



Consulting Services

- Coaching
- Team Building
- Meeting Facilitation
- Change Management
- Training

Coaching

Executive Coaching: Focus of coaching is on working on the skills necessary to achieve the business goals for which the executive is or will be responsible. The coach serves as a catalyst in helping the executive develop those skills.

“Onboarding” Coaching: Assimilation coaching facilitates the smooth integration of the new key executive into the new corporate environment, ensuring a rapid and positive impact by that executive, and heightening the likelihood of long term retention.

High-Potential Coaching: Focus of coaching is on assisting high potential managers in achieving their full potential by adapting their existing skills and developing new ones, often in anticipation of new leadership roles frequently defined in the succession planning process.

Change Leader Coaching: Focus of coaching is to work with executives leading change by honing their skills in the areas of communicating a clear vision and establishing focus, alignment, collaboration and trust with all constituencies impacted by the change.

All coaching programs are anchored in the individual executive’s performance and development needs, as identified through the assessment process, as well as the business goals for which the executive is responsible. Typical coaching engagements run from three to six months.

Coaching programs follow a four phase process:

- Phase I: Identification of Desired Outcomes
- Phase II: Data Gathering
- Phase III: Coaching
- Phase IV: Action Planning and Follow-up

Team Building

Team building is a consultative process designed to help teams examine and improve their internal processes and the interpersonal dynamics of their members. Consultation starts with a diagnosis of current team functioning and clarification of how team performance can be enhanced. Team building process incorporates careful diagnosis, creative design and expert facilitation including the following steps:

- Consulting with key individuals to identify critical opportunities and areas of concern.
- Clarification and exploration of issues/opportunities through a data-gathering interview process.
- Design of team session(s) based on information gathered through the interview process.
- Expert facilitation
- Development of a plan for continued improvement.
- Follow-up to enhance accountability and follow through.

Team meetings may include use of individual and team self-assessment instruments including **Insights Discovery, Myers-Briggs Type Indicator, Thomas-Kilmann Conflict Mode Instrument** and **FIRO-B**.

Meeting Facilitation

Types of meetings range from development of Vision, Mission, Strategy, New Leader Assimilation, to Conflict Resolution.

Change Management

A range of consulting services designed to introduce and sustain organizational change.

Training

Training programs include:

Leadership: The Basics— Workshop is designed to introduce both the concepts and tools managers need to excel as new leaders.

Project Leadership: The Basics— Workshop introduces the concepts and tools Project Managers need to excel, including developing influencing skills, building and leading teams, giving feedback and coaching, managing client relationships and conflict management.

Performance Management Training— Tailored to meet the unique needs of the organization, targeted performance management sessions are structured to engage participants in the process of giving feedback, setting goals, writing development plans, and managing difficult performance situations.

Managing Up and Sideways— Session focuses on the basic concepts of managing up and sideways, with emphasis on influencing skills, to assist managers in influencing those over whom they have no authority in order to accomplish business objectives.

Facilitation Skills— An experiential workshop designed to introduce strategies, techniques and the facilitation skills needed to conduct engaging meetings.



Executive Coaching

Leadership is no longer the sole proprietorship of senior management. Leaders are needed at every level and in every area. Today's effective leaders are at the center of change, aligning their own strategies with new opportunities and with the direction of the organization and its stakeholders.

They focus on business results while emphasizing personal and career fulfillment for themselves and their team members. Through a candid, penetrating short-term consulting process, our consultants help individuals recognize their strengths, as well as their blind spots, and learn to increase organizational effectiveness.

Purpose

While coaching is designed to meet the unique needs of the individual, it is also designed to meet organizational needs by:

- Developing new insights into the leaders' skills, attitudes and behaviors that will better enable them to support the new strategy of the business.
- Equipping participants with innovative methods to lead changes in their organizations.
- Enabling them to work more effectively with their respective teams to optimize their contributions.
- Enabling them to work more effectively with their new managers, and adjusting to new priorities in the merged organization.
- Creating specific action plans to facilitate both immediate success and long term development.

Coaching meets the needs of both the individual and the organization.



