



Innovative Performance Strategies, LLC

Emerge - Engage - Evolve

Emerge

Leadership Development

- Instructional design for global organization's entry-level, middle and senior leaders: self-awareness, coaching and developing others, building high-performing teams, building strategic capabilities, performance management, delegation, communication, leading vs. managing, team culture, values, engagement, generations in the workplace
- Certified facilitator of leadership development training for all levels of leadership for multiple clients
- 360 feedback coaching and advising on development planning
- Facilitation of coaching and situational leadership workshops for client's Sales and Account Management National Leadership Conference
- Facilitation of team building workshops at client's Academic Summit for Account Managers
- Advising clients on leadership development strategy
- Development and facilitation of "Leading with Authenticity" workshop for emerging leaders in a graduate degree program

Performance Management

- Conduct needs analysis, design and develop training solutions for managers and employees on:
 - ✧ Purpose of performance management
 - ✧ Setting performance expectations
 - ✧ Evaluating performance
 - ✧ Preparing for and conducting performance reviews
 - ✧ Participating in ongoing coaching and feedback
 - ✧ Development planning

Team Effectiveness

- Develop and facilitate team building sessions with new and established work teams to define vision, values, priorities, roles/responsibilities and guiding principles
- Conduct team assessments to identify strengths and gaps and formulate strategies to strengthen team performance

Career Management

- Facilitate career development workshop to identify strengths, interests, development areas, and career options
- Certified MBTI and DiSC practitioner
- Advise and coach displaced employees on career goal setting, resume writing and interviewing skills

Service Excellence Strategy and Skill Development

- Partnered with a client's Customer Experience Organization on their Service Excellence initiative for:
 - ✧ Curriculum development and facilitation of customer service training and train-the-trainer sessions
 - ✧ Consulting on service excellence strategy and culture, performance standards, reward and recognition programs, and supervisor coaching and development
 - ✧ Facilitation of change management strategies and development training for leaders and employees
 - ✧ Developed and facilitated communications series for leaders to build high-trust environment that supports open communication and strengthens communication practices
- Partnered with a client's Service Delivery Organization to:
 - ✧ Create service culture model
 - ✧ Design curriculum and develop training content for their New Hire Orientation series and experienced employee training
 - ✧ Facilitate pilot of new modules, evaluate effectiveness and make curriculum adjustments
 - ✧ Design and facilitate train-the-trainer programs for internal trainers