

SUMMARY OF SERVICES AVAILABLE

STRATEGIC & ANNUAL PLANNING

- Tailored and relevant emerging trends
- Pre-work (business cases, articles)
- Soliciting and synthesizing input from employees and stakeholders
- Off-site facilitation
- Post session report preparation and debrief of observations
- Follow-up execution planning
- Annual updates (optional)

ORGANIZATIONAL ASSESSMENT

- Internal Assessments (customized)
- Satisfaction Surveys (employee, customer)
- 360° Feedback Surveys

ORGANIZATION CHANGE & CHANGE MANAGEMENT

- Organization structure change and implementation support
- Process and system redesign
- Culture change
- Mergers and Acquisitions – Transition Management

STRATEGY DEVELOPMENT & ISSUE MANAGEMENT

- Collaborative problem-solving approach
- Decision management
- Action planning and management

CONFERENCE AND WORKSHOP DESIGN & FACILITATION

- Design
- On-site facilitation and strategy development
- Executive coaching and leader support (talking points, presentations)

LEADERSHIP DEVELOPMENT & EXECUTIVE COACHING

- Transition planning and management
- Executive coaching (leadership/management)
- Skill development
- Issue/strategy development

ORGANIZATION & TEAM DEVELOPMENT

- Intra-teambuilding (new team formation, teams with issue-focused challenges, teams with problems)
- Cross-teambuilding
- Cross culture sharing and team development
- MBTI-based teambuilding

ENVIRONMENTAL SCIENCE & POLICY

- Science strategy and planning
- Policy analysis
- Environmental assessments
- Technical writing
- Outreach and communications products
- Interface/facilitator between government & industry

TRAINING & MINI-WORKSHOP SERIES

- Accountability
- Being Effective in a Constant State of Change
- Conflict Management
- Customer Service
- Workplace Diversity
- Effective Communications
- Effective Meetings and Processes
- Knowledge Transfer and Succession Planning
- Leadership Can Be Learned
- Strategic Marketing and Communications
- Innovation
- Emotional Intelligence
- Soft Skills for Leaders
- Leadership Development
- Team Lead Training
- Strategic Leadership

DESCRIPTION OF SERVICES AVAILABLE

Facilitation Services covers a wide range of organization and management services. All processes are tailored to address the unique needs of each client. Some of the most frequently requested and utilized services by LCA's clients include:

STRATEGIC PLANNING: A two-day rigorous session which results in a 3-5 year strategic plan and 1 year action plan reflecting priorities. LCA's consensus based decision process brings the group through exploration of opportunities and threats; assessment of current state against future desired state; articulation of mission vision, customers, partners, stakeholders, and articulation of 3-5 year outcomes, strategies and tactics. Year one priorities are determined and "fleshed out" in what, who, why, and by when terms.

IMPLEMENTATION PLANNING: The details needed to execute a strategic plan are developed using a process of setting priorities and delineating the tactics and activities necessary to achieve a strategic goal and objective. Participants walk away with a prioritized action plan outlining what, who, how, by when, and why. Performance metrics are built into the articulation of the required outputs.

STRATEGY DEVELOPMENT/ISSUE RESOLUTION: Many clients have utilized LCA Inc.'s expertise to address focused issues resulting in clear, concise strategies, actions, and accountabilities. The consultant's expertise is tapped to develop a tailored process and materials to facilitate a consensus based group process to achieve critical results on a focused issue or set of issues.

ORGANIZATION ASSESSMENT: Periodically, it's important to assess where an organization or team is in its day to day operation or development process. LCA, Inc. tailors the approach with the client to provide an independent assessment of the organization or the team's status. The process may include focus groups, interviews, or employee surveys. The result is a report of the status of the organization against the agreed upon parameters and recommendations on how to address the results.

ORGANIZATION AND SYSTEM DESIGN: LCA's expertise in organization and system design may be tapped to facilitate the development and execution of a redesign of an organization's structure or processes. Consultants design and facilitate a process to support teams exploring options and costs/benefits to reorganizing or reinventing its systems and processes. LCA Consultants offer both content and process support in these activities. Experience and sharing of best practices from other government organizations or private sector successes are key to this support.

TEAM DEVELOPMENT: Team building activities are designed to meet the needs and desired outcomes of the client. The manager defines what he/she wants to achieve as a result of a team development activity and LCA, Inc. proposes a design, process, and expected output.

MEETING FACILITATION: The most basic service offered by LCA, Inc. is meeting facilitation. Consultants design and facilitate meetings of any length and include as part of the service specialized materials, name tents/badges, power point presentations, on site documentation of results, and a final report. There are various levels of expertise and specialties on the LCA, Inc. team, which are recommended, based on the group and desired results.

DESCRIPTION OF SERVICES AVAILABLE

CONFERENCES, WORKSHOPS AND USER FORUMS: LCA, Inc. has a track record for designing and delivering large scale conferences, workshops, or constituent meetings to meet a wide range of desired objectives. Depending on size and scale, multiple consultants may be used for an event. All materials are tailored for the event to achieve the client's articulated desired results.

EXECUTIVE COACHING/LEADERSHIP DEVELOPMENT: A less well known, but frequently utilized LCA service is one-on-one coaching and mentoring. LCA, Inc. consultants are generally name requested and provide leaders at many levels with individual coaching, strategy support, and professional development. Executive Coaching is highly individualized and covers a wide range of topics, which are either planned or evolve over the period of consulting support. Managers generally elect to have 3-4 hour modules of coaching on a monthly or bimonthly basis. There is no menu to select from for this service. It is planned and tailored to meet the Leader's professional development objectives.

PROJECT/PROGRAM MANAGEMENT DEVELOPMENT AND SUPPORT: Effectively managing and supporting programs and projects is complex. LCA team members provide their clients with systems support consultation in the design and development of program or project management systems and activities to meet the organization's overall management needs. A systems approach is utilized as the basis for this facilitation service. It is a highly tailored activity using a collaborative approach between consultants and client.

ORGANIZATION DEVELOPMENT: LCA, Inc. offers tailored services in building and supporting programs for organizations in the following areas:

- ✓ 360° Managerial Assessment Survey and Feedback System
- ✓ Succession Planning
- ✓ Career Development and Life Planning
- ✓ Team Development Using Meyers-Briggs Type Indicator
- ✓ Performance Management and Feedback Processes

PROFESSIONAL DEVELOPMENT/TRAINING: Half day and full day training modules are available "off the shelf" and/or tailored to meet the Client's specific needs. They include:

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| ✓ Accountability | ✓ Leadership Can Be Learned |
| ✓ Being Effective in a Constant State of Change | ✓ Strategic Marketing and Communications |
| ✓ Conflict Management | ✓ Innovation |
| ✓ Customer Service | ✓ Emotional Intelligence |
| ✓ Workplace Diversity | ✓ Soft Skills for Leaders |
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