Process

Phase I: Identification of Desired Outcomes

At an initial meeting with the participant, evaluative standards are established for measuring the success of delivered services.

Phase II: Data Gathering

Using validated assessment tools and a comprehensive developmental interview and a 360° feedback survey, leaders learn how they are perceived in the organization.

Phase III: Coaching

Coaching sessions are scheduled on a regular basis during the first three months, when most changes occur. These sessions are customized following a developmental roadmap to meet the specific needs of the individual and the organization. Coaching is anchored in achieving measurable results linked to identified business objectives.

Phase IV: Action Planning and Follow-up

Participant and consultant develop a highly specific action plan to sustain changes focusing on individual opportunities, team opportunities and broader organizational opportunities and issues. Together, the participant, manager, and the consultant will evaluate the executive's progress against desired outcomes.



Executive Team Building

Executive Team Building is a consultative process designed to help executive teams examine and improve their own interpersonal dynamics and processes. Our consultants provide expert assistance in diagnosing current team functioning

and clarifying how team performance can be enhanced. We work with the executives involved to design interventions that work. Programs vary from a few hours to a few days in length and always culminate in concrete action plans.

Benefits

Executive teams foster creativity, productivity and commitment. The team building process provides an opportunity for teams to take a look at both their group processes and their relationships in order to identify barriers and obstacles to effective teamwork and commit to positive change and common goals. Team building can offer many benefits, including:

- The clarification of the mission, vision, values, and team norms for the group or the organization.
- The creation of a strategic plan and goals established through a collaborative process.
- Faster integration of new teams or teams with new leaders.
- Development of a foundation of trust and communication as a basis for future growth.
- The resolution and productive use of conflict that had previously blocked the group's effectiveness.

Process

Our process incorporates careful diagnosis, creative design and expert facilitation. The steps we follow include:

- Consulting with key individuals to identify critical organizational opportunities and areas of concern.
- Clarification and exploration of these issues through a data-gathering interview process.
- Design of team session(s) based on information gathered through the interview process.
- Expert facilitation of team sessions by senior consultants.
- Development of a plan for continued improvement.
- Follow-up to enhance accountability and follow through.

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and commitment.





DeeDee Kramer & Associates, Inc.

LEADERSHIP + ORGANIZATIONAL CONSULTING

DeeDee Kramer President

DeeDee Kramer has more than 20 years of line, staff and management consulting experience to bring to her work with individuals and organizations. She brings a creative approach to consulting, along with extensive experience in the areas of executive coaching, organization design and development, and organizational change.

She partners with clients to assess critical areas on which they can focus on both the organizational design and on the people side of the change process and leverage their energies and resources to achieve their objectives. These projects, covering a broad range of multinational organizations require her expertise in organizational design and development. Ms. Kramer has recently led restructuring initiatives in the insurance and broadcasting industries. Her work in leadership development, organization design, and change management span many industries including broadcasting, health care, publishing, energy, technology and financial services. A partial list of her clients includes A+E Networks, Pearson, KPMG, Horizon Blue Cross, BASF, Public Service Electric and Gas, Morris Heights Health Center, TIAA-CREF, BlackRock, Morgan Stanley and Citi.

Beginning her career with the Chubb Group of Insurance Companies, Ms. Kramer designed, developed and implemented training programs for management and technical staffs as an internal training consultant. As Director of Human Resource Development at American Broadcasting Companies, Inc., she managed the performance management and succession planning functions.

She then served as a Practice Head in the area of Organizational Design and Development and then as a General Manager for two national management consulting firms, both specializing in organizational development, executive coaching and career development. During her twelve years with these organizations, she worked with both executives and teams to help them increase their performance effectiveness.

Her work ranges from executive coaching to the organizational design and development. In addition, Ms. Kramer has been credited with her partnering with her clients in several major change initiatives.

Ms. Kramer has done graduate work in Organizational Psychology at Columbia University. She has served as an adjunct professor at the Graduate School of Management and Urban Professions at the New School in New York City. She has also served on many panels and has made presentations to both academic institutions and to human resources professional organizations in the area of Organizational Effectiveness.