

Leadership & Management Development Services

The Next Step in Improving Performance Through People

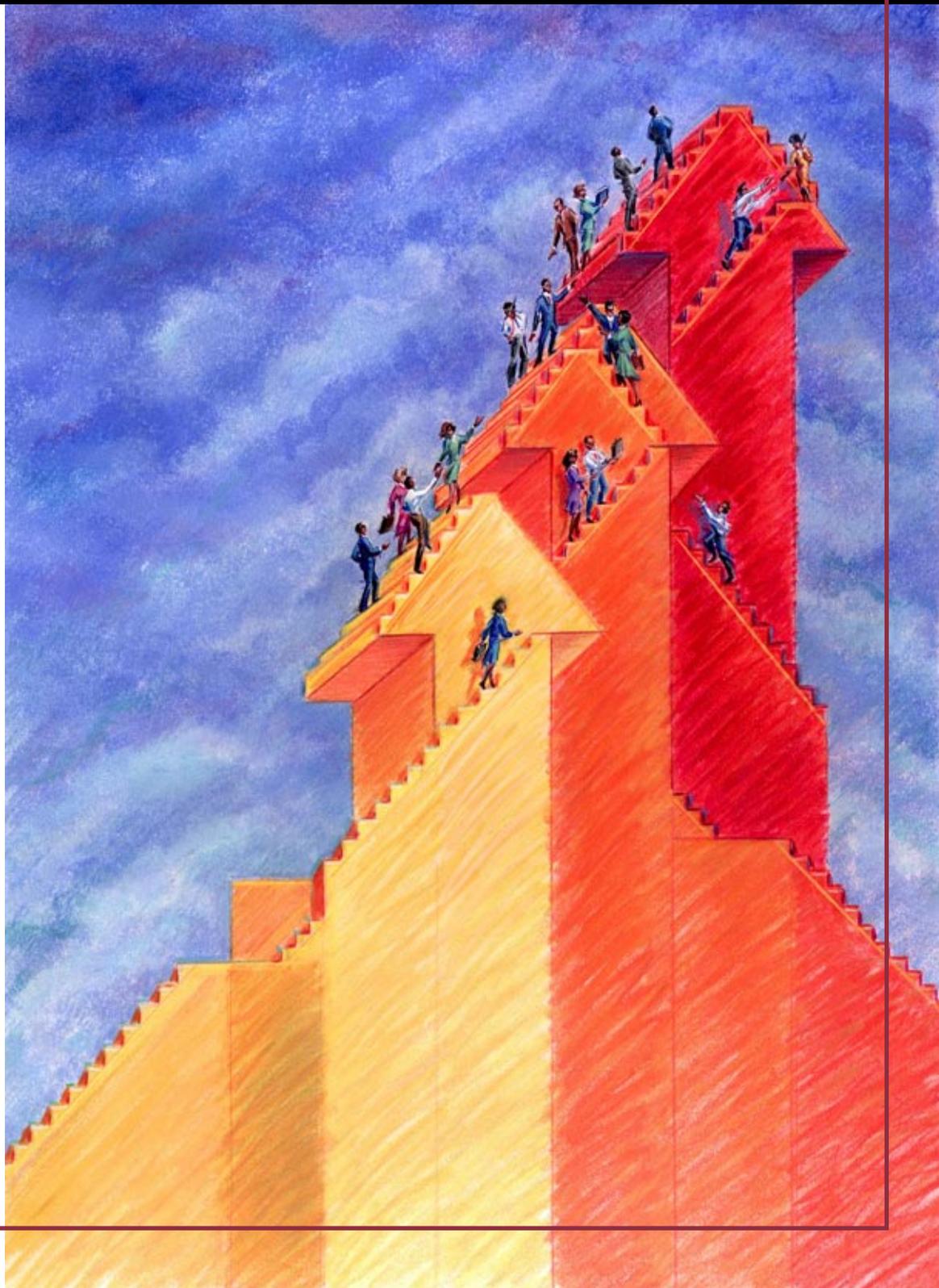
CONSULTING
SERVICES

TRAINING
PROGRAMS

LEARNER
ANALYSIS

INSTRUCTIONAL
DESIGN

ASSESSMENTS
& SURVEYS



How we partner with organizations:

Consulting Services

Our experienced consultants can help you create the desired behaviors and results within your organization.

