



ENLIGHTENED  
LEADERSHIP  
SOLUTIONS

*Breakthroughs in Organizational Performance*

# Enlightened Leadership Solutions

Breakthroughs in Organizational Performance

LEADERSHIP &  
MANAGEMENT  
DEVELOPMENT

CHANGE  
MANAGEMENT

INTEGRATED  
PROJECT TEAMS

TALENT SELECTION  
& DEVELOPMENT



# The Challenge

Faster response time and improved performance with the same or fewer resources is the expectation today. It's not unlike TV's home improvement shows. We've gone from "This Old House" to "Extreme Makeover."

In an environment where things change or become obsolete, you must be prepared to respond and act on opportunities. Today's opportunities come faster and are less predictable than ever before. As a result, businesses face greater pressure to get more out of their people.

ELS believes the key to seizing opportunities lies in the talent and time of your people. Unleash their potential and you consistently capitalize on opportunities. Since time is so scarce, people need simple, effective tools and approaches that are easy to use and have immediate impact. As a former Fortune 500 CEO of a company once stated, "simplicity is the ultimate sophistication."

## Client Successes

"Whatever money we spent for this, it was worth far more. This is the best thing we've ever done at Allen-Edmonds."

- John Ganter  
Director of Operations  
Allen Edmonds Shoe Corporation

The power of this work is how easily it's internalized. With the commitment to Enlightened Leadership we have the power to help shape the culture of our company at all levels."

-John P. O'Donnell  
Director, Logistics & Customer Service  
Georgia-Pacific Corp.

"Three different times today I have said to myself, 'We hired the right company.'"

-Brian Callaghan  
CEO, Apex Systems

# The Breakthrough Solution

Our mission over the past two decades has been spent developing simple, impactful tools and approaches to help organizations achieve breakthroughs in organizational performance.

We help our clients create practical approaches to complex issues that can be easily implemented. We are frequently referred to as the "how to" of organizational performance.

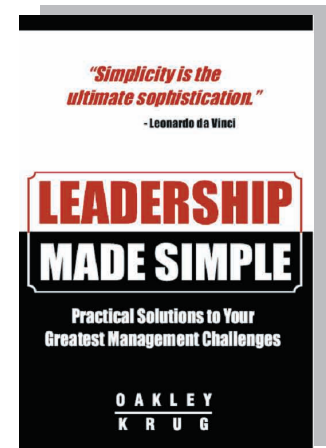
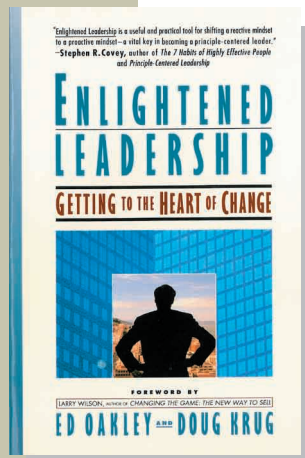
Our strength lies in combining the business knowledge and ideas of your people with industry best practices to create an approach that achieves strategic objectives. The result is a greater commitment from the workforce to a solution that fits the organization and creates more sustainable results.

Are you prepared to take advantage of your next big opportunity?

Our research and experience has identified four areas that can consistently create breakthroughs in organizational performance.

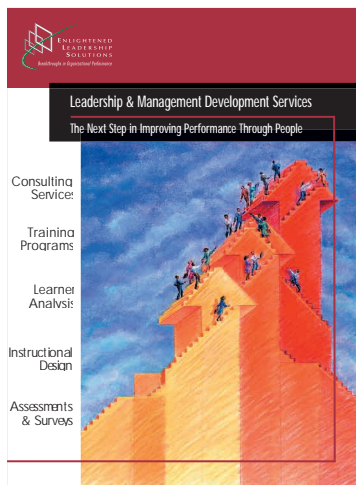
- Leadership & Management Development
- Change Management
- Integrated Project Teams (IPTs)
- Talent Selection & Development

Our latest book →

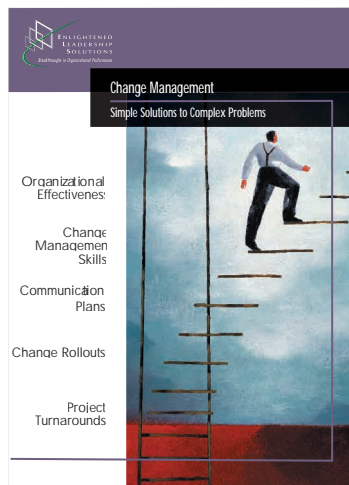


We wrote the book on leadership. In it's 30th printing "Enlightened Leadership: Getting to the Heart of Change" has become a must read for those who want to become great leaders.

