

April 25, 2023

2023-2025 CMC-ONTARIO INCOMING PRESIDENT'S MESSAGE

Dear Members,

It is my honour to address you as the incoming President of the Institute of Certified Management Consultants of Ontario (ICMCO).

It is also my pleasure to extend a warm welcome to the new and returning Ontario Council and Chapter members. I look forward to working with all of you to find opportunities to focus our efforts on delivering value to current members, attracting new members, and applying governance practices that continue to promote and foster excellence and integrity in the management consulting profession. Promoting diversity, equity, and inclusion on the Council, within the Chapters, and across the membership will allow us to earn deeper trust and respect from our clients and enable them to be more innovative and more profitable than their less-diverse competitors.

I became a CMC in 2019 and joined the Ontario Council in 2020. Since then, I have had the opportunity to work on several initiatives: most recently as the Chair of the Organizing Committee for Catalyst 2022 and member of the 2023 Nominations Committee. My time on the Council has been a very fulfilling experience. I highly value the importance of volunteering and the ability to give back to the CMC community and the profession. I encourage you all to consider opportunities to get involved.

Over the years, I have had a chance to meet many CMC members both virtually and in person at various networking events. As I step into the Presidency role of the Institute, I look forward to meeting all of you and learning more about your areas of expertise, the types of consulting services you provide, and the different industries represented by your clients.

I continue to be inspired by the worldwide recognition of the CMC designation, recognized in over forty countries, and the commitment of all Certified Management Consultants to adhere to the highest consulting and ethical standards of the profession.

The fast pace of innovation in recent years has changed the way we work, live, and interact with each other. Keeping pace with technological advances and their disruptive effects on all industries has resulted

in an accelerated pace of digital transformation, driving the need for businesses to re-evaluate their go-to-market strategies and re-imagine their business models. This in turn has created a high demand for qualified and certified management consultants to assist in different areas of the business transformation journey.

Over the past 60 years, the professional association of Certified Management Consultants in Canada has changed and grown in many ways. As the incoming President of the CMC Ontario Institute, I am committed to continue working with the Ontario Council and Chapter members to make data-driven decisions, and to design and implement strategies that deliver measurable results. I also look forward to working with the National Office staff, the Presidents of all Certifying Institutes (CIs) and the National Board of Directors to collaborate on initiatives and align on priorities that serve the best interest of CMC members both in Ontario and across Canada.

For the Institute to continue to grow and for all members to derive value from their membership, it is recognized that we need to be member obsessed. Moreover, we need to work backwards from desired outcomes to deliver membership value by tracking the member experience and creating feedback loops that inform broad perspectives in our decision-making framework and allow us to iterate and improve the value of the membership over time.

I am grateful for the opportunity to serve as the President of the CMC Ontario Institute and honoured to succeed the two most recent Presidents of the Institute - Michael Ennis and Craig Mackay.

Thank you all for this opportunity. I look forward to our continued efforts to strengthen the value proposition of the CMC designation, putting CMCs at the forefront of client challenges and positioning them to deliver value-add management consulting services.

I encourage you all to revisit the CMC Code of Professional Conduct and to always strive for compliance. Protecting the image of the association and the CMC designation is our collective responsibility.

Sincerely,

Desislava Nikolova

Incoming President, Institute of Certified Management Consultants of Ontario.