Training Programs

Our breakthrough modular approach and people centered content increases sustainable results.

Learner Analysis

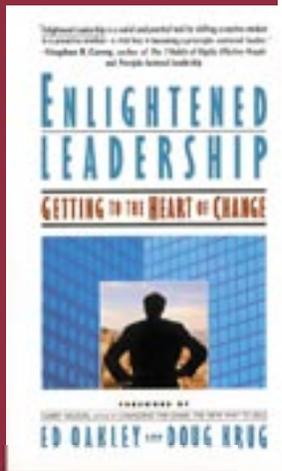
Our learner analysis will determine the learning style common in your organization so approaches are custom tailored to your target audience.

Instructional Design

The impact of custom solutions at the speed of off-the-shelf courses.

Assessments & Surveys

Groundbreaking and validated online instruments provide valuable individual and organizational insight.



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.

The Leadership Challenge

Numerous studies indicate that people join organizations, but they leave bosses. Up to 80% of employee turnover is directly caused by ineffective managers and leaders. Intangible assets like knowledge and information, while hard to measure, account for as much as 75% of an organization's value. Project failure rates are high and change initiatives often fall short of the desired results. Organizations must act decisively to tackle their leadership challenges, which may also include:

- Inspiring commitment, alignment and high morale
- Developing and retaining top talent
- Creating a culture of personal responsibility
- Building strong multifunctional and virtual teams
- Understanding and meeting the individual needs of their people
- Improving ways to measure individual performance
- Dealing with constant change and shifting priorities
- Overcoming negativity

Leaders and managers face an ever increasing pressure to meet higher standards of performance with fewer resources and less time. Many who are promoted quickly discover the gap between knowing how to do the job themselves and how to produce results through others. They often lack leadership tools, learning rather through trial and error.

The Breakthrough Solution

A leader or manager in today's globally diverse and performance focused environment has to combine a compelling vision with the ability to manage and be strategically focused yet operationally capable. In short, they must have the knowledge, skills and abilities to maximize their resources, apply talent effectively, leverage technology and make the most of opportunities, all at a moments notice.

While all of our talents as leaders and managers vary, today's accelerated pace doesn't allow leaders and managers to gain the necessary experience to operate effectively within their organization.

Enlightened Leadership Solutions accelerates the development of leaders and managers by:

- Utilizing the experiences of other successful
- Leveraging the best practices within similar organizations and markets
- Creating environments within organizations where hands on, day to day experiences provide the promise of more rapid development of rising leaders.

Our leadership development process creates an environment where new and developing leaders can thrive, resulting in continuous and sustainable successes.

Our experienced consultants have successfully worked with all kinds of organizations to provide skills, tools and processes that build a leadership culture. Our mission is to enable you to bring out the best in your people.

Results



Alcon Labs: This profitable pharmaceutical company needed an international leadership and culture integration program that would continuously build the caliber of managers required to stay on the cutting edge in R&D, manufacturing and sales.



Georgia-Pacific: For nearly a decade, Enlightened Leadership Solutions has partnered with Georgia-Pacific in the development of their people. In one such instance, a marginally profitable paper mill was able to become one of the company's most successful by employing our business tools and principles. In order to reach even more employees, Georgia-Pacific has certified its own people to teach our courses through our Train-the-Trainer program.



Johns Hopkins University: This prestigious university uses Enlightened Leadership as a foundation in one of its MBA programs. Our book "Enlightened Leadership, Getting to the Heart of Change", is part of the curriculum of scores of business programs in colleges and universities around the country.