# Enlightened Leadership Solutions Services



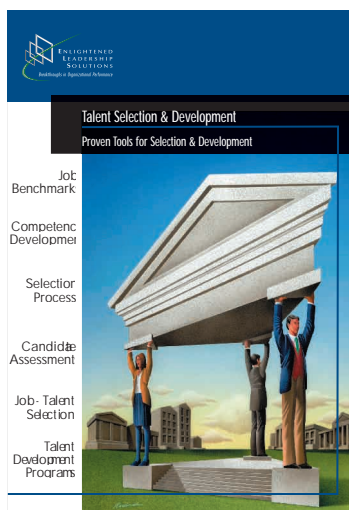
**Leadership & Management Development:** We provide design tools and processes that shorten the development time and improve the impact, quality and effectiveness of a program. This enables you to have custom development at the speed and cost of off-the-shelf training. You can choose a single workshop to fill an existing program or enlist our support in designing an entire leadership program that is tailored to you.



**Change Management:** Our change model starts by addressing the principles, practices and values that create the right conditions for change. Our change process has developed out of the living laboratories of change management projects in organizations all over the world. Combined, they create a powerful approach that sustains change in organizations.



**Integrated Project Teams (IPTs):** IPTs are a collaborative cross functional solution to project development that link primary stakeholders throughout the lifecycle of a project. By involving the right people, our proprietary process provides clarity of purpose and strategy.



**Talent Selection & Development:** We have combined the best tools, practices and processes in the industry to provide a simple Talent Selection & Development system that dramatically enhances your ability to place the right person in the right job and then continue to develop them in that or other roles.

## Client List

- Alcon Laboratories
- Apex
- BellSouth
- Boeing
- Cellular One
- Center for Disease Control
- Cisco Systems
- County of Orange, California
- Dell Corporation
- Department of Health & Human Services
- Department of Housing & Urban Development
- Department of Veterans Affairs
- EPA
- Farmers Insurance
- FBI
- Georgia Pacific
- GlaxoSmithKline
- Health Resources & Services Administration
- Internal Revenue Service
- Johns Hopkins University
- Johnson and Johnson
- Kaiser Permanente
- LendingTree
- Lockheed-Martin
- NASA
- NAVAIR
- Office of Personnel Management
- Omaha Public Power District
- Proctor & Gamble
- Social Security Administration
- State Farm Insurance
- Transportation Security Administration
- US Army Corp of Engineers

# Training or Consulting

Training or consulting are standard services organizations use to improve performance. **Training primarily focuses on individual development to impact organizational performance. Consulting analyzes the organizations processes, structure and policies to identify gaps and to provide solutions to performance issues. Independently, each has its own benefit.** Together they create a “systems view” to develop solutions that will have the greatest impact on organizational performance.

## Training

Over the last twenty years we have been asking what it is about successful leaders that distinguish them from the average leader. Most of the answers, like: honesty, walking the talk and learning from mistakes have centered on attitude rather than skills. While there are skills inherent in many of these characteristics, they are first a function of where someone “comes from.” Those we consider to be natural leaders don’t refer to a checklist when they are faced with a situation. Natural leaders do the right thing as a function of who they are.

The traditional approach to training has been to tell people the right things to do. Following even the best traditional “telling” approach, people will revert back to what feels natural. It is only when their mindset changes that individuals will more naturally choose the right thing to do, just like the best leaders do already.

