

April 25, 2024

2023 / 2024 CMC-ONTARIO PRESIDENT'S REPORT

Dear Members,

Welcome to the 2024 Annual General Meeting (AGM) of the Institute of Certified Management Consultants of Ontario (ICMCO). It is my pleasure to present you the President's Report.

First and foremost, I would like to commend the hard work and dedication of our members, who have continued to demonstrate their commitment to excellence in management consulting through their work with clients and their contributions to our Institute. Also, I would like to thank our dedicated Council members, at both the Institute and Chapter levels, for their tireless efforts to support our members and advance the profession of management consulting in Ontario. Their commitment to excellence and innovation has been a driving force behind our success, and I am grateful for their continued leadership.

Today marks one year since I became the President of ICMCO. At the start of my term, I 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. As a Regional Director on the CMC National Board, I have had the opportunity to work 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.

The ICMCO is the largest institute of CMC Canada. As such, we have a significant role to play in shaping the landscape of management consulting not just within our province, but across the nation. This year, we focused on several key initiatives designed to enhance our members' capabilities, expand our influence, and uphold the integrity and standards of the Certified Management Consulting profession.

Professional Development and Continuous Learning: Our What's Up Wednesday's? Digital Series, led by Craig McKay and co-hosted by Jennifer Smith, continues to deliver professional development opportunities, designed to keep our members at the forefront of industry trends and methodologies.

We have seen a remarkable uptake in this program, attended by both ICMCO members and members of other CMC Canada institutes. We are also in the early stages of planning Catalyst 2025 Conference.

Advocacy and Public Awareness: In collaboration with CMC Canada, ICMCO will participate in Day on the Hill, scheduled for April 30, 2024, which will include 3-4 advocacy meetings, for each CMC in attendance, with elected officials, political staff, and public servants. These meetings will allow those in government to understand the value of CMCs and hear the experiences of practicing CMCs and their areas of specialty. Later in the evening, CMC Canada will host a reception open

to all, with special invites going out to MPs, political staff, and public servants and to all local CMCs and members, to continue to promote the awareness of the CMC designation and the benefits of working with and hiring Certified Management Consultants, in a networking/social atmosphere.

Looking ahead, we will continue to collaborate with CMC Canada and other provincial institutes to increase our efforts in advocacy, working closely with government bodies to ensure that the voice of Certified Management Consultants is heard in the formulation of business and regulatory policies. The discussions will cover key issues like business ethics, digital transformation, and sustainable business practices. Through these efforts, we have previously influenced policies to better support the growth and integrity of the consulting industry.

Pro Bono Program: The Pro Bono Program is an initiative of the Institute of Certified Management Consultants of Ontario, led by the EOC Chapter, to promote thought leadership that benefits and strengthens the management consulting industry and the expertise of CMCs that provide charitable organizations with no-charge consulting services. What started as a pilot in early 2023, Pro Bono is now a Program and continues to benefit different charitable organizations with most recent engagements delivered to Abbeyfield Houses Society of Toronto and 360°kids.

Academic Fellow: In September of 2023, Murray Kronick, FCMC and member of ICMCO, was initiated as an Academic Fellow of the International Council of Management Institutes. This award is made in recognition of his outstanding contribution to the management consulting profession. Murray Kronick has been successful in combining an academic career with practical contributions to the development of management consulting, at both national and international levels. He is a Part-Time Professor (Long-Term Appointment) with the Telfer School of Management at the University of Ottawa in Ottawa, Ontario.

Constantinus International Award: The International Council of Management Consulting Institutes (ICMCI), a worldwide network of national management consulting organizations, has initiated the Constantinus International Award to promote excellence in consulting services worldwide. Jennifer Smith, FCMC and Erika Booth from Innovation 7 tackled the complex challenge of reviewing and enhancing the Indigenous Advisory and Monitoring Committees (IAMCs) for major energy projects like the Trans Mountain Expansion and Line 3 replacement. These committees, spanning over 225 Indigenous nations/communities, aimed to foster collaboration between Indigenous and federal leaders while ensuring environmental protection and economic benefits for Indigenous communities. Despite initial tensions and funding challenges, Innovation 7's participatory approach and commitment to reconciliation led to innovative solutions and valuable recommendations for improving trust and committee effectiveness.

As International Constantinus Award recipient, Innovation 7 exemplifies the highest standards of consulting excellence and ethical conduct, aligning with the Certified Management Consultant (CMC) designation's principles.

