional (RMCP)®

First-of-its-kind certified professional skills development program for:

Resource Managers

Learn Best Practices

Gain Access to RMCP® Resource Center

Collaborate with Industry Peers

Plus a copy of a robust commercial-grade resource management process solution

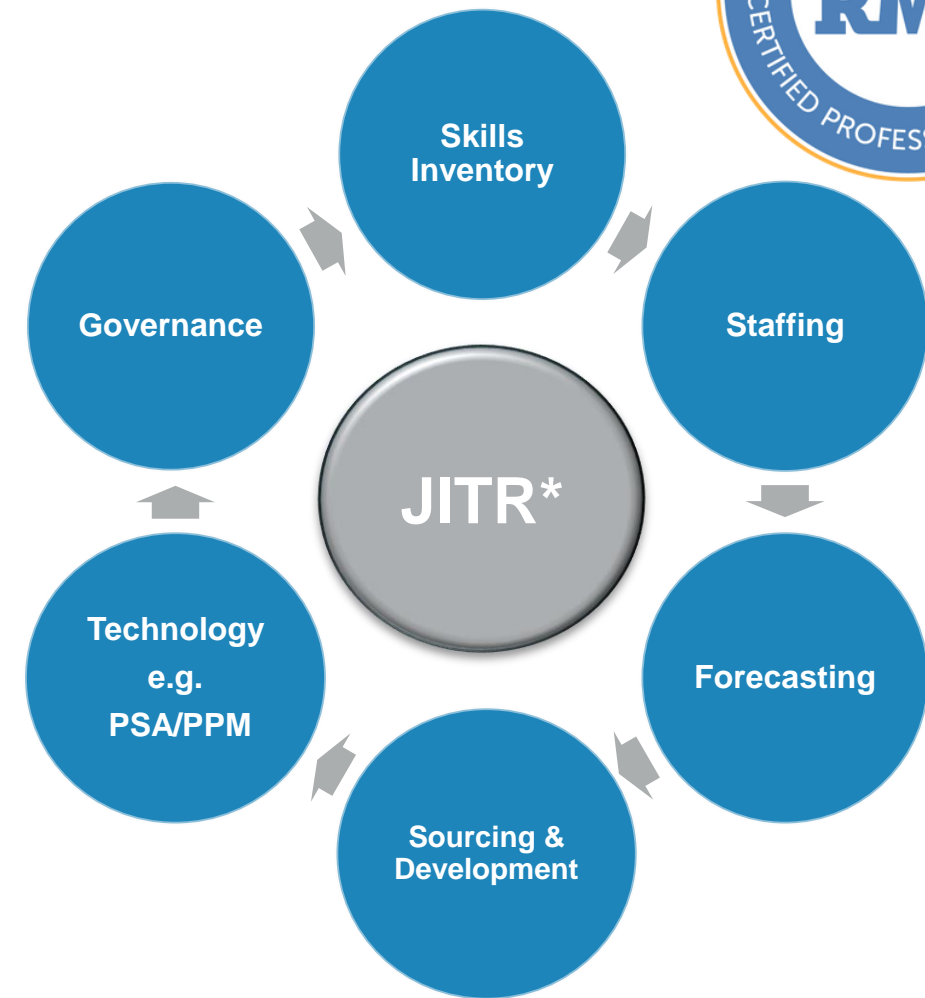


RMCP® Overview



- Prerequisite study
- 3-day classroom, 6-week online instructor led sessions (2 hrs. each), and on-demand format
- Interactive lectures, case study workshops
- Certification exam
- Re-certification process

- Pricing*:
 - \$1,995/person in-class
 - \$1,895/person online
 - \$1,795/person on-demand
- Student pays travel expenses
- Materials and testing fee included



Just-in-Time Resourcing® (JITR)

*Price subject to change. Volume pricing available upon request.

Upcoming RMCP® Programs

In-Person RMCP®

- **February 7-9, 2023 (Cincinnati, OH)**
 - **\$1,895** now through January 7, 2023
 - **\$1,995** after January 7, 2023
- **April 17-19, 2023 (Dallas, TX)**
 - **\$1,895** now through March 17, 2023
 - **\$1,995** after March 17, 2023
- **May 9-11, 2023 (Cincinnati, OH)**
 - **\$1,895** now through April 9, 2023
 - **\$1,995** after April 9, 2023
- **August 22-24, 2023 (Cincinnati, OH)**
 - **\$1,895** now through July 22, 2023
 - **\$1,995** after July 22, 2023
- **November 7-9, 2023 (Cincinnati, OH)**
 - **\$1,895** now through October 7, 2023
 - **\$1,995** after October 7, 2023



Online RMCP®

- **Starts January 25, 2023**
 - **\$1,795** now through December 25, 2022
 - **\$1,895** after December 25, 2022
- **Starts May 24, 2023**
 - **\$1,795** now through April 24, 2023
 - **\$1,895** after April 24, 2023
- **Starts July 18, 2023**
 - **\$1,795** now through June 18, 2023
 - **\$1,895** after June 18, 2023
- **Starts September 12, 2023**
 - **\$1,795** now through August 12, 2023
 - **\$1,895** after August 12, 2023
- **Starts November 28, 2023**
 - **\$1,795** now through October 28, 2023
 - **\$1,895** after October 28, 2023



Next Level RM and RM Soft Skills Courses

- **Strategic RM**
 - **\$499 on-demand**
- **Advanced RM**
 - **\$499 on-demand**
 - **Offered exclusively to RMCPs**
- **RM Soft Skills**
 - **\$499 on-demand**



RMCP® ON-DEMAND VERSION AVAILABLE 7 X 24 FOR \$1,795

Apply today at:

<http://resourcemanagementinstitute.com/apply/>

RMI Training and Certification Programs



Resource Management Soft Skills
The Resource Management Soft Skills development program focuses on enhancing the soft skills resource managers need to complement their process, business, and systems knowledge. Participants learn how to: effectively communicate and build relationships with stakeholders at all organizational levels, set and manage expectations, and challenge existing ideas and push back on 'bad' behavior.

Team discounts available!

Thanks to Our Sponsors



Kantata, the new name for Mavenlink Kimble, takes professional services automation to a new level, giving people-powered businesses the clarity, control, and confidence they need to optimize resource planning and elevate operational performance.

Our purpose-built cloud software enables professional services firms in more than 100 countries to operate with unlimited scale, drive predictable outcomes, and unleash the workforce of the future.

Visit www.kantata.com to learn more.



Projector by BigTime is used by high-performing services teams worldwide to streamline operations through the entire delivery process, improving productivity, increasing utilization and driving higher customer satisfaction. See how Projector BI delivers visibility to everyone in your organization, and get to know the team ranked #1 in customer satisfaction 11 years in a row in SPI's annual benchmark survey of services organizations.

Sign up for a demo and learn more at www.ProjectorPSA.com.



Saviom is a pioneer and leading global provider of resource management software. Starting in 1999, it has completed more than two decades in the industry. Saviom works closely with clients, takes their feedback, and continuously upgrades product features that align with their immediate business requirements. Our client-centric culture has enabled Saviom to expand its horizons and help several Fortune 500 companies across 50+ countries enhance their profitability and organizational efficiency. Some notable clients include Siemens, Fujitsu, Global Wind Services, Telstra, Honeywell, and more.

Visit www.saviom.com to learn more.



Q&A

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