

Welcome ...

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We recently completed our latest study exploring the factors that impact how management consultants provide value to their clients. As part of this research, we gathered professionals' views on those elements that promoted and prevented the provision of management consultant value in consulting projects in which they had been involved. [In this piece](#), the study's authors, Paul Kelly, CMCE Associate Director and Jim Foster, CMCE Director, briefly discuss a few of the key insights emerging from their research. "Agreeing client expectations" was identified as an overwhelming majority (73%) of respondents as the most important factor impacting the delivery of value by consultants. For this reason, one of our upcoming events, "[When Every Conversation Counts](#)" will focus on how to communicate more effectively and how this contributes to managing client expectations. We provide more information about this event below.

CMCE Online Showcase 'It's all about you: personal branding for consultants', Thursday 12 September, 5.00 pm

We will resume our programme of events with '[It's All About You: Personal Branding For Consultants](#)', the first part in our new series on Consulting Essentials. Join us on Thursday 12th September to hear from our speaker, Kym Hamer, an international leadership, visibility & impact coach. Kym will share her knowledge and experience on how to turn our strengths into a compelling personal brand and discuss how branding applies in the world of management consulting, as a way to build strong partnerships with clients. [Book now!](#)

CMCE Online Showcase 'When Every Conversation Counts', Wednesday 18th September, 5.00 pm

As "Agreeing client expectations" emerged as a key factor in our latest report on how consultants deliver value to their clients, our upcoming webinar "[When Every Conversation Counts](#)" is intended to explore how to communicate more effectively and how this contributes to managing client expectations.

With every conversation we have the opportunity to connect, learn, inform, inspire and ultimately take actions that help us progress our objectives. In an increasingly omni-channel world our conversations take place in various forms be that in person or on virtual platforms. Some conversations will be critical, and others may have a different focus but perhaps be no less important in the long term. The challenge, and opportunity, is how to make every conversation count.

CMCE is delighted to welcome Kathryn Mitchell and Graham Drew from The Conversation Lab to provide participants with the opportunity to learn about the models, tools and techniques that enable us to optimise the value from every conversation. Please [register now](#) to explore how you can improve communication, better manage client expectations and ensure that you deliver value to your clients.

Our Director, Jim Foster, also took part in one of the [Lord Mayor's Coffee Colloquies](#), a series of discussions that bring together varied voices from around the world to talk about how their work supports the achievement of one of the SDGs or another pressing global issue. Based on his contribution to this event, he also wrote an [article](#) describing how management consultants can support the achievement of [SDG 8: Decent Work and Economic Growth](#).

This month's [In-Brief section](#) includes a series of articles focusing on a range of current topics such as the obstacles to creating good jobs, why ideas get stuck in universities and the current situation of the consulting industry.

Finally, yours truly shares a [review](#) of 'The AI-Savvy Leader: Nine Ways to Take Back Control and Make AI Work', the latest book by author and Professor David De Cremer, on how leaders can successfully navigate the current and future challenges brought by the advancement of AI.

The Newsletter Editor

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