

**NSEE Annual Conference** 

**Babson Management Consulting Field Experience Program** 

Arline MacCormack Associate Director, Experiential Programs October 7, 2015

## **Babson Quick Facts**

#### Babson educates entrepreneurial leaders who create great economic and social value—everywhere







### **Babson Experiential Education**





# **MCFE Program Overview**

UNDERGRADUATE CENTER FOR CAREER DEVELOPMENT

# MANAGEMENT CONSULTING FIELD EXPERIENCE



### **MCFE Program Overview**

#### Undergraduate Students

Learning to Consult

#### Graduate Students

Learning to Manage a Team

BABSON

#### **Two Courses, One Goal**

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# **MCFE Program Overview**



www.babson.edu

# **MCFE Client Sponsors: Examples**



## Client/Sponsor Company

#### Who can apply?

- Previous applicants
- Employers
- "Friends" of Babson
- Alumni
- Parents

#### When to apply?

Company Sponsors submit an application one semester before project is actually run.

#### **Challenges:**

- Marketing
- Data analytics
- Business strategy
- Finance
- Community impact studies and other areas of opportunity.

• Projects have a defined business need- which is addressed over the course of a whole semester.





## Senior Partner/MBA Project Leaders





\*Textbook: *The Coaching Manager: Developing Top Talent in Business by James Hunt and Joseph R. Weintraub, Sage Publications, 2<sup>nd</sup> edition, 2011.* 





#### Junior Partners/Undergraduate Team Members

#### Who can apply?

- Undergraduate students who will have Junior or Senior Class standing and have completed pre-requisites, and meet GPA requirement
- Students may apply as pre-formed teams, partial teams, or individuals.

#### How to apply?

- Students must complete and application, interview and provide faculty reference





#### **Program Components**

- Orientation/Kick-Off Events
- Project Leader Responsibilities
- Team Member Responsibilities
- Resources for Students
- Assessment
- Presentations
- Program Impact





## Orientation/Kick-Off Events

- Orientation
  - Team building exercise
  - Coach students to learn as much as they can about company, competitors, challenges
  - Ensure students have good questions for client
- Kick-Off
  - Meet Client
  - Begin to build Engagement Contract
  - Determine mode and frequency of contact







#### **Project Leader Responsibilities**

- Liaison between MCFE program, client and team.
- Coach/lead team to successful completion of project.
- Meet one-on-one with team members
- Provide developmental feedback
- Maintain highest ethical standards/ensure best interests of Babson are upheld





#### Team Member Responsibilities

- High academic and personal integrity standards
- Commit to project/team members
- Communicate effectively
- High quality deliverables





#### **Resources for Teams**





BABSON Alumni













#### **Getting the Work Done**

- Teams meet twice a week
- 4 credit class = 10-12 hours work per week
- Share responsibilities





#### **Final Presentations**





- Client comes to campus
- Formal Presentation
- Detailed Written Report with Executive Summary and Data
- Questions and Answers



## MCFE Program Assessment



Assessment: Methods that Promote Undergraduate Student Learning

- Three required 30-45 minute coaching sessions with Project Leader.
- Project Leaders provide feedback and coaching
- 360-type/multi-rater evaluations
- Client feedback
- Lessons Learned Paper





## **Examples of Competencies Assessed**

Listening	• The ability to focus on and understand what is being said, in individual or group situations
Oral Communications	• Effectiveness of expression in individual or group situations
Teamwork	• The ability to work effectively with others
Leadership	• Effectiveness in influencing others to accomplish a task and in getting ideas accepted without incurring hostility
Decision-making	• The ability to analyze problems and to decide on an appropriate course of action in a timely fashion
Ethics	• The ability to consider the ethical implications of business opportunities, problems, and decisions and to develop action plans accordingly



#### **Assessment: Lessons Learned Paper**



#### **Program Impact**

- Highly rated by students and clients
- Provides valuable feedback to program and students (competencies are familiar to students and integrated with the Babson Coaching for Leadership & Teamwork Program)
- Teaches and assesses skills that employers want to see:

– Teamwork, leadership, ethics, and communication





## Challenges











#### In the Words of our Clients....



#### -Dan Marques



"The quality of work and interactions from our Babson MCFE team was high impact and professional, on the same caliber as agencies and consultants we engage with. I would highly recommend MCFE to companies looking for a fresh entrepreneurial perspective to their business challenges and opportunities." BABSON

### In the Words of our Clients....

"Working with the MCFE program was an eye opening experience. All expectations of professionalism were exceeded throughout my time with this team. They kept a razor-sharp focus on mission objectives and executed self-accountability with incredible maturity. I'm sure I learned more from observing them than they learned from us."



Michael Costa





#### In the Words of our Clients....



"The MCFE project teams have consistently created significant value for PUMA SE and the relationship with Babson College has been a fruitful and mutually agreeable partnership that PUMA SE would very much like to continue."

Louis Joseph





#### In the Words of our Students.....

When I think back upon my Management Consulting Field Experience (MCFE), my experience has been exceptionally positive. I acquired new skills, developed my team working ability, and had a uniquely professional experience. The big themes of my learning focused heavily upon my role as a leader, my ability to make decisions, and the principles of how to communicate effectively. I don't think I have mastered any of these skills, but the experience of working long hours with my team on this project has driven my growth in these areas.  $-AP B 15^{\circ}$ 

#### In the Words of our Students.....

I truly feel that this course was one of the most rewarding, hands on, different, and engaging courses I took at Babson. While learning from cases about strategy and what to do in a given situation is important, actually experiencing it first hand is what really cements the learning. Having the opportunity to lead a team and help them come to different conclusions while at the same time learning about myself was the most important part for me, and I am very grateful to have taken the time to be a project leader.

-RW M15'

#### In the Words of our Students.....

For me, the MCFE program has been an amazing experience. I have learned so much about my strengths and weaknesses as a leader. I will take these lessons with me to the workplace and I have no doubt that they will directly contribute to making me a more effective leader. I believe that when I look back on my time at Babson, the MCFE will be one of the courses that stands out as having had a profound impact on my life. -AS M15'



#### Questions?

# Thank you for your time and attention.

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