



# CATALOGUE OF SERVICES

2019

About ILS .....	3
Who We Are	3
Our Approach	3
Our Philosophy	3
Proven Results	3
ILS Learning Methodology	4
What People Are Saying .....	5
Executive Coaching Program .....	6
Our Unique Approach	6
Benefits	6
Coaching Certification	6
Leadership Development Programs.....	7
Leadership Fundamentals / New Supervisor Program	7
Emerging Leaders and Advanced Leadership Programs	7
Executive Development Program	8
Workshops and Keynotes .....	9
The Art of Receiving Feedback	9
Great Keynote! Body Talk: Why What You Don't Say Matters	9
Conflict for Nice (and not so Nice) People	9
Coaching for Performance	9
Conquer Stress Before It Conquers You	9
Delivering Memorable Presentations	10
The Emotionally Intelligent Leader	10
Enhancing Interpersonal Effectiveness	10
Executive Presence	10
Exploring the Path to Diversity and Inclusiveness	11
Fearless Feedback	11
From Backpack to Briefcase: Successful Transition from College to the Workplace	11
Great Keynote! Getting Out of Your Own Way	11
Great Keynote! How to Deal with a Toxic Manager - and How Not to Become One	11
Leading Change	11
Listening Skills	12
The Missing Link: Tips and Tricks of Confident Leadership	12
Resume Writing	12
Great Keynote! (R)evolution: A Leadership Journey	12
Time and Energy Management	12
Great Keynote! Why Should They Follow You?	13
Other Workshops	13
Team Effectiveness .....	14
Team Effectiveness Program	14
Jump Start Program New Leader Onboarding	14
Individual Team Effectiveness Options	14
Insights Certification .....	15
Workplace Stress Program .....	16
Assessments .....	17

Communication and Interpersonal Skills Assessments	17
Emotional Intelligence Assessments	17
360 Feedback Assessments	17
Team Assessments	17
Cultural Assessment	18
Corporate Retreat Services .....	19
Cultural Assessments .....	20
Succession Planning & Management Program .....	21
Competency Modeling and Strategy Program .....	22
Career Transition Services .....	23
(R)evolution: One Man's Leadership Journey .....	24

# About ILS

## *Who We Are*

Impact Leadership Solutions (ILS) is a privately held, boutique organizational development firm based in Denver, Colorado. With over 75 years of collective experience in multi-disciplined industries, ILS offers the fully integrated services you'd find at one of the big leadership development companies, but with the personal relationship and attention of a smaller, more nimble organization.

## *Our Approach*

We pride ourselves in being flexible in our approach, customizing solutions to meet the needs and priorities of our clients, in their context, and with sensitivity to their organizational culture.

