

Since its inception in 1995, Strategic Partners, Inc., (SPI) has developed a reputation for seamlessly integrating learning and organizational development tools into client's daily practices. These tools have proven to measurably enhance employee knowledge and productivity and have aligned organizational performance with strategic objectives. Below is a sampling of our projects with clients.

CONSULTING

Reference 1: Organizational-Change Consulting

One of our Federal government clients launched an organizational-change initiative due to restructuring and competitive sourcing. The mandate from the client was to provide the following:

- Change management support
- An organization-wide organizational assessment using focus groups interviews, as well as recommendations to address concerns identified
- Facilitated strategic planning and all-hands meetings
- Recommendations regarding leadership development and implementation
- Assistance in the implementation of recommendations

Seventy-five percent of clients served said there were improvements in manager's productivity, work- group productivity, project completion, and service quality. Converting *only* the tangible benefits to monetary value showed that the programs delivered a return on investment (ROI) of 70%.

Reference 2: Competency Model Development

During the past several years, we have worked with a government agency to develop multiple competency models and several resource guides to assist staff in the development of core knowledge, skills, and attributes.

SPI has met all deadlines identified by the client and completed the initial phase of the project within budget. The client has used the competency models as a way of enhancing the organization's ability to cope with the processing core's increasing demands and in reengineering the roles of the agency's long-term staff.

Reference 3: Strategic Planning

SPI conducts strategic planning sessions to help numerous Federal agencies and Fortune 100 corporations refine their strategic directions. We partner with your organization to align commitments and efforts up, down, and across functions and levels, providing the skills, tools, and frameworks that create the capacity for ongoing learning and results. We ensure that our facilitation is an ongoing process, rather than a series of one-time events, that results in a strategic planning process that has an impact on culture and overall strategic direction.

Reference 4: Team Building

SPI knows how to facilitate teams by designing charters, building trust with the team leader, clarifying roles and responsibilities, facilitating meetings, and deciding who needs to do what by when. Our consultants have helped develop high-performing work teams with over 50 Federal agencies and Fortune 1000 corporations. One client recently

reported that the implementation of a series of process improvements—a recommendation taken from the team-building sessions we facilitated—resulted in savings of over \$500,000.

Reference 5: Organization Assessments

SPI consultants quickly capture the essence of client culture and distill critical information from data allowing them to make specific recommendations to help improve individual and organizational performance. Examples of improvements in client organization based on SPI’s recommendations are below.

- Support of a Change Initiative for a Large-Scale Organization - SPI conducted organizational assessments, training, coaching and consulting services that helped the organization manage restructuring and transitional issues. After two years, a formal return-on-investment study cited a 70% ROI, equaling approximately \$500,000 in dollars saved and/or productivity improvements.
- Written, Detailed Analysis of the Environment Related to the Retention of Key Personnel - The client reported a reduction in talent attrition within one year and attributed this change to the success of this initiative.
- Organizational Climate Assessment for a Commercial Client -SPI’s assessment resulted in a “Diversity in the Preferred Workplace” initiative, for which we provided a wide range of consulting, training, and coaching solutions. As result, the client reported a 30% reduction in unwanted attrition.

Reference 6: Design and Facilitation of Small-Group Meetings, Large-Scale Meetings and Conferences, and Conducted Planning Sessions

Strategic Partners, Inc., has conducted small-group meetings, large-scale meetings and conferences, and conducted planning sessions for clients such as the U.S. Department of Health and Human Services, the U.S. Intelligence Community, the U.S. Patent and Trademark Office, the City of Baltimore, Crown Central Petroleum Corporation, Inter-American Development Bank and Horizon Lines, Inc. Client projects have included the:

- Facilitation of six project teams that would help create an integrated training design for the organization, resulting in a streamlined training program
- Organization and facilitation of a conference, for which we provided all of the internal speakers, attended by 400 executives and managers;
- Facilitation of dozens of large- and small-group sessions.

TRAINING

Reference 1: Talent Management Training

SPI has provided the Intelligence Community (IC) with talent-management training and consulting that assisted them in retaining and engaging a diverse workforce. Our support has included the following:

- Training to help managers more effectively retain and develop top talent
- Training to help employees take more responsibility for their own career satisfaction and enhance their influence skills
- Tools to measure the ROI of training
- Engagement of Intelligence Community senior managers in identifying measures

of success to help link the talent engagement and retention training to mission success

We have received excellent feedback in response to the training conducted. Two weeks following each workshop, attendees also participated in a required two-hour follow-up session. Two hundred managers attending these sessions reported more than 400 follow-up conversations with employees within six weeks of attending the workshop. One unit within the client organization reported an increase in employee satisfaction as a result of the training and other activities that are part of this initiative.

Reference 2: Leadership Development

Based on feedback from the Human Capital Survey, the client embarked on a competency-based leadership development initiative to ensure that the agency has a skilled, motivated, and highly committed workforce. SPI trained over 300 headquarters employees and another 200 regional employees in six core competencies. SPI trained almost 1,000 managers in six core competencies, including:

- Written and oral communication
- Leading change
- Leading people
- Collaboration in partnering
- Continuous development
- Results-driven problem solving

SPI met all deadlines identified by the client and completed the initial phase of the project within budget. Given Strategic Partners' depth, we have been able to backfill training, as needed, in meeting the client's schedule needs.

