

Newsletter, July 2019

Ethics as a Differentiator in Consulting

Some professions are bound to ethical standards by statute or regulation. Others require practitioners - by law or convention - to belong to a professional institute with a code of conduct. Austria is one of the few countries that currently mandates professional registration of management consultants. Some countries such as Canada, the United Kingdom, Japan and the Netherlands have large numbers of Certified Management Consultants but the profession remains largely unregulated globally.

As consultants we can demonstrate our ethical behaviour in how we act professionally and personally. Membership of IMC New Zealand provides the opportunity to declare that we adhere to a Professional Code of Conduct and that we are subject to a Formal Complaints Process if we do not do so. That is a point of difference among management consultants. Membership provides surety for clients that the consultant they engage will adhere to a defined code of ethical conduct and that they meet the appropriate membership requirements.

Clients have the right to expect management consultants to have high ethical standards. We know, however, that many people who describe themselves as consultants have little or no training in dealing with the complex ethical problems management consultants face. More importantly, most consultants in New Zealand are bound by no ethical code other than their own conscience and the undertakings of their firm.

At IMC New Zealand's June meeting in Wellington, Karen Clarke CMC, Chief Executive of Tregaskis Brown, addressed the issue. Karen led a fascinating discussion covering a variety of nuanced ways in which consultants are challenged by ethical dilemmas. Ethical choices are often not clear-cut and it is important to consider the principles behind our decisions in a wide range of scenarios.



**Jacquie Hamer CMC,
President**

Confidentiality, conflicts of interest, providing frank advice and declining assignments can all be examples of putting ethics first. It can be how we judge our own actions and our willingness to be judged for them that differentiates us as trusted advisors.

General update

Annual General Meeting

The AGM on April 4th was well attended, with remits to accept the second stage of the Constitution updates and the revised Code of Professional Conduct being passed unanimously. The 2019 Council was voted in and the Treasurers Report and President's Report presented. The President's Report did note that membership has shown a decline over recent years and we are working to turn this around. Last year's focus was on putting the Institute in a position for growth, this year it will be on raising the profile of the institute and the value we provide to members.

IMC New Zealand Website

IMC New Zealand needs to engage with its key audiences clearly and succinctly. Messages must resonate and interactions be intuitive. Our website functions as the first point of contact with members, prospective members and those interested in learning more about management consulting. It also tells our clients what management consultants can offer, the standards we adhere to and should help them to identify consultants they can engage.

Our current website falls short in some of these areas. It presents a generic image that doesn't promote our brand. It is staid and passive rather than designed to increase our profile and reach. It fails to promote our events, highlight professional development opportunities or showcase our members. Our members and partners can help in creating engaging content and we appreciate your input and feedback.

We are currently working on a full refresh of our website so it better meets member needs and presents a professional and more striking image of the Institute. This will include integrating the membership database, streamlining the online application process, adding a members area and event registration. We plan to have some of these changes in place by the end of August and we will update you before we re-launch.

New Members

Following on from the changes to our membership structure we are streamlining the application process. As part of this we have now removed the membership application fee. The CMC application fee will remain.

We are pleased to welcome several new members to the Institute and also one new CMC, Karl Gallimore. Iain Matheson was awarded Fellow of IMCNZ at the AGM and presented with his certificate in Wellington in June. We would like to thank Iain for the significant contribution he has made to the Institute over many years – including preparing the Guide for Aspiring Management Consultants and the New Zealand version of the competency framework.



Upcoming Events

We are planning to run a series of seminars towards the end of the year with a top international presenter. We will keep you updated so watch this space!

We also expect to confirm our August event in Wellington shortly.

Invoices and Professional Development Returns

The 2019 invoices have been sent out so if you have not yet paid please do so.

Also a reminder to submit your annual PD return. To retain active membership Professional members must complete a minimum of 30 hours professional development per year, and Associates 15 hours. Attendance at IMC events counts towards this. If you have not yet registered your hours for 2018 please do so here <https://www.imcnz.org.nz/annual-pd-report>.

ICMCI Announcements

ICMCI International Conference

Early bird registrations are now open for the ICMCI International Conference in Nassau, 15 – 16th October 2019. The conference theme is *Creating Indelible Footprints – Blending Technology and Networking to Progressively Expand Horizons*. More information is available here <https://www.cmcglobalbahamas2019.com/>.

CMC-Global Directory

CMC-Global has launched a CMC-Directory for CMC's who have international interests or who wish to enhance collaboration and strengthen their global connections. There is subscription fee of €100 annually or €10/month. For more information or to apply view <https://cmcdirectory.cmc-global.org/content/cmc-directory-launched>.

CMC-Global Constantinus Award

Nominations are now open for the 2019 Constantinus International Award. This award showcases and promotes excellence in consulting services worldwide. It is now in its ninth year and will be awarded at the conference in Nassau. Further information is available here www.constantinus-international.com.

Your Council

The 2019 Council members were voted in at the AGM. Our small but highly motivated team are committed to growing the Institute and raising awareness of management consulting in New Zealand. We are here to represent you, our members, but we also rely on your input

and involvement. If you would like to join, or provide support outside Council, please do get in touch. We would particularly welcome assistance in organising our monthly events.

Jacquie Hamer, President
Scott Rodgers, Vice President
Gurdeep Talwar, Secretary
Michael Iddon, Treasurer
Karen Clarke
Phil Guerin

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