

cNotes National Edition | September 2007

News and Ideas for Canadian Management Consultants

Contents

- [Message from the Chair, Greg Fieger, CMC](#)

What's New

- [Register for the Comprehensive Exam Today](#)
- [New Continuing Professional Development Program – Are You Tracking Your Points?](#)
- [CMC-Canada's International Initiatives – Leveraging Talent at Home and Elevating the Profession Globally](#)
- [New Developments in CMC-Canada's Management Advisory Services \(MAS\) Program](#)
- [Procurement Update: CMC Designation Now a Desired Credential on Government of Ontario VOR and More](#)
- [CMC-Canada Brand Update](#)

Our Members

- [Congratulations Recent CMC, FCMC, and Award Recipients!](#)
- [Members in the News – In Your Own Words](#)

Association News and Resources

- [Membership and Certification News and Reminders \(Renewals, CMC-Canada's Study of the Management Consulting Profession in Canada... and More\)](#)
- [Call for Exam Markers, Oral Assessors and Input on Learning Topics for PD](#)
- [Get to Know Your CMC-Canada National Office Staff](#)
- [Professional Development and Networking Events for Management Consultants](#)
- [CMC-Canada Website Now Features "Newsletters of Interest"](#)
- [How to Obtain the CMC Logo Graphic](#)

Message from the Chair, Greg Fieger, CMC

Dear Association Members,

It seems that year after year in September I wonder, "Where did summer go?" A major project or two, some precious time with family and friends, a dash of volunteer activity, some time dedicated to treat yourself with indulgence in your favourite artistic, cultural, sport or recreational activity and BLINK we are in September. My hope for each of you is that you found time to re-charge your batteries and are ready to take on the fall and winter!

Your National Board continued to meet during the summer. Our fiscal year ends at the end of June so it is important that the Board takes some time to reflect on the accomplishments of the year, prepares for the transition in Board membership that occurs at the Annual General Meeting in October, and works on setting priorities for the coming year – priorities that are in line with our strategic plan.

You will recall the CMC-Canada strategic plan establishes three strategic objectives and one administrative objective:

1. Connect to our members and consumers of consulting services;
2. Grow our membership to 5,000 CMCs in five years;
3. Promote the Certified Management Consultant (CMC) brand to consumers of consulting services; and
4. Sustain the CMC-Canada organization.

This strategic plan is meant to guide your CMC-Canada Board priorities through 2010. While there continues to be much work to do, it is important that we pause to acknowledge accomplishments as they occur. In this edition of *cNotes*, we provide insight into some of the key accomplishments that have been achieved by the National Board, CMC-Canada office as well as Provincial Institutes.

Highlighting Accomplishments

Connect

Your CMC-Canada President and CEO has successfully negotiated a framework agreement that enables the expansion of our Management Advisory Services (MAS) program across the country through a contribution agreement with the National Research Council's Industrial Research Assistance Program (NRC-IRAP). This program translates into real consulting project opportunities for our CMC members. CMC-Canada also benefits from a non-member due revenue stream for administration of the program.

The Association's Leverage Technology Task Force is looking at ways CMC-Canada can position our members to have access to affordable, value-adding technology to enable the success of their business. CMC-Canada's office has adopted, more extensively, Interwise technology that enables more cost-effective on-line training and communication to support work associated with all our core business processes.

Grow

You will be hearing more in the near future about an intensive effort to grow our membership. We realize that our grass-roots volunteers across the country who provide leadership to the Member Services Committees continue to focus effort in this area. CMC-Canada's national office will continue to support this great work and align with all our volunteers to enhance our efforts. In parallel, the CMC-Canada Board is directing its effort on the major and mid-market consultancies across Canada as well as Memorandums of Understanding with post-secondary institutions.

Promote

By now, you will have seen clear evidence of your National Board's renewed focus on the CMC as central to our work. The National Branding effort will continue to provide consistent look and feel to underlie your CMC-Canada Board's focus on the CMC.

Tremendous achievement in Ontario positioning the CMC as a 'preferred' designation in its Vendor of Record procurement process resulted from a collaborative effort between the Ontario Institute leaders, Member Service Committee leaders, national office and leaders from several major firms.