## *Our Philosophy*

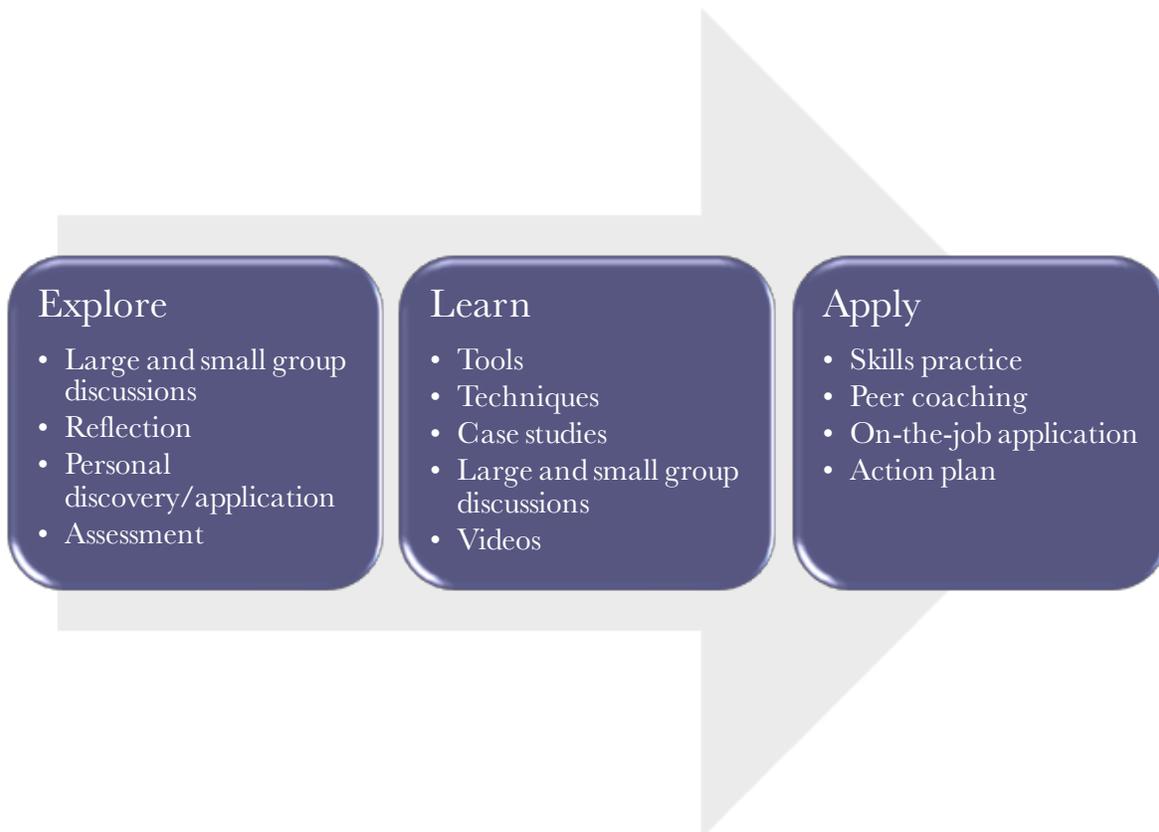
Impact Leadership Solutions focuses on the needs of its clients, with the goal of unleashing their full potential and effectiveness. We pride ourselves in being flexible in our approach, customizing solutions to meet the needs and priorities of our clients, in their context, and with sensitivity for their organizational culture. As fiscally responsible partners, Impact Leadership Solutions seeks to maximize existing human, financial, and organization resources while empowering and supporting the work done by current stakeholders. Finally, we feel strongly that any efforts we undertake must be with the goal of sustainability without our assistance and must support our clients' abilities to excel in the future.

## *Proven Results*

Thanks to our experience and knowledge, we're able to deliver results that not only meet our clients' expectations, but exceed them in ways never before imagined.

## *ILS Learning Methodology*

Our interactive learning programs focus on results and use a multidimensional approach of assessments, small and large group discussions, real life challenges, case studies, and skills practice. We believe strongly that learning does not occur when adults are lectured to. Instead, we follow the rule of no more than 25 percent theory and tools and 75 percent exploring, discussing, and practicing. This is why we developed and adhere to the ILS Learning Process for every instructor-led session:



# What People Are Saying

*ILS has worked with thousands of leaders of all levels in over 200 countries. Below are a few of the things people have said about working with us.*



"We worked with the ILS team to develop and deliver a customized executive development program for our Operations and Finance leadership team. This was new territory for us, and Anna and her team were fantastic partners in both conceptualizing and implementing the program which included 360 degree reviews, executive coaching and web-based team leadership programs. Through ILS, we have adopted collective tools and language that empower us to work more effectively together, and developed the growth areas unique to each of us. The program was a clear success and worth the investment! I hope to work with Anna and the ILS team again in the future."

*- S. Sullivan, SVP of Operations and Finance*



"ILS is one of our favorite vendor partners. They are incredibly knowledgeable, easy to work with, and they took time to understand our business needs. They developed and facilitated amazing global leadership programs that will help change the culture of Western Union. I look forward to working with Anna and ILS for years to come."

*-A. Garzon, Director of Global Training*



"I am extremely impressed with [ILS]'s ability to relate to her clients. [ILS has] made a huge difference in my team's ability to communicate and work better with each other...I recommend Anna and ILS to anyone needing Leadership training and will be working with Anna for years to come!"

*-K. Booms, Director of Human Resources*



Anna's teaching and coaching have been critical in helping me personally to think differently, approach challenges differently and communicate with my teammates differently. Her Executive Coaching is challenging, honest and encouraging and she has a talent for holding up a mirror and helping people to see themselves from another point of view. It's impossible to overstate the importance and benefit Anna has provided to our company.

*- T. Ott, CEO*

# Executive Coaching Program

## *Our Unique Approach*

ILS has coached hundreds of executives with an unprecedented success rate. Our results-oriented coaching process was developed from over 40 years of experience and will be customized to meet your unique challenges. We help you identify your priorities and rally the resources needed to succeed in what matters most, supporting you with skill and compassion throughout the process.