Contract GS-10F-0404N

Enlightened Leadership Solutions is a contracted vendor authorized to operate under the Federal Government's Management, Organization and Business Improvement Services (MOBIS). Specific expertise within SIN's 874-1, 874-4 and 874-5. For 17 years we have successfully worked within many departments of the Federal Government. Some of the organizations include the CIA, Department of Veterans Affairs, HUD, USDA, FBI, EPA, Department of Labor, Secret Service and NASA. Additional information is available at www.gsalibrary.gsa.gov.



First Financial Credit Union: As one of California's largest credit union systems, First Financial knows the value of continuous quality improvement and the development of people. They initially intended to train just supervisors and managers in the principles and tools of Enlightened Leadership Solutions. However, the results had such an impact on their operations and their shareholder value, they were soon training all of their employees with our tools.



Omaha Public Power District: For over 5 years Enlightened Leadership Solutions has partnered with OPPD's Information Technology Department to change attitudes and build an even stronger "can do" culture. They have also set up a permanent employee team to continue the momentum of people and project development.

FORTUNE 50 Company

A Major Computer Manufacturer, already famous for its incredibly well-run, just-in-time manufacturing, was able to cut almost \$10 million in costs while improving quality, safety and employee engagement. They have now licensed Enlightened Leadership Solution's tools and processes to continue to develop some of the best managers, supervisors and employees in the industry.



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

- Brian Callaghan
CEO, Apex Systems

"After 25 years, I have finally been furnished with some leadership tools that get results."

- Bill Duis
Director of Engineering & Planning
Virginia Planning

"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

"This was a missing piece in terms of the 'how to's' in our leadership programs. It gives you the techniques, the 'how to's', rather than just the philosophies and the 'need to's'"

- Alan Blackwood
Senior Executive
Hewlett-Packard Company

The ELS Leadership & Management Development Model

Key Components

Self Awareness

Understanding individual strengths and weaknesses is the foundation to effective leadership development. Leaders who know themselves are more effective in their ability to guide others.

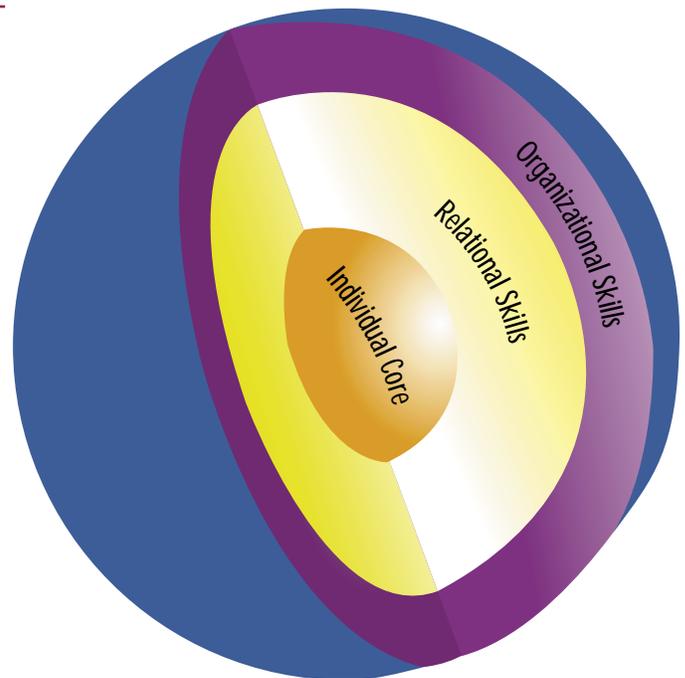
Just-in-Time Tools

Leaders need access to tools to respond rapidly in dynamic environments for ongoing development and performance improvement.

Action Learning

Traditional approaches to development cannot account for the complexities of the work environment. Enlightened Leadership Solutions intentionally weaves learning through application to real issues. This optimizes retention and performance for that environment.