Sustain

More internally focused to how we work together across Canada, your National Board has made some important adjustments that will position us for future success. Your National Board continues to take a rigorous approach to the stewardship of resources with which it has been entrusted.

You will find more detail on many of these accomplishments as well as other initiatives in the body of this edition of *cNotes*. On behalf of the 2006-2007 National Board, we want to thank-you for your support. On a personal note, I have valued the opportunity to serve you as Chair during this period. I want to encourage each of you to make it a priority to engage with your Institute and Member Service Committee or Chapter. Get involved in your own professional development as well as the development of your profession and the professional body that represents your interests.

What's New

Register for the Comprehensive Exam Today! Registration Deadline: September 25th

If you have fulfilled the requirements needed to write the 2007 Comprehensive Exam, now is the time to take the next step toward the CMC designation and register for the exam, which is taking place on November 2. Registration forms are available; contact Darlene Hoornstra, dhoornstra@cmc-canada.ca, to receive your form and ensure that you have completed the necessary steps to be eligible to write the exam. Registration closes September 25, 2007.

The CMC is the profession's only international certification mark, recognized in 43 countries. It represents a commitment to the highest standards of consulting and adherence to the ethical canons of the profession. Achieve the CMC and communicate to the business community that you practice *A higher level of management consulting*.

New Continuing Professional Development Program (CPD) Program – Are You Tracking Your Points?

A new Continuing Professional Development (CPD) program was launched over the past year that ensures members meet professional development requirements in their area of functional specialization – and also encourages them to achieve personal development and “give back” to the profession through activities that advance management consulting in Canada. CMCs and FCMCs are asked to achieve the requisite 35 CPD points under the following general guidelines:

Functional/Sectoral	25 points
Emerging Areas	5 points
Consultancy/Societal	5 points

In November of this year, you will be asked to declare that you have achieved all required points – so be sure to keep track of your PD activities and watch for the declaration form in the mail.

CMC-Canada's International Initiatives – Leveraging Talent at Home and Elevating the Profession Globally

CMC-Canada recognizes the importance of looking beyond Canadian borders to leverage our consultants' knowledge and outreach and play a pivotal role in elevating the profession on a global scale. Association members and staff are currently involved in various projects – generating partnerships and seeking opportunities with those in the international consulting community.

CMC-Canada Launches CMC-International.ca

CMC-International.ca was established to create international practice development opportunities for CMC-Canada members.

The longer term aims of CMC-International.ca are to provide single-window access to Canada's best management consultancy expertise, identify and help secure projects worldwide for Canadian management consultants and promote Canada's management consultancy expertise and capabilities to international financial institutions and development agencies.

CMC-International.ca recently introduced a referral service that links organizations wanting qualified CMCs with qualified CMC-Canada consultants. It will also provide members who have carried out overseas work – or who are interested in being listed on the CMC-International.ca roster – with ongoing, value-added opportunities.

For more information on CMC-International.ca's referral service, please view the [Executive Overview](#) and [Profile Form](#). (When accessing the links, right click and select "Open Weblink in Browser.")

If you have any questions on CMC-International.ca or the referral program, please contact Bob White, CMC, at bob@bri.ca.

NEW! CMC-Canada Partners with Grenoble Graduate School of Business to Offer Members a Unique International Learning Opportunity

CMC-Canada has partnered with the world-renowned Grenoble Graduate School of Business to provide CMC-Canada members fast track access to the acclaimed Diploma in Management Consulting (DMC).

The opportunity allows participants to learn more about international consulting trends and best practices, understand how to leverage and differentiate their business at home and abroad and network with consultants from the European Union.

The Grenoble Graduate School of Business holds accreditations, which distinguish the best business schools in the world, from the Association to Advance Collegiate Schools of Business; the European Quality Improvement System; and the Association of MBAs.

DMC course content includes: modern global business processes; consulting successes and failures in diverse industries, nations, business structures and cultures; and the diverse elements of international consultancies, including M&A, turnarounds, internal consulting, client-consultant issues, and the impact of recent corporate scandals on the global consulting industry.

