

60 seconds with...

Jon Fielder
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What do you enjoy most about your job within MBE?

The broad scope. My core role is in operational excellence working on continuous improvement and designing our training package around it, but even in my short time with MBE I have still had the opportunity to cross over and work with the other parts of the business, make a contribution and get a better feel for the company as a whole.

What is your approach to working with a new client?

Get to know them. Try to put them at ease, learn what makes them tick and what problems and challenges they face. Once you've sounded them out it makes it far easier to engage with them in problem solving and improvement work. You don't necessarily have to be best buddies, but a level of mutual respect and being the challenging and critical friend is what gets the results.

What has been your most satisfying project to date?

A back-office transformation project with a major international bank. It pushed me into a really challenging place and made me approach things with a very different mindset than I had been used to. I learned so much and got to broaden my skills with my first forays into training and delivery, working with stakeholders from across the UK and Asia. Working with people of differing levels of experience is one thing, but I'd never experienced the cultural challenges and working overseas. It was an enlightening and emboldening experience.

How long have you worked in the business?

I've spent 18 years in the financial services sector in Europe, India and Australasia, the past 12 of which have been in business change roles with a number of companies and as a solo consultant.

If you could pick anyone, who would you like to be trapped in an elevator with?

If my wife is in earshot, obviously her... if not, either Dean Martin or Maria Linden (from Swedish band 'I Break Horses').

When you were a child, what did you want to grow up to do?

I was fairly indecisive and went through all the typical 'dream' jobs - astronaut, engineer, race driver and latterly writer/production designer, hence my media degree. Media is a highly competitive field though and you have to either be very lucky or be able to afford to eke out a living at it. I was neither and fell into financial services to pay the bills, all the while still dreaming of a job as a police detective or in the security service.



TRANSKAP
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