There are three layers to our development model: (1) Individual Core, (2) Relational Skills and (3) Organizational Skills. The Individual Core focuses on self awareness, attitude, personal responsibility, individual talents and abilities. Relational Skills are about producing results through others with specific focus on communication, interpersonal skills and integrating management and leadership skills. Organizational skills are about teamwork and strategies to link people to organizational results. Role specific skills are essential to the organizational goals, strategies and priorities. Together these layers create a comprehensive development process for sustainable, breakthrough results.



• Individual Core

Self Awareness

Effective leaders encourage honest, constructive feedback and continually adapt to their environment and people. Self management and personal responsibility are in the top seven traits for all executives, managers, supervisors, customer service and sales people. Our on-line personal assessments, which look at individual behavioral styles, workplace motivators and personal skills are a great starting point for development.

Personal Responsibility

Understanding yourself and how you affect those around you is critical for developing your leadership abilities, but only if you choose to take responsibility for adjusting your actions to optimize your influence. Enlightened Leadership Solutions provides a learning environment that motivates participants to take new levels of responsibility. We can help individual understanding through a simple and powerful self-assessment of values and motivators.

Talent and Abilities

Development should focus on leveraging strengths and filling in critical gaps. We can profile a person's talents and abilities using our Attribute Index which is based on pioneering work in human behavior by a Nobel nominated scientist. This index assesses an individual's strengths in 82 areas, specific to leadership and management skills. Understanding an individual's innate capacity allows us to create development plans and roles that best utilize their strengths.

• Relational Skills

Producing results through others sometimes requires more influence than authority. Leaders, who can influence and achieve results through others, are one of the greatest assurances of organizational performance. The ability to blend both leadership and management skills in the appropriate situation is vital to success.

Management Skills

Enlightened Leadership Solutions transfers simple, proven tools to your people to enable them to excel at the “hard” part of their job, which addresses processes, systems, structures, measures and procedures. These tools also help people address the “soft” part, which consist of commitment, attitudes, creativity, overcoming resistance to change, self-leadership and gaining buy-in.

Leadership Skills

We share best practices learned in our 17 years of consulting for organizations around the world and incorporate it with your specific needs. We have developed hands-on processes that turn classes into living laboratories. You get real world learning in an environment that maximizes practical learning and retention. People go through a fundamental change in their outlook and responsibility as leaders. Participants completing this development level are armed with a strong grounding in leadership and effective communications skills. You are now prepared to apply and refine these skills in the context of your role in the organization.

• Organizational Skills

This is where everything comes together. Through insights of self awareness and personal responsibility an individual can better understand their personal strengths and challenges. Clarity regarding the importance of working with others and influencing without authority brings a leader or manager to a higher level of performance. Once the individual and inter-relational skills are refined and developed they must be connected to the organization's needs for specific results. Outcomes must be clear and strategies implemented. The strengthening of an individual's skills within each layer of the development model is a key part of a fully developed leader or manager exhibiting breakthrough performance.

At this level, the focus of the development process is:

- Maximizing an individual's effectiveness in their role
- Clarifying and furthering the organization's strategies and goals
- Developing tomorrow's leaders
- Linking individual and relational skills to business results
- Balancing the three pillars of Strategy, Processes and People

Key Components

Results Orientation

Leaders are ultimately measured by results. How results are achieved is as important as the results themselves. Results oriented leadership development incorporates organizational values and objectives.

Leaders Develop Leaders

Leadership exists at all levels. There must be a strong commitment to helping everyone take more of a leadership role, regardless of level or title.

Influencing Performance

Influence is a key leadership skill. Leaders who influence and inspire others are essential to improving organizational performance in today's business culture.