Stay tuned for more information – the official announcement launching the partnership is coming soon!

CMC-Canada Helps Establish New Institute in the Caribbean

Over the past year, CMC-Canada has been a catalyst in the creation of a new professional association in the Caribbean, the Caribbean Institute of Certified Management Consultants (CICMC). CMC-Canada assisted the organization with designing an organizational structure and certification program with member tracks modified to meet regional needs. Our association also enabled CICMC to establish a website presence. This September, CICMC hopes to secure its membership in the International Council of Management Consulting Institutes (ICMCI).

CICMC's goals include: providing a full range of accreditation, certification and professional development programs for its members; establishing structures and mechanisms that ensure the value and integrity of the CMC designation; and conducting ongoing analysis of issues and opportunities relating to the profession.

CICMC will be a critical part of the Caribbean's consulting landscape and we wish them every success.

CMC-Canada to Attend the International Council of Management Consulting Institute (ICMCI) 11th World Congress

Management consulting institutes from around the world will gather this September in Dublin, Ireland to exchange information on a variety of topics, ranging from consulting best practices and ethics to the CMC designation and its role in certification standards in both the private and public sectors. The group will also examine the strategy of the International Council of Management Consulting Institutes (ICMCI) and elect a new Executive Committee for the organization. Mark Nesbitt, FCMC, one of CMC-Canada's Trustees in ICMCI will be named Secretary.

ICMCI is the driving force behind the global effort to advance the CMC designation and the profession. CMC-Canada, one of the largest associations in the Council, is a key player at the table and its representatives to the Congress will report on deliberations in the next issue of *cNotes*.

New Developments in CMC-Canada's Management Advisory Services (MAS) Program

For more than ten years, CMC-Canada has been actively involved on a regional basis with the Management Advisory Services (MAS) Program through a contribution agreement with the National Research Council's Industrial Research Assistance Program (NRC-IRAP). Prior to this year, the program was offered only in Alberta, British Columbia and Ontario; however, as of April 16, 2007, the program has gone national!

Under the MAS program, small and medium-sized Canadian businesses can apply to their local National Research Council office for management consulting assistance. This assistance could take the form of guidance with development of a business plan, strategic planning, human resource development advice, marketing, logistics – you name it. Businesses currently enrolled in the program range from a company that develops and manufactures flavours for ice cream to a skate-sharpening company and from a manufacturer of tricycles for disabled children to a biopharmaceutical company.

Once approved, IRAP forwards client details to CMC-Canada, and we match up the client with three qualified CMCs, based on location and the CMC's expertise in the specific industry sector and areas of preferred consulting practice.

Clients pay a nominal fee to CMC-Canada and they are provided with three CMCs from which to choose. When the consulting project is complete, the CMC invoices CMC-Canada for up to 40 hours work at \$125/hour, for which we are reimbursed by IRAP.

Since April of this year, we have almost 50 client projects in various stages of completion, and have conducted one training/orientation session for 30 CMCs with another three sold-out sessions scheduled for September. There will also be a live session in Montreal in October.

We are very pleased with the way the MAS program is working out so far. It's a win-win-win situation ultimately resulting in a benefit to the Canadian economy.

Note that participation in this program is only available to CMCs who have taken the training/orientation session.

Procurement Update

CMC Designation Now a Desired Credential on Government of Ontario VOR

In July, CMC-Ontario announced that the Government of Ontario updated its Vendor of Record (VOR) Request for Proposal (RFP) for General Management Consulting to include the Certified Management Consultant (CMC) designation as a desirable credential. The updated VOR RFP was posted on MERX, an electronic tendering service that advertises government procurement opportunities, on Friday, June 29th. Please see Appendix F "General Role Descriptions" and Appendix G "Specific Role Descriptions" on pages 124 and 128 of the VOR for more information.