Training yielded a six-and-a-half-fold return on investment. In other words, for every dollar spent, the training yielded an average of \$6.50 in return.

Reference 3: Career Development Training

Strategic Partners, Inc., worked with a Fortune 1000 corporation) to address employee engagement and satisfaction issues on a corporate scale. With our assistance and the work of our nine-person consulting and instructor team, the client launched a major career development initiative—with a clear employee engagement focus—within the organization.

Strategic Partners' work with the client included the following:

- Assembly of a cross-company team comprised of business unit employees and human resources professionals
- Development of a detailed retention implementation plan with meaningful milestones
- Delivery of a tailored version of career development training for hundreds of managers and thousands of employees
- Completion of two train-the-trainer courses for 21 trainers
- Creation and implementation of training and communication plans for each business unit
- Designed and implemented a corporate-wide online learning center that is a clearinghouse for all learning and development resources throughout the company (the online learning portal is the most visited internal website within

the organization)

SPI brought a team of highly talented individuals to work with the client. We met all deadlines identified by the client and completed the initial phase of the project within budget.

As a measure of the initiative's success, during the period of performance, the organization increased their rating in the Fortune 500 best companies to work for by over 100 points.

Reference 4: Technical Writing Training

Strategic Partners, Inc., was awarded a contract to implement a three-day Professional Writing Workshop on written communication skills for supervisors, managers, and employees. The goal of the program was to improve the ability of supervisors and/or employees to communicate effectively through written dialogue, or correspondence. Developed by our facilitator, this results-oriented training focused on improving writing skills in order to accomplish specific objectives, including the ability to achieve the following:

- Write effective briefing papers, business cases, letters, memos, reports, emails, and other documents for high-ranking officials
- Organize and present information logically
- Get the point quickly and concisely
- Eliminate unnecessary words and phrases
- Ensure that grammar, punctuation, and spelling are correct
- Ensure that all the necessary information is included
- Write for the audience
- Learn to choose a style that conveys the appropriate tone to the reader

SPI met all deadlines identified by the client and completed the base year of the project within budget. As a result of the success of this training, the client has exercised the option to continue to offer SPI's Professional Writing Workshop in 2011.

Reference 5: Influence Skills Training

Strategic Partners, Inc., was responsible for one day of training during the four-day "freshman orientation" session for new salespeople. SPI adapted an influence/communications workshop to improve the influence skills required for success in working with colleagues and clients. SPI conducted seven workshops over a three-year period and facilitated "alumni" post- program sessions.

The recommended workshop was the highest rated segment of the orientation program during the three years we conducted the training. Over 90% of the participants felt that the course met its stated objectives and that what they learned would help them perform their jobs better. Client was able to document several hundreds of thousands of dollars in either cost savings or increased revenues. Participants further reported positive and constructive communication with their managers, peers, and internal and external customers.

COACHING

Reference 1: Executive Coaching – Intelligence Community

SPI provided a large cadre (number classified) of coaches to the Intelligence Community, providing coaching at various levels, including SIS Officers through Level IV. SPI oriented coaches to organizational culture and mission objectives, and conducted periodic briefings to keep coaches aligned as program grew and evolved. SPI also coached program managers responsible for building systemic programs, provided marketing materials and assistance, and ensured compliance with technical directives and associated policies and provisions.

This is a five-year contract, currently exercising the third renewal option. SPI has successfully coached numerous senior leaders, many of whom are SIS-level personnel.

Reference 2: Coaching Administration and Coaching Services

For several years, we have provided program support and administrative oversight for Bank's coaching program. Eight executive coaches provide services to emerging and senior-level managers in headquarters and field offices. SPI advised program managers responsible for building systemic program and provided marketing materials and assistance. We have been deeply involved with the program and have helped build it from the ground up. Our success has led to a recent initiative to expand coaching throughout the organization.

Reference 3: Coaching to Support Large-Scale Organizational Change Initiative

SPI has provided executive coaching, leadership training and organizational development consulting in support of a large-scale organization change initiative within a Federal government agency. SPI provided coaching and consulting services to help the organization manage restructuring and transition issues; coached senior leaders and their teams; facilitated strategic planning sessions; and provided leadership training and communications consulting. A formal ROI study cited a 70% return on investment, equaling approximately \$500,000 in dollars saved and/or productivity improvements, after two years. Seventy-five percent of clients surveyed reported significant improvements in managers' productivity, workgroup cohesion, project completion, and service quality. Eighty percent of clients reported improved communications with employees, improved collaboration with peers, and improved decision making and teamwork.

Reference 4: Coaching Global Leaders

SPI provided a wide range of executive coaching and training services to a corporate client over the past 10 years, specifically providing executive coaching to senior managers (at SVP, VP and GM levels) and their teams. Coaching has been so successful that the client is now engaging SPI to develop a systemic approach to executive coaching throughout the corporation.

This reference demonstrates SPI's experience in coaching top-tier leaders who face global issues.