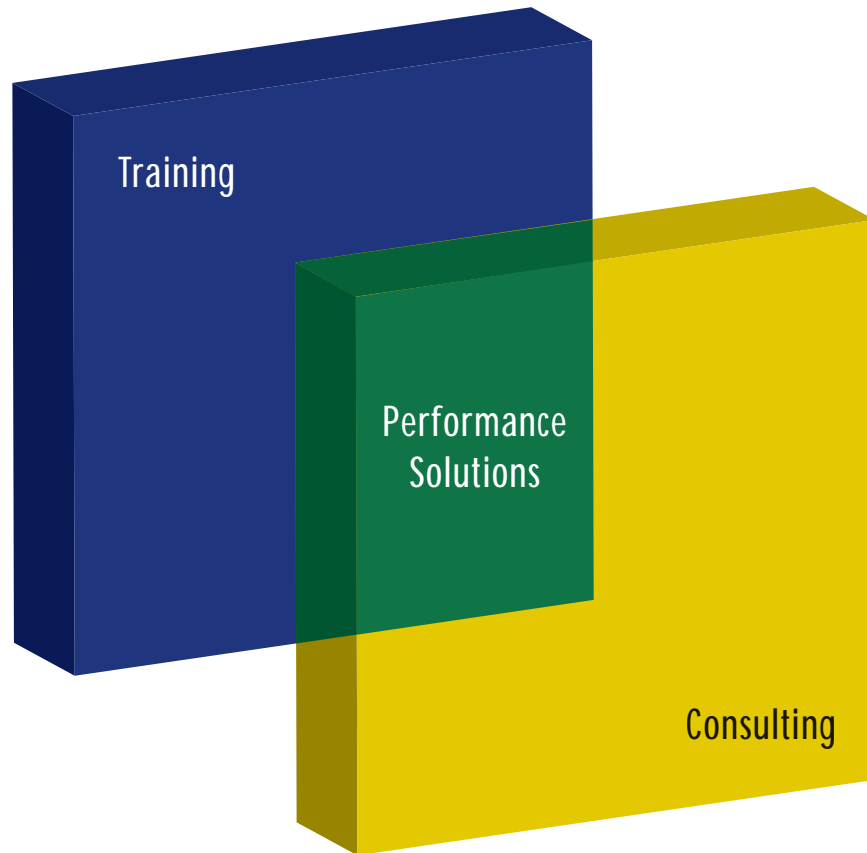
Our experience continues to validate the belief that this distinction holds the key to why so many people go right back to the same old way of doing things after training.

Enlightened Leadership does not do traditional “training.” Enlightened Leadership provides development. The essence of what needs to happen to create more effective leaders cannot be trained. It must be brought out from within. Our breakthrough process provides the piece missing from the traditional approach training.

## Consulting

In a world where there are self proclaimed experts on any topic, objectivity seems to have been thrown out the door. Consulting is often associated with “tell oriented” approaches which end up with little sustainability. As a result, many organizations have developed consulting phobias after being treated as if they know little about their own business.

ELS takes a fresh approach to its consulting practice. We act as an experienced guide, and a partner that allows you to sustain newly created momentum on your own. We provide external best practices with insights regarding industry challenges. We facilitate clarity regarding around strategy and change initiatives. By helping to re-engineer structures and processes, we support a client’s drive to improve performance and accelerate results. Through Rapid Response Planning we help organizations create replicable templates to deal with extraordinary situations. We help you achieve performance solutions.



## Performance Solutions

Independently, training or consulting may not adequately address organizational needs and challenges. What is needed is the appropriate elements of each practice to create what ELS calls a performance solution. Our integrated approach to solutions is like creating the right color. You need to mix colors until you get the one that's just right for you.

ELS has found improving human performance to be the same way. Organizations have typically used two methods to develop or grow performance through people – training and consulting. A common recommendation is off-the-shelf training program mixed with consulting strategies that have been developed for another organization.

The results tell an important story. What works in one organization may not work in another. The more complex and varied the issue, the greater the likelihood that the solution will need to be tailored. Each organization requires its own color, a performance solution.

Performance solutions is at the core of our business model. It integrates the best of both the training and consulting worlds. For training, it's the value of custom learning solutions at the speed of off-the-shelf. For consulting, we excel at integrating people and organizational best practices into the process. As a result, there is more commitment to sustainable change.

# Enlightened Leadership Solutions Competencies

Organizations come to us for the programs, processes and tools that are difficult to create on their own. In order to successfully create solutions for our clients, there are 5 key competencies that ELS brings to our partnerships that maximize value, **creating new opportunities and breakthroughs.**

**1** ELS excels at something that is more than training or learning. We create a shift in how people think and invite people to see things from a new perspective.

**3** Through various tools, interviews and other diagnostics we have the ability to identify root cause(s) and determine the core factors that impact or impede an organization's ability to perform. We then develop concrete and specific action plans to address those core issues.

**5** Key to our client's success is ensuring that this effort will sustain without any future dependence on ELS. We transfer knowledge, skill and ability to internal resources ensuring the long term success of the project or initiative.



**2** Once we create the openness, now we have an opportunity to re-focus a client's experience. We then model best practices of great leaders by analyzing what makes them successful. Those practices are now replicated organization-wide.

**4** ELS has compiled best practices that, when integrated with the internal culture and processes of an organization, create the right solution. ELS' facilitated approach of engaging key stakeholders in developing solutions is the dynamic that brings strength to our process.

**6** For over 17 years ELS has been creating breakthroughs in organizational performance. Our proven track record brings the knowledge of other organizations and research together with the strengths and unique elements of each client.

## Our Services

Not all organizations need a total solution. Our services allow organizations to choose what they need most in a partner.