This is a groundbreaking accomplishment for the Association and a huge step forward for the CMC designation and the management consulting profession in Ontario and across Canada. It is anticipated additional management consultants will now seek to attain the designation in order to gain a competitive advantage over their counterparts when applying for government consulting opportunities. An increasing number of Certified Management Consultants across Ontario means more practitioners will be implementing the best practices of the profession, following a stringent code of conduct and committing to keep their skills current through professional development activities – all of which elevate the profession and will increase its value in the public and private domains.

Government Responds to CMC-Ontario/CMC-Canada's Feedback on Draft RFP for General Management Consulting Services

In 2006, CMC-Ontario and CMC-Canada responded to the Government of Ontario's "Draft RFP for General Management Consulting Services." The Association concluded that the CMC designation should be included as a 'desired skill' in the updated RFP and proposed additional changes in the areas of pricing evaluation, service categories and insurance coverage requirements.

The Association's response was motivated by a desire to ensure that in the future as many management consultants and management consultancy firms are able to participate in the VOR RFP process as possible – in order to generate the best outcomes for both the Government of Ontario and the management consulting profession in Canada.

As mentioned above, the Government of Ontario recently posted the updated RFP on MERX – with the CMC designation included as a desired skill. The Government also released a document outlining the changes that were made to the final RFP as a result of feedback from CMC-Ontario, CMC-Canada, members of the organization and others. Changes include:

- Stage III Pricing Evaluation –The original RFP stated per diem rates more that 25 per cent above the average rate would receive zero points and be disqualified. CMC-Ontario/CMC-Canada advocated increased flexibility in this area. In the final RFP, it states that any “Any Maximum Per Diem Rate that is higher than 50% above the Average Rate will receive a score of “zero” (0) for Stage III and will be disqualified” (as per page 17 of the RFP or section 3.1.3).
- Service Categories – CMC-Ontario/CMC-Canada noted “some inconsistency and overlap in the individual categories” (as per page 3 of the response to the government’s Draft RFP). As well, we proposed reducing the number of service categories from ten to six. In the final RFP, seven categories are named and virtually all of our recommendations are included in the list. Please see page 112 of the RFP for a complete listing of the service categories.
- Insurance Coverage Requirements – The original RFP had two levels of insurance coverage – for high and low risk projects. CMC-Ontario/CMC-Canada held that a two-tiered approach may cause considerable confusion and the tiers may be nullified in actual implementation. In the updated RFP, different levels for insurance coverage are removed.

To view CMC-Canada/CMC-Ontario’s submission, please click [here](#).

To view the Ministry of Government Services’ response, please click [here](#).

CMC-Ontario and CMC-Canada are committed to a long term strategy to influence the Government of Ontario on procurement reform. Further changes are needed and the Association intends to continue to advocate on behalf of our members – and build on the positive relationships it has developed with the government – to ensure improved procurement processes. In addition, the Association and Institute are committed to enhancing procurement processes at the federal government level and throughout the Canadian private sector.

CMC-Canada Brand Update

As reported earlier, CMC-Canada recently launched an updated visual identity and mark; the CMC designation is now placed at the front and centre of our association branding. By now, you are familiar with our new trade name, CMC-Canada, and you have also seen the tagline: “A higher level of management consulting.” The tagline truly sets CMCs apart by communicating the value of our designation and organization and most importantly – by highlighting the credentials and calibre of our certified members.

Over the summer, CMC-Canada incorporated the brand into its various corporate materials, including: internal and external business documents; stationery; print brochures; website; and value proposition presentation to name a few. We have also developed specific logos (highlighting the designation) for regional Institutes and Chapters.

Now, we look to our esteemed and accredited CMC members to help us communicate the value of the CMC designation throughout the Canadian business environment.

We encourage you to incorporate the designation logo graphic on your business cards, e-mail signatures and letterhead. Please contact Audrey Hoddinott, CMC-Canada's Marketing and Communications Manager, at ahoddinott@cmc-canada.ca, for the electronic version of the logo. Click [here](#) for the Logo Usage Guidelines and recommended positioning statements for the designation and Association.

We encourage you to wear and promote your CMC pin with pride. This fall, the newly-branded CMC designation pins will be mailed to all certified members. Please watch for your pin in the mail and wear it when attending professional and networking events.