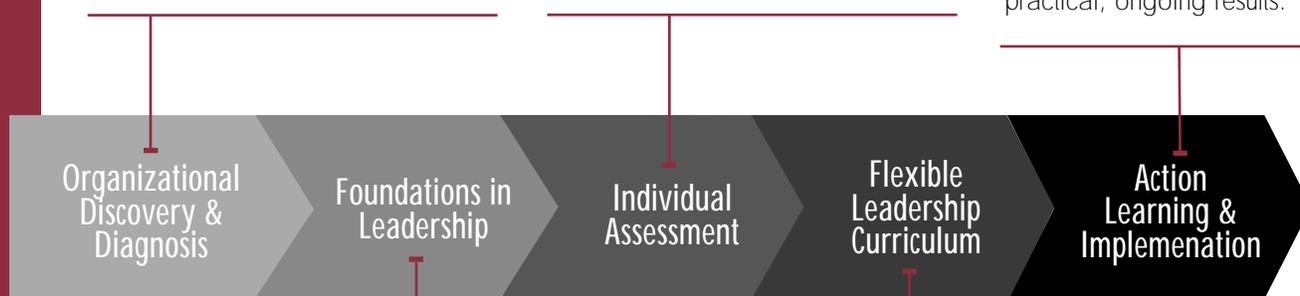
The ELS Leadership & Management Development Process

- ELS allows you to choose from a large array of proven course material and content. 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 in an existing program or enlist our support in designing an entire leadership program for your organization.

1 In this initial stage we help you assess the individual and organizational needs and solutions that will have the greatest impact on business results.

3 Through various assessments we are able to create individual action plans that allow participants to tailor the best approach to their specific needs.

5 The components of action learning includes advanced tools and processes to ensure participants know how to apply their talents and abilities to get practical, ongoing results.



2 Our core program serves as a powerful reinforcement of the fundamentals that make the best leaders so successful.

4 Your organization can integrate your own content with our flexible curriculum to create a program that best suits your needs.

• 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 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 teach organization-wide
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 – clarify 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 designed options
- e Learning – blended approach

Learner Analysis – tailoring the solution based on the learning style common in your organization
Peer Groups – applying and teaching internal knowledge and best practices through co-worker interaction
Action Learning – methods to ensure participants apply learning concepts on the job
Coaching – improving performance through individual and core 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 we integrate with 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

Some examples of core workshops in the LMD series are:

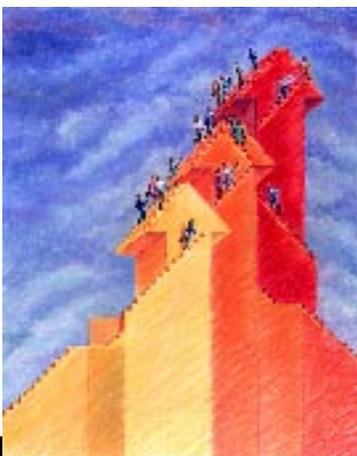
- Making Managers into Leaders
- Leadership Skills for the IT Manager/Supervisor
- Foundations of Leadership

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, including: scope, resources, impact, skill sets and measures of success
- Building the roadmap that uses proven tools and techniques, including learning and consultative components, to get you to a solution
- Developing action plans to guide execution
- Launching execution teams to implement a project plan



Leadership exists throughout all levels of an organization. In order for these leaders to thrive they must have the opportunity to climb and succeed. Leaders can create their own opportunities for success; and this happens through the use of their influence – not their authority. Roles and titles don't get results but attitudes and influence do and this ability to influence is only possible once a deep level of self-awareness has been established. True leaders also use their influence to create opportunities for other leaders in the organization, thus helping those leaders develop as well. As leaders develop leaders the organization gets stronger and all can work their way to the top. The legacy of a great leader is defined by a long line of leaders climbing the steps behind them.

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 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
- Off-the-shelf and custom training

We work behind the scenes as a partner to assess your organizational challenges and provide the appropriate, 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 strong buy-in and action plans for sustainable results.



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