

CMC TODAY

THE MONTHLY ICMCI NEWSLETTER

AUGUST 2021



CMC-GLOBAL

THINK ABOUT THE IMPACT YOUR PARTNERSHIP CREATES

ICMCI was part of the partnership of the mentorship program for the University of Toronto. This semester, it was related to the Management Consulting for Engineers course with a topic of "Investigate the Impact of Artificial Intelligence on the Management Consulting Industry". The aim of this partnership is to meet professionals with students; today's leaders with leaders of tomorrow.

The project aimed to investigate the implications of AI upon various legislated professions and specifically its effect and applications in Management Consulting. While there are tremendous opportunities in many areas, this team focused on Accounting and Finance, Healthcare, Legal, and Operations Management, along with Management Consulting.

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BOARD MEETING

ICMCI Board Meeting held on 17 of August focused on initiating the preparations for the Annual Meeting of Delegates. The 2021 Virtual Annual Meeting of Delegates will be organized to take place on Thursday 14th of October. Stay tuned for more details of meeting registration and agenda.



TIME OF CHANGE

By: Sorin Caian, CMC® | NSPC
Chair 2018-2021

Looking back at more than 15 years of active involvement in the ICMCI business I can say that the NSPC (Nominations and Succession Planning Committee) is the structure which can influence the future of the organization the most, even if sometimes the link is not immediately seen.

The Committee's main role is to identify and encourage all talents around the organization and mobilize them to contribute to the life of our professional organization. Becoming the voice of the profession, as the global organization is envisioning, requires support from all its members as well as a wide participation of management

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PERFORMANCE IMPROVEMENT AND THE EVOLUTION OF CONSULTING

Management consulting is a very young profession, especially when you compare it to professions like medicine and accounting. Such trades have been around for hundreds and even thousands of years.

Consulting, on the other hand, started as a profession only in the late 1800s, and universities started teaching it some time later. For instance, Harvard founded its Graduate School of Business Administration in 1908.

The development of this profession mostly began in the United States and a handful of countries in Europe. What's more, even today, most of the industry activity is in North America and Europe. According to the latest research from 2016, as much as 78% of the global management consulting spend is within the boundaries of North America and Europe. Despite that, the whole industry is still very large.

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Dwight Mihalicz
CMC® | ICMCI Chair

So, What Exactly is an "Omnichannel Customer Experience?"



Customers nowadays have unparalleled ways of engaging with companies. As customers become more tech savvy's they become in favor of digital channels, therefore, quality customer care becomes highly dependent on digital performance.

However, live agents are clearly not going away, according to a survey conducted by McKinsey & Company 52% of the respondents in the United Kingdom indicated that they prefer speaking to a live agent when they are facing a technical issue and need a solution. On the other hand, approximately 24% of the customers considering completing routing tasks opt-in for a live agent.

By: Vigan Disha

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Constantinus International Award 2021 Nominees – Congratulations!

This year we received 25 submissions from a total of 7 countries (Austria, Brazil, Canada, Ireland, Mongolia, Russia, Singapore). **From these submissions 11 are nominated.**

The award ceremony will take place on October 13th, 2021, in virtual form and event details will be announced. We welcome all to join us in celebrating our winners!

We take this opportunity to congratulate our nominees, and to thank our jurors for their time and dedication in assisting us in identifying the best international projects in the field of consulting, where we can award and recognize both the consulting company and its client for a successful partnership.

LIST OF NOMINEES IS AVAILABLE

CLICK HERE TO SEE MORE

Monthly Update & Open Discussion with the Chair September 2021

Monthly Update & Open Discussion with the Chair



Dwight Mihalicz, CMC®
ICMCI Chair
Presenter & Moderator



CMC - GLOBAL

The agenda for each session will be:

- Opening and Welcome
- Activities of the ICMCI Chair and Board
- Introduce Topic of Focus
- Discussion
- Closing

Topic of Focus:
Strategic Issues in Consulting for the 2020s

Thursday 09 September 2021

1st Session at 06:00 UTC - <https://bit.ly/2XZ1P7Z>
2nd Session at 15:00 UTC - <https://bit.ly/3DxVCAb>

1st Session

2nd Session



At last year's annual Consult-Con, IMC USA honored Malcolm Gladwell and Steve Pemberton as recipients of its unique Lifetime Contribution accolade. At this year's virtual program on November 5 & 6, two more giants of the consulting world will be honored: Dr. Philip Kotler, whose development of the principles of modern business marketing have earned him the moniker "the father of modern marketing" and the late Peter Drucker, who will be presented the accolade posthumously, called by many "the greatest management consultant of all time." The Drucker Institute located at Claremont College in California which houses its late professor's archives will accept the accolade on Mr. Drucker's behalf.

To learn more about Consult-Con 2021, including a panel on the rising trend of global consulting opportunities,

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The Association Leaders Symposium provides an opportunity for the Executive Director and their Chair / President to define annual priorities and work better together.

The two-day virtual programme offers insight into challenges facing contemporary association leaders and highlights the value of informed policy and strategy as primary leadership team tools. The result is a shared understanding and commitment to the critical components of successful governance, strategy, and organisation.

With unparalleled expertise and a proven track record facilitating these sessions and content internationally for over 25 years in the United States and 20 years in Canada, faculty from Tecker International, LLC will deliver valuable insights for immediate application to the realities of your association.

[ALL DETAILS FOR THE PROGRAM](#)

INDUSTRY ARTICLES

CONSULTANCY AUSTRALIA - 10 CHARTS ON AUSTRALIA'S FAST GROWING TECHNOLOGY SECTOR

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CONSULTANCY USA -10 ACTIONS TO ACHIEVE DIVERSITY, EQUITY & INCLUSION OBJECTIVES

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CONSULTANCY CANADA - ORGANIZATIONS FACE POTENTIAL SENIOR LEADER EXODUS

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CONSULTANCY UK - HOW CREATIVITY CAN DRIVE POSITIVE CHANGE IN CORPORATES

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CONSULTANCY INDIA - HOW TO PREPARE FOR AN ORGANIZATIONAL TRANSFORMATION

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CONSULTANCY THE NETHERLANDS - ORGANIZATIONS WITH FAST DECISION-MAKING WILL SURVIVE THE CRISIS BETTER

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OUR COMMUNITY

49

Global Members
IMCs

65K+

Individual Consultants

8K+

CMCs

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