### Business Solutions

Organizational Surveys – ground-breaking online instruments that provide valuable organizational insight

Organizational Needs Analysis – identifying the root cause of human performance issues

Process Mapping – linking and optimizing the steps required to complete a task or function

Benchmarking -- identifying and modeling areas of excellence to be taught across the organization

Rapid Response Teams – team planning to adapt to new conditions and unexpected events

Facilitation – open agenda sessions where participants guide the direction to best fit their objectives

Consulting – performance solutions integrated with internal expertise to create sustained results

### Learning and Development

Individual Assessments – profiles to evaluate personal skills, behaviors and motivators

Content Needs Analysis -- clarification of development objectives and needs with a quick assessment

Blended Learning -- using the right combination of learning experiences to produce optimal outcomes

- Workshops -- off-the-shelf, integrated and tailored options
- e Learning -- blended approach

Learner Analysis – tailoring the solution based on the learning style most common in your organization

Peer Groups – applying and teaching internal knowledge and best practices through co-worker interaction

Action Learning – methods that ensure participants apply learning concepts on the job

Coaching – improving performance through individual and group focus

# Where to Start

With the key elements of the process defined and various performance solutions available, the natural question is "where to start." Typically, a client solution starts with one or a combination of the paths shown below.

## Discovery

We help you assess the individual and organizational needs by taking a systems view of your performance needs. We then identify the levers that will have the greatest impact on your business results.

The first few steps in the process are...

- Meeting with key stakeholders regarding objectives, scope and desired outcomes
- Choosing the appropriate discovery approach which may include focus groups, surveys, learner analysis and interviews
- Performing the discovery
- Reviewing and analyzing the findings
- Recommending 'How to' solutions and action plans to improve identified performance issues

## Learning & Development

Our approach is flexible which allows you to choose from a large array of our proven modules of material that are integrated into your organization's culture. This gives you the impact of 'custom' learning at the speed and cost of 'off-the-shelf'.

Your choices range from a single workshop to an entire learning program. Our full line of design services includes:

- Modular Content
- Facilitated Working Groups
- Blended Learning
- Custom Designed Workshops
- Training Series

## Project

ELS' partners with clients in rolling out major initiatives and projects. Our experience and tools allow us to assess and scope the organizational solutions that will have the greatest impact on your company's performance.

Having a variety of services and learning opportunities available, a client project or initiative may include some of the following:

- Project review meetings
- Assessing project requirements
- Building the roadmap that uses proven tools and techniques
- Developing action plans to guide execution
- Launching execution teams to implement a project plan



A capstone brings together two sides to create a strong and stable structure. Without it they will collapse. When we look at projects or initiatives with our clients we see the same opportunities and potential. For us, one side of the arch represents training and the other side represents consulting. Based upon client needs, input and objectives we determine how much of each is needed. The crowning achievement or capstone to our process are the performance solutions we create. By taking the best of both worlds we create sustainable, measurable results that can be replicated independently by our clients.

Enlightened Leadership Solutions is a professional services firm driven to help our clients achieve breakthroughs in organizational performance.

## About Enlightened Leadership Solutions

We excel in creating breakthroughs in the performance of your leaders and managers. Enlightened Leadership Solutions is a professional services company with more than 17 years experience providing top organizations the edge in achieving breakthroughs in organizational performance. We execute performance improvement through a blend of the following practices:

- Consulting
- Training and Development
- Assessments & Surveys
- Workforce Involvement/Partnerships



### Areas of Expertise

#### Leadership and Management Development

- Supervisory, management and executive development programs
- Learner profiling and needs assessments
- Models and processes built from the best practices of high performers within your organization
- Design solutions for custom workshops or development programs

#### Integrated Project Teams (IPTs)

- Cross Functional Teams
- Effective matrix structure design
- Process mapping
- Rapid response and implementation teams
- Team development and training

#### Change Management

- Consulting services to successfully roll out change initiatives
- Evaluation of organizational effectiveness and design models for change
- Communication flows and processes to enhance change readiness
- Change management skills for leaders and managers

#### Talent Selection and Development

- Job benchmarking and competency development
- Selection and promotion processes
- Employee surveys and research
- Employee development programs

We work behind the scenes as a partner to assess your organizational challenges and provide tailored solutions. Our unique process to shift mindsets, coupled with a balanced and comprehensive approach of action learning, facilitation, training, personalized processes and consulting services reduces the most complex problems into achievable solutions. You get easily transferable "how to" tools with action plans for sustainable results.



Enlightened Leadership Solutions, Inc  
5380 South Monaco St., Suite 700  
Greenwood Village, CO 80111  
303.729.0540  
ContactUs@enleadership.com

[www.enleadership.com](http://www.enleadership.com)