

Welcome ...

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As part of its work to investigate the Future of Management Consultancy, the Centre for Management Consulting Excellence (CMCE) recently organised a discussion group to consider the potential impact of AI on the way that clients engage with consultants. Our paper "[Impact of AI on Client/ Consultant Engagement](#)" highlights the potential impacts together with the barriers that may prevent this happening.

**CMCE Online Showcase: Organisational Sustainability and Change Resilience (OSCR); Monday 1st June, 5.00 pm online**

CMCE is delighted to welcome Catherine Hayes to introduce Organisational Sustainability and Change Resilience (OSCR), an approach that supports boards, executives, and their organisations to build sustainable integrated infrastructures, processes, systems, and cultures, whilst navigating a constantly changing environment.

Catherine is the author of [Transition Leadership – Navigating the Complexities of Organisational Change](#), a practitioner book focused on supporting business leaders and change professionals to develop sustainable approaches and resilient practices for designing, leading and working with environments of continuous change.

[Book now](#) to secure your place!

**CMCE Online Showcase: Future of Management Consultancy: AI and Consultancy Service Delivery; Thursday 4th June, 5.00 pm online**

Following the release of OpenAI's ChatGPT software in November 2022 there has been significant speculation about the way that AI, in general, and Large Language Models such as ChatGPT, in particular, will disrupt how management consultancy services are delivered. Since then, a number of competing LLMs, for example Google's Gemini and Anthropic's Claude, have also been launched.

One of the burning questions for management consultants is likely to be "Which one should I use"? For an answer to that question please [join us](#) on Thursday 4 June to hear a response from Bayes Business School students Eleonora Sansavini, Elisa Christina Hieber, Harrison William Thomas and Himi Agarwal.

How should management consultants work with clients and colleagues from different cultures? A report “[Strategies for working with cultural differences in consulting](#)” reviews the challenges of inter-cultural working and recommends a framework for managing cultural differences effectively.

The report is the product of a project carried out by a team of Bayes Business School students. The team carried out a review of recent publications on the subject and held a workshop with a group of experienced management consultants who discussed three scenarios reflecting situations commonly encountered by consultants. We believe the report provides an excellent summary of the topic.

In this month's [In-Brief section](#) you will find news of yet another professional services firm publishing a report containing AI hallucinations and articles on the collapse in Accenture's share price, the changing structure of professional service firms, how suppliers of large language models are smuggling them on to your systems, and the mindsets adopted by leaders of high-growth companies.

We continue to revisit some of the content ‘*From our archive*’ by sharing ‘[Feedback: find your trusted critics and free yourself from the elephant rope](#)’ by Valentina Lorenzon. This is the fifth in a series of articles aimed at discussing different soft skills and competences that can improve our performance as consultants.

The Newsletter Editor

*The Centre for Management Consulting Excellence was founded by*



*The Worshipful Company  
of Management Consultants*