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Vice-President, Operations, Proserv Controls, Great Yarmouth

One of the key criteria for success in the energy industry is having the agility to respond to economic, geopolitical or technological disruption and so remaining at the forefront of competitiveness.

In upstream oil and gas, if factors negatively impact hydrocarbon prices, a service company must anticipate what this will mean to corporate strategy and adjust its own business model accordingly, with the same dexterity that it would use in a boom.

Last year was one of change for Proserv, as we restructured to form two global facing divisions, Proserv Controls and Gilmore, a Proserv Company, so, as we commence 2020, we are firmly focused on developing controls technologies to directly reflect client needs.

The wider industry is also undergoing dynamic changes and the energy transition promises a wealth of opportunities. To meet future demands, we are working alongside key partners to generate controls solutions for the offshore renewables market.



Jacqueline Hall

founder of DALE Coaching

Despite lots of uncertainty, I think 2020 will be a good year for small businesses. But with success comes the need for reflection.

As business leaders face the challenges ahead, it's important that they put the health and well-being of their teams front of mind. This means taking the time to talk to employees, develop personal development plans with proper objectives, and listen to the concerns of their staff.

Business owners should also consider the cost-benefit of up-skilling employees in terms of identifying which people in their teams are capable and willing to learn new skills.

Finally, business owners should reflect on their own leadership style and think about whether it's aligned with the way they want to take their business forward.