Ultimately, the CMC designation is the most valuable asset of CMCs across Canada. We believe it should also be the most visible and look forward to working with you to promote the designation across Canada.

Our Members

Congratulations CMC, FCMC, and Award Recipients

CMC-Canada and the regional institutes would like to congratulate our recent CMC, FCMC and President's Awards recipients!

CMC Designation Recipients

The CMC designation signifies that an individual has met the industry's stringent international academic and experiential requirements. It also reflects his or her personal commitment to best practices and the highest standards in management consulting.

The following CMC-Canada members achieved their CMC designation in 2007: (list updated as of April 30, 2007):

CMC-Alberta

Scott Ackerman, CMC
(Congratulations Scott, for making
the exam's Honour Roll!)

CMC-British Columbia

Amy Hart, CMC

CMC-Ontario

Cameron Graham, CMC
Frances Isaacs, CMC
Jennifer Read, CMC

FCMC Designation Recipients

FCMCs are those individuals who have been broadly recognized as being outstanding professionals within and beyond the confines of management consulting. They have been singled out by a combination of peers, clients, colleagues and community members for their integrity, pioneering efforts, innovation and their accomplishments and contributions to both their profession and community.

The following CMC-Canada member was awarded the FCMC distinction in 2007:

CMC-British Columbia

Jim Wuest, FCMC

President's Award

The President's Award recognizes members for their outstanding contribution to the profession over the past year. The following members were bestowed this great honour:

CMC-British Columbia

Suzanne Dane, CMC
Mike Thompson, CMC
Eric Vance, CMC

CMC-Ontario

Lana Phair-Sutherland
Ingrid Pregel, CMC
Bill Wilkinson

Members in the News – *In Your Own Words*

Earlier this month, CMC-Canada sent a call for submissions to our members for material for this section. National office was overwhelmed with the number of responses we received to the call – and a long-standing belief held by our organization was validated yet again. Our members are a very talented group of individuals, who continue to make astounding contributions to the profession and their communities. In an effort to showcase all members who replied and for ease of reading, we have categorized achievements into the following sections: Books, Articles, Awards, Media Mentions and Blogs. Congratulations to all!

If you made a submission and it does not appear below – or you have a recent success story you would like to share with your peers, please contact ahoddinott@cmc-canada.ca and we will be sure to include the submission in the next edition of *cNotes*.

Books

Dr. John A. Estrella, CMC (Ontario) and with his wife, Maria C. Estrella, published *Sample Exam Questions: ISTQB Certified Tester Foundation Level* in 2007. The book is geared towards software testing professionals who are preparing for the ISTQB certification. For more information, click [here](#).

Julia Gluck, FCMC (Ontario) and Bob McCulloch, FCMC (Ontario) had their first book in The Energy Exchange™ series, *The Vowels of Personal Power: 5 +1 Ways to Liberate Your Creative Energy*, published by Bastion Books in 2006. In the book, Bob and Julia take the vowels – A, E, O, and U – and describe three practices of each that will help readers achieve mastery of awareness, engagement, openness, and understanding. For more information, click [here](#).

Jeff Pallister, CMC (Alberta) had his book, *Chain Reaction*, published in 2007. For more information, click [here](#).

Albert C. Plant, CMC (LM) (Ontario) had his book, *The Retail Game: Playing to Win*, published in 2007. *The Retail Game* is an “indispensible guide to the art and business of retailing showing owner-operators how to avoid pitfalls, understand the market, master strategic planning and succeed in their venture, whether bricks-and-mortar or online.” For more information, click [here](#).

James V Reyes-Picknell's (Ontario) book *Uptime, Strategies for Excellence in Maintenance Management (2nd edition)* made the 2006 bestseller list of its Canadian Distributor, OCAPT Business Books. For more information, click [here](#).

Articles

Gunter Ladewig (Ontario). The international Product Development Management Association, PDMA, is publishing a 600 plus page book on innovation and product development titled *Toolbook 3* in September 2007. Gunter authored the book's first chapter, *TRIZ: The Theory of Inventive Problem Solving, Breakthrough Products and Processes with Seven Inventive Techniques*.

