

**Business Continuity Management People
December 9th, 2009
Group Discussion Outputs**

Qualities expected in a good BCM

Group 1

- Communicates well
- Extracts key information
- Flexible
- Conducts regular awareness Sessions
- Is well known internally

Group 2

- Communicates well
- Extracts information well
- Is a forward thinker
- Is able to motivate a team
- Flexible

Group 3

- Has professional qualifications
- Communicates well
- Listens well
- Coordinates well
- Able to multi-task well
- Is skilled in change management

Banking Group

- Able to communicate at all levels
- Understands the business
- Is a self starter
- Fits in with the culture
- Remains calm
- Can analyse complex information
- Understands regulations
- Has previous BCM experience
- Understands BS25999
- Has a professional membership

Retail Group

- Multi-site experience
- Supply chain continuity/logistics experience
- Communicates well across complex structures
- Understands crisis management
- Develops and delivers large scale training
- Adapts well
- Has a handle on brand/media

Local Government Group

- Has good leadership skills
- Can communicate well and promote BCM
- Has professional qualifications
- Is resourceful
- Interacts with other bodies
- Is flexible
- Networks well and develops contacts

Telecoms Group

- Is a good communicator
- Is analytical
- Is a good strategic planner
- Has good leadership skills
- Is agile