We will challenge you to question the assumptions that limit your potential and look for innovative approaches that open new horizons and unleash new possibilities. We lean on our well-honed leadership and executive expertise to help you create a strategic plan to achieve results.

## *Benefits*

- Increased self-knowledge and awareness
- Clear, actionable plan based on data and your personal/professional goals
- Objective, expert coaching throughout the process
- Regular feedback on progress
- Leadership skills development tailored to specific needs

## *Coaching Certification*

Because our coaching is so successful, clients have requested - and we have developed - coaching certification. During this intensive training - which can occur either individually or in groups - participants will participate in a 360 assessment focused on essential coaching skills. Participants will also learn the skills critical to being a successful coach.

"Words cannot describe how beneficial the experience of working with Anna has been for me. Having a sounding board in Anna - I have been able to test my ideas and receive real-time constructive feedback without judgment. I truly feel supported having Anna in my corner which has increased my courage as a leader. She pushes me to be my future self-actualized professional self - working towards becoming a strategic world-class business partner, change agent and creative problem solver."

- J. MacNaughton, Senior Director of Research & Development, CBRE

# Leadership Development Programs

*Successful leaders know their value lies not only in managing teams and running organizations, but in inspiring others, setting purposeful goals, executing strategic visions, and creating cultures of excellence. Our leadership programs are designed to challenge your current perceptions about leadership and the values that shape it, encouraging you to think and lead differently.*

## *Leadership Fundamentals / New Supervisor Program*

ILS's dynamic curriculum addresses the most common, current, and critical challenges affecting supervisors and managers across a wide variety of industries. Our comprehensive training is ideal for supervisors, managers, and leaders who are either new to their positions or have received limited or no formal training.

ILS Leadership Fundamentals / New Supervisor Training Program is designed to allow learners to assess their current knowledge and help them explore new skills, strategies, and tools to apply in their roles. Attendees are engaged through interactive and engaging discussions and activities. Participants will explore topics critical to developing effective management skills such as performance management, legal issues, motivation, team development, interpersonal and communication skills, and time management skills.

"Content is amazing! I've learned a ton."

M. Dubbin,  
Avalon Trust

## *Emerging Leaders and Advanced Leadership Programs*

Our customized Emerging Leader and Advanced Leadership Programs are designed for experienced and high-potential leaders who need to expand their leadership capabilities. These programs provide participants with a wide range of learning opportunities. Participants apply their new skills and insights on a practical level in their workplace with a living Action Learning Plan tailored to impact your organization's bottom line. *Like all of our programs, ILS will customize the program for your organization to align with your culture and address your business needs.*

## *Executive Development Program*

ILS's Executive Development Program is an experience that will deepen awareness and develop crucial skills for executives and senior managers who demonstrate high leadership potential. Our integrated approach immediately challenges participants' current perceptions about leadership and the values that shape it, encouraging participants to think and lead differently. Participants will receive a customized 360 feedback assessment with an individual debrief. Each participant will also meet individually with an executive coach throughout the program.

Working with Anna was a tremendous opportunity to review my management and communication styles and to elevate to the executive level.

- *C. Miracle, Vice President, Stakeholder Relations, PDC Energy*

# Workshops and Keynotes

*ILS's workshops are packed with techniques you can immediately apply. All participants receive reinforcement activities and additional resources. We also offer a detailed, action-oriented Manager Toolkit to ensure an ongoing process and immediate application and behavior change. All workshops are customized to fit your organization's culture and needs. SHRM credits and CLEs available upon request. The following pages are a sample list.*

## The Art of Receiving Feedback

Let's face it – it is not always easy to receive feedback. How do you know when to listen to others, and what exactly should you do with the information you receive? What is the correct response, even when you are not sure if the feedback is justified? This workshop explores these topics and more!

## Great Keynote! Body Talk: Why What You Don't Say Matters

Only 7% of communication is the words you use - and the majority of the remainder is body language! Does your body language add to your credibility and make you appear confident - or does your body language make people not trust you? How can you ensure you are communicating what you intend to? This highly interactive workshop helps make sure what you really want to say is being heard.

## Conflict for Nice (and not so Nice) People

Conflict is an inevitable part of professional life - and how you deal with it determines your success and reputation. Every professional has to deal with conflict - some big and some small. Some people face it head on while others avoid conflict at all costs. This highly interactive workshop will help you resolve and manage conflict and identify ways to prevent future conflict.