Megan McDougald, CMC (Alberta) co-authored the article titled “Work-family Interface Experiences and Coping Strategies: Implications for Entrepreneurship Research and Practice” published in July 2007 in the *Academy of Management Review*.

Aldene Meis Mason, CMC (Saskatchewan) had an article titled “The Inuit Commercial Caribou Harvest and Related Agri-food Industries in Nunavut” was published in the latest issue of the *International Journal of Small Business and Entrepreneurship*. She was also featured in an article titled “Strong Youth Base an Asset to the Economy” in *Kivalliq News* in 2007.

Catherine Mossop, FCMC (Ontario) was recently published as chapter author on the role of mentoring for successful women in *From Polar Winds to Tropical Breezes: Successful Professional Women of the Americas*. She also collaborated with Dr. Joanne Leck of the Telfer School of Business, University of Ottawa in publishing “Career Chaos: Finding Order through Identity” in the *International Journal of Interdisciplinary Social Sciences*.

Dipankar Mukherjee, CMC (Alberta) had an article titled “Incorporating CSR: Six Key Tasks That Will Help You Assess What Your Company can Do” published in the journal: *The Bottom Line* (May 2007 edition).

Bill Overend, CMC (Alberta) published an article called “Reflection in Planning” for the Renaissance Executive Forums' Article Library.

Ray Pearmain, CMC (Ontario) had an article published in the *FMI Journal* (Spring/Summer 2007 edition) of the Financial Management Institute of Canada. The article was titled:

“Does Your Multi-Year Audit Plan Allow You to Give a Holistic Opinion of Assurance?”

Michel Theriault (Ontario) published “Serving Up Quality” in *Building Operating Management* magazine (May 2007); “How to Succeed with RFP's” in *Canadian Facility Management & Design* magazine (April 2007); “Evaluating your RFP Results” *Canadian Facility Management & Design* magazine (May 2007); and “One Step Re-Engineering through Outsourcing” in *Enterprise* magazine (April 2007).

Awards

Peggie Koenig, CMC (Saskatchewan) received the Honourary Life Award from the Saskatchewan Association of Human Resource Professionals (SAHRP).

David Langlois, MBA, CMC (Ontario) will receive the UVS Canada Individual Achievement Award in November.

Sunny Marche, CMC (Nova Scotia) was awarded the Teaching Excellence Award in Management Education at Dalhousie University in June.

Dorothy I. Riddle, CMC (British Columbia) will receive a lifetime achievement award (official designation is "Distinguished Alumna 2007") from Woodstock School, Mussoorie, India.

Media Mentions

Sandra H. Altner, FCMC (Manitoba). The *Winnipeg Free Press* featured Sandra as the newly-designated CEO of the Women's Enterprise Centre of Manitoba. The article was published in August.

Stephen Fanjoy, CMC (Ontario) was featured in an article titled "Around the World with the Click of a Mouse" published in the *Ottawa Business Journal* in August 2007. To read the article, click [here](#).

Michael J. Marmur, CMC (Ontario) was written up in "Point, Shoot and Click" (*Financial Post*, February 2007). To read the article, click [here](#).

Lianti Muller, CMC (Ontario) received media mentions in the following articles for her work with the Goderich and District Chamber of Commerce: "Goderich Officials Visit Turkey in Search of Business Partners" (*London Free Press*, July 2007) and "Goderich Has Glowing Reputation World-wide" (*The Goderich Signal-Star*, July 2007).

Philip Neukom, CMC (Ontario) was mentioned in "The Innovation Equation", published in the May/June 2007 edition of *Advanced Manufacturing*.

Darryl Pierrynowski (Nova Scotia) was featured in "Volunteering to Help Families a No-brainer", an article published in Halifax's *Chronicle Herald*. The article highlighted his volunteer work with Ronald McDonald House Atlantic Canada.

Greg Richards, FCMC (Ontario) received a media mention in the article "Business Education: Overcoming Fear and Loathing Among the Rank and File" published in the *Ottawa Business Journal* in August 2007. To read the article, click [here](#).

