

Leadership Development

LEAD Program for High Potentials
 Leader Transitions & Assimilation
 Executive & Leadership Coaching
 360 Assessments & Feedback
 Enhancing Personal Style
 Executive Education: Leading & Managing Change
 Front-line Leadership Development

Organizational Development

Culture Transformation
 Executive Off-sites & Retreats
 Guided Strategy Formulation, Deployment & Management
 Whole Systems Change
 Appreciative Inquiry
 Organizational Assessment
 Survey Guided Development
 Change Management Support & Consultation

Team Development

Team Based Management
 Team Building for Leadership Teams
 Team Skills & Dynamics
 Fixing Broken Teams
 Project Team Development
 Jump-Start Team Building for New Teams
 Team Meeting & Facilitation Training
 Team Effectiveness Assessments

Dear Valued Clients & Colleagues,

If you are getting this note you are a valued client; someone we have done business with, built a relationship with, participated in one of our programs and or a partner of ours. Congratulations for making it through 2009 and we wish you good fortune in 2010. Here's a brief retrospective from our perspective on 2009 and a look ahead at 2010. Looking back, 2009 was a year ripe with challenges and opportunities.

Challenges: 2009 was a turbulent year for many organizations including our clients. The big hand of Global Economics reached out and shook the "snow-globes" of organizations pretty hard last year! Strategies were scrubbed, people were laid off, organizations were restructured and teams turned upside down. Many organizations put strategic and developmental programs on hold. Abrupt changes and surprises drove many organizations into more reactive and tactical modes.

Last year legions of leaders, including many of our close contacts, became nomads as temporary assignments, Reductions-In-Force, job-hopping and hot projects / opportunities abruptly shifted leaders around the globe (thank goodness for professional social networking tools like LinkedIn).

Belts were tightened in 2009 and we responded by reducing our Open enrollment **LEAD** Program for high potential leaders from five sessions a year to three. This seemed to match demand fairly well and we will continue with three programs this year (**March 15-18, July 12-15 and Nov 8-11**).

Triumphs: In 2009 we:

- Increased the impact and value of our LEAD program with enhancements to our 360° feedback process and the addition of reports with percentile scores.
- Up-graded the materials of our Leadership Skill & Style Development (**LSSD**) for Front-line and mid-level leaders. For LSSD we also successfully piloted a modular delivery format and extended the value of the program through an innovative post-session "Playbook". The Playbook ensures strong application of learning back on-the-job with demonstrated results.
- Developed on-line survey capability for our **Organizational Culture** & Climate assessments.
- Designed and facilitated a major planned change process leveraging a transformational and viral approach to change called **Appreciate Inquiry**.
- Successfully integrated our Culture & Leadership capabilities with a Shingo "Silver" level LEAN certification program.
- Focused on and experienced strong growth in our **Leadership Transition & Assimilation** programs as well as our executive and leadership **Coaching**.

2010 Look-Ahead.

We are excited to extend our reach via the internet this year. Late in 2009 we successfully piloted Webinars on organizational culture transformation. In 2010 we will offer vital content and concepts on leadership and organizational change through this ubiquitous and interactive medium.

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Please ask us about and take advantage of our on-line survey capabilities in Organizational Culture and Organizational Climate, two tools that can help people shift how they think about what is important.

We will also take greater advantage of the Internet to extend and deepen our coaching engagements as well as post LSSD & LEAD support and follow-up.

We believe 2010 will be a great year for getting refocused, realigned, recommitted and on the path toward greater effectiveness. We are going to focus on opportunities to apply our experience and proven methods to help “ReSet” and “ReBuild” our client organizations, work-units and teams.

2010 marks 15 year that we have supported our clients in LEAN & Six Sigma transformations TQM before that!). Indeed, LEAN and Six Sigma played a critical role in helping many of our clients manage the downturn and challenges of the past year.

This year we continue to help organizations build LEAN cultures at the point of greatest leverage; the front-line-leader. Specifically, we will bring our special perspective on leadership and culture to add to the proven approaches of Standard Work for Leaders and Training Within Industry (TWI). In 2010 we will help our clients leverage these pillars of LEAN to build strong leadership capability in the softer aspects of LEAN leadership and employee engagement.

Like most challenging times, 2009 was a good teacher. We can only benefit from the lessons if we take the time to reflect and apply them to future action.

We hope this year we can help you and your organization increase awareness, build capability and realize potential. We look forward to providing you with the best in leadership, team and organizational development services in this New Year.

Sincerely,

Kelly Petrock