



Solve Tough Problems, Make Better Decisions, Reduce Costs and Grow Your Business

I teach companies practical, proven ways to: identify critical, at-risk knowledge; transfer that knowledge to newer employees to quickly develop their skills and experience; and develop collaborative networks that tap employee expertise to solve problems, improve processes and innovate. Resulting workforce performance benefits can be measured by higher revenue, reduced costs, improved quality, increased employee retention and increased customer satisfaction.

I can help your company create and execute a strategy that can:

- Identify and transfer critical knowledge before people retire or leave the company
- Accelerate employee competency and performance for faster time to positive cash flow
- Increase engagement and retention, especially of new hires and top performers
- Identify and implement process improvements that reduce cost or foster innovation
- Develop and execute succession plans for leaders and professionals
- Increase workforce productivity with an one-page performance management process
- Ensure you have the right people and skills to deliver strategic results today and tomorrow

ACTUAL CLIENT RESULTS

- \$100 million operations savings through a global problem solving and practice sharing network
- Early career program that increased retention to over 95% and cut years off time to competency
- \$150 million annual cost savings in a manufacturing operation
- Capture and transfer of expert knowledge “walking out the door” due to retirement or transfer
- \$1 billion cost reduction in energy usage from sharing and adapting successful practices
- Learning and on-the-job performance support provided by over 100 communities of practice
- Mentoring process for SMEs to “teach what they do” in a reorganization saving \$50 million/year

IDEAL CLIENTS

- Executives (CEO, CIO, Operations, Planning or HR) in a medium to large company
- Government leaders concerned about impending retirements in their workforce
- Owners selling a business that want to teach the buyer (or their kids) how to run the company

WHAT THEY MIGHT BE SAYING...

- Our leaders and experts are nearing retirement and we don't have successors ready to take over
- We can't find people with the right technical or leadership skills and development takes too long
- We can't retain new hires; they leave after only one or two years
- Our quality or customer satisfaction metrics are way below expectation
- We need to cut costs; how can we streamline our processes
- We need to grow our business; how can we innovate new products or services
- We have to manage a lot of information but we can't find it when we need it