Daniel Stechey (Ontario) and Bill Robertson, CMC (New Brunswick) will be featured in an article titled "Canadians Working to Help Develop Fisheries & Aquaculture in Ukraine," which will be published in *Northern Aquaculture* in September.

Blogs

Jim Hayward CMC (LM) (Ontario) and has been publishing consulting stories on a blog titled [Coffee Conversations](#). You can search his articles using the following terms: Posted by Jim; Jim and Harvey Sayings; Consulting Skills; and Coaching.

Association News and Resources

Membership and Certification News and Reminders

Membership Renewals

A reminder that invoices for 2008 CMC-Canada membership will be mailed in November, so be sure to update your contact information via the website to avoid mail delays.

Payment is due by December 31, so dust off your credit card and put CMC-Canada membership renewal at the top of your November To-Do list.

Take Our 2007 Member Satisfaction Survey Today!

CMC-Canada's Member Satisfaction Survey is now available online – click [here](#) to access and complete the survey.

The survey gives you the opportunity to let us know which of our programs and services are most important to you, and what offerings you'd like to see added. CMC-Canada is your Association and your input is critical in helping us shape the organization to better meet your needs.

Plus, those who complete the survey can choose to be entered in a draw to win an iPod Shuffle (1GB, up to 240 songs – an \$89 value).

For more on the current benefits of membership, click [here](#).

CMC-Canada's Study of the Management Consulting Profession in Canada

The 2005 Report on the Management Consulting Profession in Canada, conducted by Kennedy Information, was a comprehensive analysis of the profession and its contribution to the Canadian economy. The 2007 study is already underway, with preliminary results to be released at CMC-Canada's AGM on Monday, October 22, 2007. Members in good standing will receive the 2007 Summary Report free by mail upon publication (a \$395 value).

CMC-Canada October 2007 Board Meeting

CMC-Canada's Board of Directors meets 12 times per year, and three of those meetings are face-to-face planning sessions.

The October 2007 meeting is spread out over three days, including a facilitated session that is designed to improve the Board's communication processes as we move into a review of the new governance model for the organization. The National Certification Committee and Member Services Committee are also participating in this intensive three-day program in Toronto.

CMC-Canada: Call for Volunteers

CMC-Canada encourages you to seek ways to get involved in your Association: wear your CMC pin proudly; attend professional development events; engage with colleagues in special interest groups (SIGs) to build your practice; participate in recruitment and promotion activities at the local level; and ask questions of and share ideas with your Institute Council and CMC-Canada board representative.

In addition, let us know how we can continue to enhance the value you receive. If you have feedback or ideas for the Association, contact consulting@cmc-canada.ca. It is through collaboration and volunteerism that we reinforce the value of the CMC designation and enable our Association to continue to produce tangible benefits for you, our members.

Call for Exam Markers, Oral Assessors and Input on Learning Topics for PD

CMC-Canada Needs Exam Markers and Oral Assessors

CMC-Canada wants to create a pool of qualified and trained CMCs and FCMCs to be called upon to act as Comprehensive Exam Markers and Oral Assessors as required from year to year. This is a perfect opportunity to make a contribution to the certification process. You earn PD points as well as a small honorarium.

Contact Janice Schenk, jschenk@cmc-canada.ca, to receive more information about the requirements to become a marker or assessor as well as the time commitment involved.

Learning Topics for PD – Your Input is Requested!

CMC-Canada wants to create a catalogue of relevant, online professional development topics that members can readily access at any time. If you are a CMC or FCMC and have an idea for a learning topic (the program must be two hours in length or less), please contact Janice Schenk, jschenk@cmc-canada.ca, for more information on how to become involved.

Get to Know Your CMC-Canada National Office Staff

CMC-Canada's national office strives to provide members a positive association experience through our member services, certification program, professional development and networking initiatives, promotion and advocacy of the profession and designation – and more! At national office, we know it is only through a concerted effort – between staff, volunteers and members – that we will effectively advance the management consulting profession and CMC designation in Canada and keep CMC-Canada a thriving organization.