## Coaching for Performance

A manager who can coach employees in a way that inspires, motivates, and improves performance is a valuable asset to any organization. A manager's coaching style (or lack of) affects attitude, morale, productivity, and unity of everyone involved in the organization. *Coaching for Performance* will guide leaders in an interactive, results-focused workshop as we explore the elements needed for a successful coaching session.

## Conquer Stress Before It Conquers You

Stress is often the cause of miscommunication, illness, loss of productivity, and failure of teams, individuals, and companies. It can turn a stellar employee into an absent one, a good manager into a micromanager, a rising star into a resignation, and a project discussion into an all-out battle. Impact Leadership Solutions has created a ground-breaking program that will help you fully recognize, measure, and combat stress in yourself, on your team, and in your organization.

Anna Conrad  
...was  
outstanding.  
Anna really  
connects with the  
audience and  
provides terrific  
examples which  
help participants  
in remembering  
the material and  
motivating them  
to use what  
they've learned.

- B. Turner-  
Graziano,  
SHRM Co-chair

## Delivering Memorable Presentations

Most people give many presentations in their jobs, whether speaking in a meeting or presenting to a group of 500 people. If you are not able to speak in a compelling way or provide information that is easy to understand your credibility will plummet and your thoughts, opinions, and ideas will not be heard. How can you present in a way that is compelling, authentic, and engaging? This interactive, hands-on two-day workshop provides you with tools and confidence to present effectively - whether your audience is 5 or 500 people. This is your chance for a safe learning environment with lots of opportunity to practice and improve your presentation skills. You will learn and practice fundamental and advanced presentation skills. You will also receive personalized feedback from a senior facilitator as well as your peers to guarantee progress and eliminate distracting and dangerous behaviors.

"This is the best workshop I ever attended!"  
- Manager, CoBank

## The Emotionally Intelligent Leader

Studies show that 80% of a leader's success in the workplace is based on emotional intelligence. In other words, for managers and executives, it is not what you know that matters but how well you manage yourself and relationships. Perhaps you know (or are) a person that people avoid working with. What is it about this person that rubs people the wrong way? What gets in the way of him/her developing effective relationship and achieving collaboration? Often, the path to one's success is blocked by lack of emotional intelligence and poor interpersonal skills.

## Enhancing Interpersonal Effectiveness

Excellent communication skills are at the heart of successful leaders and organizations. Without proper communication, teams are riddled with conflict, people are misunderstood, progress is stalled, and productivity and revenue are not optimized. Through self-assessments, exploration, and skills practice, you will gain practical experience initiating and responding to various forms of communication and gain the skills to collaborate with others.

## Executive Presence

- Do you want to be seen as confident and poised?
- Is the ability to persuade others important to your job or company?
- Do you have individuals who are moving up in the corporate ranks where greater executive presence is required?
- Do you have key people who need to develop a more inspirational and motivational leadership presence and style?

During ILS's two-day intensive *Executive Presence* workshop you will learn key principles and practical techniques to rapidly enhance executive presence and leadership effectiveness. Our small group format focuses on immediately improving your confidence, communication skills, and influencing power.

## Exploring the Path to Diversity and Inclusiveness

Developing a culture that embraces inclusiveness and diversity is more than just a good thing to do; it also makes for a strong business strategy. But many organizations fail to understand what diversity and inclusiveness are, and are not equipped with being able to introduce or embrace it. Using reflection, small and large group discussion, and self-reflection, this highly interactive *customized* two to four hour workshop provides key learning in a safe, structured environment.

"Anna Conrad is . . . practical, down to earth, and entertaining. The entire group loved every minute."

- *Enhancing Interpersonal Effectiveness participant*

## Fearless Feedback

Few words in the workplace are dreaded as much as a manager saying, "Do you have a minute? I'd like to give you some feedback." Despite the bad rap, if done correctly, feedback is the key to employee and company success. In this interactive workshop, participants will learn how to give feedback in a safe, effective way that will improve relationships and business results.

## From Backpack to Briefcase: Successful Transition from College to the Workplace

Mastering the technical parts of your job won't guarantee success - or your continued employment. There are unwritten rules that college does not teach you. Breaking these rules will also break your career. This highly effective workshop is based on over 20 years of executive coaching and professional development. In the workshop, participants will learn the unwritten rules or thriving in a corporate environment.

