

# The Emperor's New Clothes?

Most weeks I make some reference either directly or indirectly to the wide range of experiences that come my way.

The memory that sticks most in my mind this week is the taxi driver who shared his story of giving up his C Suite job 15 years ago in a huge, global organization to care for his son.

I asked if he wants to return to the business world and the sad reply was “who would have me after 15 years out of the game”.

The week started in Budapest discussing the **Callisto Excellence Metric** and discussing workshops.

There is so much noise and confusion around the definition of excellence where there really shouldn't be.

So many SSC's describe themselves as, or are awarded accolades such as Mature Centres of Excellence yet many of their teams don't know what DSO stands for or how it is calculated.

The Emperor's New Clothes anyone?

It's interesting and very pleasing that we are receiving a steady stream of queries to upskill telephone collections and negotiations.

The “Situation Room” workshop grows in popularity. This week we have confirmed sold out events in **Lodz ,Riga** and **Warsaw** and very soon we are bringing the band to London.

This week had an alma mater feel to it.

I mentioned in previous editions about being invited to be a mentor for The University of West London and it was a pleasure to start a mentoring series with two Masters students.

Staying with UWL, our expert presenter at the Coffee Club on Wednesday is Nicki Kinton. Nicki and I were mature (very mature) in my case, students at UWL, known as Thames Valley University back then. Our study time was from 2005 to 2010 with the graduation ceremony at Wembley Stadium. Our Course was a BA in Credit Management.

My time at uni. was a joy from start to finish and I am still referring to and using so much that I learnt during those years.

Back home in Brno, the rest of the week included updates on the Credit Matters XIII conference, our upgraded Certificate programme , Membership and the Credit Executive Forum.

Watch this space ..... 😊

The diet is still going pretty well. There have been a couple of lapses but now the weather and my back are improving, the jogging and squash have restarted.

Now for a sauna!

Variety is the spice of life.

Carpe Diem.

Mark

March 4, 2024