Listed below are CMC-Canada's national office staff and their related roles and responsibilities. Should you have any questions related to the items and services below, please get in touch with the respective staff contact and he or she will be pleased to speak with you. Remember that in this electronic age, we are only a phone call or e-mail away – and here to assist you when needed.

Mary Blair, Manager, Membership and Administration (mblair@cmc-canada.ca)

Roles and responsibilities: membership services and recruitment, Management Advisory Services (MAS) Program, office administration – including website and database

Audrey Hoddinott, Manager, Marketing and Communications (ahoddinott@cmc-canada.ca)

Roles and responsibilities: internal and external communications, organization branding, CMC and Association marketing strategy, media relations

Darlene Hoornstra, Professional Development and Certification Coordinator (dhoornstra@cmc-canada.ca)

Roles and responsibilities: PD and networking event support and promotion, certification administrative support

George McLellan, Accountant (gmclellan@cmc-canada.ca)

Roles and responsibilities: operations accounting

Heather Osler, President and CEO (hosler@cmc-canada.ca)

Roles and responsibilities: Association strategy, national office operations, international partnerships, Board, Chapter and Institute relations

Janice Schenk, Manager, Professional Development and Certification (jschenk@cmc-canada.ca)

Roles and responsibilities: professional development programming and strategy, certification – including National Certification Committee liaison

Hélène Théberge, Membership and Marketing Coordinator (htheberge@cmc-canada.ca)

Roles and responsibilities: new member applications, database maintenance, IRAP assistance, general membership inquiries

Professional Development and Networking Events for Management Consultants

CMC-Canada's website includes a listing of PD and networking events in Canada and beyond for those interested in management consulting. Visit this [link](#) to view all upcoming events.

Upcoming CMC-Canada, Institute and Chapter events include:

ICMCI 11th World Congress: Powering A World Class CMC for Leading Edge Management	September 26 – 29, 2007	Dublin, Ireland
Supply Chain Special Interest Group Kick-off Meeting	September 27, 2007	GTA
CMC-Canada AGM and PD Event	October 21 – 23, 2007	Toronto
CONFAB 3.0: The Next Generation of Consulting	October 27, 2007	Reno, Nevada

Attention CMCs! All professional development events are worth one point per hour towards your CPD requirements.

CMC-Canada Website Now Features “Newsletters of Interest”

The next time you visit www.cmc-canada.ca, be sure to check out our new “Newsletters of Interest” page located in the News and Resources section of the website. The page hosts links to newsletters which provide a variety of relevant information – from trends and legislation affecting the consulting industry to best practices in negotiation, organizational communication and leadership – for management consultants.

If you have a newsletter you think should be added to this page, please contact ahoddinott@cmc-canada.ca.

Newsletters currently listed are:

E-Tips Newsletter – September 2007 Edition

Source: Deeth Williams Wall LLP, Barristers and Solicitors, Patent and Trademark Agents
Topics: E-commerce, technology and intellectual property

Family Ties E-Letter - July/August 2007 Edition

Source: Pervin Family Business Advisors Inc.
Topics: Beneficial aspects of governance, leadership, organization, planning and relationships - related to family business

How to Obtain the CMC Logo Graphic

You’ve worked hard to achieve the CMC designation, now it’s time to tell the world! If you would like to add the CMC logo to your business card, letterhead, proposal documents, PowerPoint presentations or website, contact ahoddinott@cmc-canada.ca. Please indicate how you intend to use the logo to ensure you receive the appropriate file type and guidelines for appropriate use.

Make your voice heard

If you have comments about *cNotes*, or have a contribution or suggestion for the editor, please e-mail ahoddinott@cmc-canada.ca. We value your feedback.

Visit our website

Get more information on the world-renowned CMC designation, find a consultant, and make connections in the profession. All this and more is available to you – when it’s convenient for you – on the association’s website: www.cmc-canada.ca.

cNotes is the official newsletter of CMC-Canada. We hope you find it useful and informative, but if you wish to be removed from our mailing list, please contact [Darlene Hoonstra](mailto:dhoornstra@cmc-canada.ca) (email: dhoornstra@cmc-canada.ca).