## Great Keynote! Getting Out of Your Own Way

Being a star employee is more than just being able to do the technical aspects of your job. To truly understand everything that is expected of you and to be a rock star employee you need more than basic technical skills - you must have a true understanding of what is expected and needed of you. To do this, you must understand how to communicate with your manager in her language, including responding to her style and understanding business metrics.

## Great Keynote! How to Deal with a Toxic Manager - and How Not to Become One

A lot has been written about the need for leaders with humility, openness and a servant leadership mindset. But the truth is that it is often the psychopaths, the narcissists, the bullies, and the autocrats that are hired and promoted. How do you work with these self-serving managers, and (more importantly) how can you not become one?

## Leading Change

Effective change requires effective people and change is essential for survival in today's business world. This support, however, is often neglected as full attention gets focused on technology, finances, and other aspects of change initiatives. *Leading Change* is an interactive, skill-based workshop that helps participants support themselves and others through transition.

## Listening Skills

Your listening skills have a direct effect on communication, productivity ability to influence, and job success. This interactive session will provide you with tools and techniques to listen effectively.

## The Missing Link: Tips and Tricks of Confident Leadership

Confident Leadership is like walking a tightrope: too little, and you have no credibility; too much, and you are seen as a bully (or another B word). Striking the right balance is a critical - and often elusive - skill. This highly engaging and informative session provides participants with a deep understanding of what makes a Confident Leader as well as specific tools and a personal action plan to get there.

The most awesome workshop so far. Enthusiasm and participation, humor and more. Totally applicable to all walks of life.  
- *Criminal Justice Conference participant*

## Resume Writing

One of the most important and intimidating steps in the job search process is writing a solid resume that gets the attention you want and need. Unfortunately, many job seekers get overwhelmed before they even get started. Today, resumes must appeal to potential employers while also being optimized for the electronic age. Whether you are handing a resume over in person or are emailing an electronic copy to be added to an online database, the words you use and the formatting you choose will make a big difference in whether or not you get that interview.

## Great Keynote! (R)evolution: A Leadership Journey

- If you upset someone by your management style is it your fault or theirs?
- Do you truly know the type of leader you want to be, or are you practicing skills learned in a book or class, trying to become someone else's version of a "leader"?
- Do you go through the motions of management, but it doesn't always feel right?

Based on her bestselling book, *(R)evolution: One Man's Leadership Journey*, Anna Conrad will take you on a practical and highly engaging journey to identify who you want to be as a leader and create an action plan to truly become that leader. Anna combines her experience coaching and training hundreds of leaders with group discussion, small group and individual exercises, reflection, multimedia, and peer coaching to provide a thought provoking, results-focused day that will help redefine who you want to be as a leader - and provide a guide to get you there.

## Time and Energy Management

When it comes to time management, do you:

- Put off more today than you can ever accomplish tomorrow?
- Have a tough time prioritizing tasks when everything is urgent?
- Exhaust yourself by 3:00 p.m. with only a fraction of your work done?
- See yourself as a decision maker who never gets around to making decisions?
- Dread the next business meeting—or worse, going back to your desk to see what voice mails and e-mails await you?

If you're doing more and enjoying it less, it's time to get out of the time trap and back to productivity through effective time and energy management. *Time and Energy Management*<sup>™</sup> provides practical techniques for controlling time and energy, making them both manageable resources.

### **Great Keynote! Why Should They Follow You?**

Being a great leader is more than just having an impressive job title. What are the behaviors and characteristics that make someone a person whom others want to listen to, follow, and be around? This thought-provoking session explores the behaviors and characteristics that make someone a great leader.

### **Other Workshops**

- **Great Keynote!** How to Make a Great First Impression
- Making Meetings Work
- Legal Issues of Management
- How to Make the Leap From Manager to Leader
- Strategic Thinking
- How to Avoid the Hidden Traps of Decision Making
- Crucial Conversations
- Leading Remote Teams

# Team Effectiveness

For organizations to function effectively, groups that make up the organization must be cohesive, resolve issues, and work together productively. ILS can provide neutral leaders to help groups solve problems and reach decisions. We can assist teams in managing issues, such as role definition, interpersonal conflicts, and team coaching. We can also help trainers improve employee knowledge.

## *Team Effectiveness Program*

Miscommunication and stress are the two biggest derailers of teams, individuals, and organization effectiveness. ILS's three-part Team Effectiveness Program guides teams in identifying areas of miscommunication and stress - and creates an action plan to address the issues. We are strategic business partners throughout the Program, ensuring business relevance and accountability.

