



Business Consulting Lab FAQs

What is the Business Consulting Lab (BCL)?

The BCL provides graduate students with a unique opportunity to learn by doing, solving a business problem for a real client. Students will be working on a team solving a problem in a dynamic, real-world environment.

What will I learn in the BCL?

Business analysis and decision making. The role of a business consultant. Project management. Communication, both written and oral. Teamwork. Listening skills. How to conduct yourself in an ethical manner.

What are the deliverables for the class?

*Project Charter/Scope
Project Proposal
Progress Reports (2)
Mid-term presentation
Final Report
Final Presentation*

What can I expect in terms of workload for this class?

*This class is a 6-credit-hour course, the equivalent of two graduate courses
You will need to be self-motivated and disciplined
Time management is key to success in this course
Weekly time commitment:*

6 hours of class time equivalent (3 hours/class)

4 hours of class prep/reading equivalent (2 hours/class)

TOTAL: 10 hours per week MINIMUM!!!!

What are the expectations of working on a team?

You will be expected to perform at a very high level throughout the semester. You will actively participate in team meetings, take on and deliver assignments on time and be an active listener, offering input and ideas to the team. You will respect other team members. You will be on time for every meeting.

*Remember that team stands for: **Together Everyone Achieves More***

How will the team work?

*Among the questions the team will have to answer are:
What work needs to be done?
Who will do what work?
When and in what order will the work be done?
How to organize all the work?*

How often should the team meet?

At least once or twice a week. The allocated class time of 3 hours per week is the perfect time for the team to meet and our meeting room at UH will always be available during class time.

Should the team meet virtually or physically?

You may find a combination of both works best.

How will you communicate with other team members?

Students have used Microsoft Teams effectively.

If you send a message to your team members in group chat, when should you expect a response?

Either the same day or the next day at the latest.

How will you communicate with your client?

Email seems to be the preferred method, however, this depends on your client, just as long as there is a record of each contact.

Who will the client be dealing with?

There needs to be one point of contact on the team with the client.

Who will be the client point of contact?

There needs to be one point of contact on the client side. Ask your client who this should be.

How often should you update your client?

Let your client decide this, but weekly updates on your progress since the last update seem to work best, but beware of overwhelming your client with too many updates.

Who is going to take what roles?

Is there one person that is a good writer? Is there one person that likes to do research? Is there one person that likes to make presentations? The team needs to decide on who does what.

Who will send out meeting agendas?

*One team member must be responsible for sending out an agenda **before** each meeting you have with your **team or client**.*

Who will send out meeting recaps?

*After every meeting with **your team and with your client**, one team member must be responsible for sending out to all involved a meeting recap that includes action items and responsibilities by team member and client. This needs to be sent out immediately following each meeting.*

TIP: Microsoft Teams comes with a built-in transcription tool to help you recap each meeting. Here is a link on how to use it:

<https://support.microsoft.com/en-us/office/view-live-transcription-in-microsoft-teams-meetings-dc1a8f23-2e20-4684-885e-2152e06a4a8b>

Ditto for **Zoom**:

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0064927

Or, you may choose a similar, add-on app from Otter.ai here: <https://otter.ai/>

Who will make the final presentation to the client?

The team will decide whether this will be one person or the whole group.

What kind of feedback can I expect in the class?

Formal feedback from me on the class deliverables plus on the mid-term presentation

Informal feedback from me throughout the semester

Peer feedback twice during the semester

Client feedback at the end of semester

How should we treat information received from the client?

*ANY information received from your client **MUST** be treated with the **STRICKEST CONFIDENTIALITY**, which means that it **absolutely cannot be shared** with anyone outside of your group and myself. Your client has been advised of this.*

Remember that this is your project. Your team owns this from start to finish. All decisions and recommendations are yours to make, with as much guidance from me as necessary.

Also remember that you must ask for guidance, help or direction **WHENEVER** you need it from me. Do not wait until you have a crisis, are at a dead end or the night before a paper is due to request my help. I am here to help and assist wherever and whenever needed. There is no issue too small to go over with me. Check in with me frequently and as often as you need.