

OUR MISSION and APPROACH

MISSION

To enable executives and leadership groups to identify and use their best thinking and all their resources ...

as they plan for their future and solve problems they face ...

by drawing upon our ...

- knowledge of group process.
- understanding of human behavior.
- curiosity and creativity.
- push toward practical outcomes.
- use of graphics and writing skills.
- commitment to our clients.

APPROACH

Common to all our projects is a focus on process. So we call ourselves process consultants.

Major change efforts like these are likely to need a process consultant:

- Strategic planning,
- Organization re-design,
- Quality management,
- Leader Development,
- Executive team development,
- Process Improvement.

Process consultants design and develop a **process** that brings the client's own wisdom to bear on the project or desired change.

Process consulting respects the unique qualities of the client's system, while trying to improve it in ways the **client** wants or needs.

Process consultants need to be effective at:

- Designing useful processes,
- Working with and in a team,
- Helping clients identify objectives,
- Facilitating large and small groups,
- Resolving group conflict and confusion,
- Documenting the results for follow-on work.

In helping wise clients over many years, we have learned much in the way of what works in particular situations. We try to offer what we've learned, but encourage our client to decide if it "fits."

We've observed that in most cases, implementing major changes requires continuing management attention to **process** long after the decisions and plans have been made. We can help with team implementation as well as team planning.

Expert Consultants: Many, maybe most, consultants are **experts** in particular areas such as ownership transfer, accounting, info technology, and human resources. They often have value, and can provide expert solutions to clients' specific problems.