New CMCs and FCMCs: Management consultants play a crucial role in advising organizations on their most critical issues and opportunities, from strategy and operations to digital transformation and sustainability. Your work not only drives business success but also contributes to the economic and social wellbeing of our communities. The CMC designation, a mark of excellence in management consulting, represents a standard of performance that clients can trust. It is a

testament to your expertise, professionalism, and ethical conduct. Similarly, the FCMC designation recognizes an even higher level of achievement, experience, and contribution to the profession and the community at large.

In the past year we welcomed 14 new CMC's and 3 FCMC's into the Institute. We celebrated the success of each new CMCs by promoting their individual profiles and consulting excellence through numerous channels, including LinkedIn and the Institute and National websites. We also celebrated their CMC achievement at in-person award nights in each chapter, which were well attended and received excellent feedback from participants.

Networking and Collaboration: Recognizing the power of networking, we enhanced our networking events and platforms, allowing members to connect, share ideas, and collaborate more effectively. These include both in-person and virtual meetings, which have facilitated cross-chapter collaborations and have led to several successful partnerships among our members. In the past year, we have hosted four in-person events: Fall Fusion (September 2023), GTA Connect (December 2023), CMC and FCMC Awards (Ottawa and Toronto, 2024).

Membership Growth and Diversity: We have focused on broadening our membership base, emphasizing the importance of diversity and inclusion within our ranks. With most CMC members nearing retirement, we are focused on capturing their invaluable knowledge and experience, while also nurturing new talent to ensure a seamless transition. However, this demographic shift has impacted our membership growth, prompting us to redouble our efforts in outreach and engagement to attract a diverse new generation of members. This year, ICMC has participated in several academic partner events, among which are JDC Central (St. Laurence College, Kingston) and Consulting Expo 2024 (University of Toronto Mississauga Campus).

Thank you farewell:

As several terms of the council members of CMC Ontario come to an end, I would like to take a moment to express my deepest gratitude for your invaluable contributions:

- Soniya Mehta, for your leadership in managing our financial affairs in your role as Treasurer.
- Rodney Evely, for your leadership as EOC Chapter Chair and Champion of the Pro Bono Program.
- Marylka Empey, for your leadership and commitment to the role Registrar function at ICMCO.
- Eileen Gordon, for her leadership as Past Chair of the FCMC Committee.

Also, I would like to acknowledge the efforts of:

- Sandra Addison-Brock, who is our Events and Admin Coordinator who works tirelessly behind the scenes to support the ICMCO, its chapters and deliver on all of the ICMCO member networking and professional development events.
- Donna Ringrose and the National Office staff for their partnership and collaboration.
- Michael Ennis, for your continued support as the Past President of ICMCO.
- Alice Kubicek, Chair of the FCMC Committee

Welcome to returning and new council members:

- Stephen Davies, nominated as Vice President of ICMCO
- Derek Baker, nominated as Treasurer of ICMCO
- Michael Ennis, Past President
- Beata Domanska, GTA Chapter Chair
- Jennifer Smith, EOC Chapter Chair
- Evgeny Koloda, Director at Large
- Michael Beauchamp, Director at Large
- Ron Schwartz, Director at Large
- Stephen Donahoe, Director at Large
- Hannah Obeid, Student Representative

In conclusion, as we reflect on the progress and accomplishments of the past year, I am filled with immense pride in what we have achieved together at the Institute of Certified Management Consultants of Ontario. Our dedication to excellence, commitment to continuous learning, and focus on advocacy and community service underscore the vital role we play in the broader landscape of management consulting. The strides we have made in professional development, public awareness, and inclusion are not only enhancing our capabilities but also elevating the standards and integrity of our profession. As we move forward, let us continue to build on these foundations with renewed vigor and commitment. I am confident that with our collective efforts, we will further strengthen our community, enhance our professional stature, and continue to make significant contributions to the economic and social well-being of Ontario and beyond. Thank you all for your hard work, dedication, and passion. Let's keep the momentum going as we embrace the challenges and opportunities that lie ahead. Together, we will continue to shape the future of management consulting with innovation, integrity, and insight.

Thank you, and I look forward to the year ahead.

A handwritten signature in dark ink, appearing to read "Desislava", with a stylized flourish extending to the right.

Desislava Nikolova
President, Institute of Certified Management Consultants of Ontario.