

CAPABILITY STATEMENT

Work, manage, and lead smarter for a healthier, higher-performing organization!

NAICS:

- 541611 Administrative Management and General Management Consulting Services
- 541612 Human Resources Consulting Services
- 611430 Professional and Management Development Training

CAGE: 88CJ5
DUNS: 043248565
UEI: C1BLZYFAWSH5

CORE COMPETENCIES

- Change Leadership and Strategy
- Talent Strategy, Development & Management
- Facilitation, Professional Speaking
- Management/Leadership Development
- Performance Improvement
- Workforce Planning
- Team Development
- Executive, Leadership, & Management Coaching
- Competency Analysis/Modeling
- Project Management
- Communication Planning
- Giftedness (e.g. high-achieving, high-IQ)

DIFFERENTIATORS

- Research-backed neuroscience approach to organizational improvement, learning, change and performance
- Rare ability to translate hard science into simple, practical methods in motivating engaging ways
- Expert consultants with "Big Five" firm experience along with collaborative and relatable interpersonal styles
- Clients report very high comfort and trust in WorkingSmarts and hire repeatedly
- Ability to quickly speak the language of many differing professions, staff with varying experience levels, confidence levels, and types of neurodivergence

PROFESSIONAL CERTIFICATIONS

- Coaching: *InsideOut, Cognitive Coaching*
- Assessments: *DiSC, Insights, 360, MBTI, others*
- NeuroLeadership
- Strategic Workforce Planning
- Talent Management
- Competency Modeling
- Compression Planning
- Mental Health First Aid . . . and more

PAST PERFORMANCE (selected examples)

MN DEPARTMENT OF NATURAL RESOURCES

ISSUE: Needed strategic and operational direction in response to employee demographic shifts, mass retirements, changing labor force

SOLUTION: Created workforce planning process, tools, communication plan, and management training; management developed unit workforce plans, documented work and knowledge, streamlined processes, and prepared future leaders

85% of work units completed workforce planning process and developed plans as annual component of strategic planning effort

ANOKA COUNTY, MN

ISSUE: Team with high turnover, hostility, low productivity

SOLUTION: Provided 1:1 coaching to team leader around communication, leading change, managing performance, and hiring; supported team managers in group coaching program to resolve longstanding conflicts

Leader instituted new team communication practices, improved in giving feedback, coaching, and regulating his own emotions. Managers reported rise in productivity and retention, lower stress and time spent on conflict

MN DEPARTMENT OF AGRICULTURE

ISSUE: Suspicion, and information-guarding and need training in relationship-building, communication, conflict

SOLUTION: Developed and delivered supervisory training workshops to build targeted skills

92% felt much more skilled in difficult plant interactions

