

1 Keeping the Information Flowing Through Structured Over-Communication

- ✓ Information vacuums breed paranoia, misaligned assumptions, and redundant effort; high-performing consulting teams over-communicate by default.
- ✓ Short daily standup meetings and concise end-of-day voice memos ensure that partner, manager, and associate operate from a synchronized understanding of reality.
- ✓ Frequent micro-updates allow the engagement leadership to course-correct flawed analytical workstreams within hours rather than discovering errors weeks later.

2 The Three Keys to an Effective Message: Brevity, Structure, Impact

- ✓ Internal communication must be aggressively concise, rigorously structured, and focused entirely on the 'so what?' of the findings.
- ✓ Format emails with clear bullet points, bold key takeaways, and explicit requests for action or sign-off at the top of the message body.
- ✓ Executives and partners do not read rambling narrative paragraphs; structured brevity respects scarce cognitive bandwidth and accelerates decisive responses.

3 Always Look Over Your Shoulder: Strict Confidentiality Protocols

- ✓ Client trust is the bedrock of strategic consulting; leaking sensitive corporate acquisitions, restructuring plans, or financial distress destroys professional credibility.
- ✓ Never discuss client engagements in public elevators, airport lounges, or commuter trains where competitors or journalists might overhear.
- ✓ Maintain strict physical and digital data hygiene: lock workrooms, shred sensitive drafts, and encrypt working files to safeguard proprietary client intelligence.