## *Jump Start Program New Leader Onboarding*

Our Jump Start Program helps new leaders answer the questions, "You're in charge, now what?" and "What is the most effective action I should take?" Our program design is simple, effective and results oriented, so that the new leader is quickly assimilated into productive action.

ILS's Jump Start Program guides new leaders through a structured process that helps focus on the right activities in the right ways during their first few months on the job so that the new leader is working in concert with his/her manager, setting the right direction for the team, and making significant progress towards the most important deliverables. Impact Leadership Solution's new leader onboarding approach supports leaders in assimilating themselves quickly and successfully into the new culture.

## *Individual Team Effectiveness Options*

- Insights session
- Rules of Engagement sessions
- New Leader Assimilation facilitation
- Team Behavior Assessments

# Insights Certification

If you have experienced Insights, you know how effective it is for building teams, hiring, and training and development. ILS Insights certification allows practitioners to use the only Insights and DISC tool that is based on over 30 years of research and application of social and brain science. *Certification is available via instructor-led or webinar formats!*

## Who Should Attend

Human Resource professionals, Organizational Development professionals, Learning and Development professionals, facilitators, coaches, consultants, and trainers/facilitators who have a strong interest in developing people and have competent presentation skills.

## What You Get

The ILS Insights Certification Program is one of the few Insights certification programs that will customize the schedule for you and your organization! *Certification is available via instructor-led or webinar formats!*

- Insights Facilitator's Guide
- Insights Practitioner Kit
- Workshop presentation in either PowerPoint or Keynote
- One Insights report
- Two practice Insights assessments to practice on friends and family
- ILS Insights Icebreaker Cards
- Customized coaching and mentoring
- Ongoing advice and support
- Personal session to help design your training, recommendations on how to use the profile, workbook pages, activities, and processes to achieve your desired outcome.

# Workplace Stress Program

Stress costs organizations \$300 billion a year. What is it costing you? Stress is often the cause of miscommunication, illness, loss of productivity, and failure of teams, individuals, and companies. It can turn a stellar employee into an absent one, a good manager into a micromanager, a rising star into a resignation, and a project discussion into an all-out battle.

Impact Leadership Solutions has created a ground-breaking program that will help you fully recognize, measure, and combat stress on your team and in your organization.

## **Stress Quotient individual and group assessments**



Identify stressors that get in the way of individual, team, and organizational success.

## **Assessment Debrief and Action Planning session**



Work with a senior coach to create an action plan to tackle workplace stressors.

## **Workshops**



Examine affect, causes, and ways to reduce stress in this interactive workshop. Great as a stand-alone professional development workshop or an addition to an existing leadership program!

## **Team Effectiveness and Accountability**



More than a team builder! Identify stressors that get in their way of team effectiveness and productivity. Walk away with an action plan to tackle the stressors!

# Assessments

## *Communication and Interpersonal Skills Assessments*

- Insights
- Emergenetics
- DiSC
- Lomingers Leadership Architect (Korn / Ferry)
- TRACOM Social Styles
- TRACOM Social Styles Multitrater
- Thomas-Kilman Conflict

## *Emotional Intelligence Assessments*

- EQ-i (Emotional Quotient Inventory)
- TTI Emotional Quotient
- Behavioral Intelligence

## *360 Feedback Assessments*

Reveals how an employee's job behaviors are perceived by those around him or her, and which of those behaviors are considered the most important for success.

- Customized 360 feedback assessment
- Lomingers Voices 360
- PDI Profiler

## *Team Assessments*

- Lomingers TEAM Architect
- Team Behavior Analysis
- Insight Team Composite

## *Cultural Assessment*

Are your best intentions as a leader met with resistance and skepticism? Misalignment between leadership's strategic business goals and the culture of the organization will result in conflict and the organization's inability to meet business goals. What the organization strives to be and what the leadership and staff thinks it endorses may be different than the beliefs and values that are actually being played out.

Impact Leadership Solutions' cultural assessment will provide your organization with:

- The culture type that dominates your organization: Are people more focused on collaboration, controlling, competition, or creativity?
- A validated and quantified picture of overall culture: a starting point for dialogue and change initiatives.
- An idea of employee satisfaction, based on discrepancies between current and preferred culture.
- The pulse of the organization and how leadership promotes or gets in the way of success.
- Suggestions for manageable change that mobilizes your organization.

# Corporate Retreat Services

Impact Leadership Solutions specializes in breaking down barriers, producing cohesiveness in groups while focusing attention on important and valuable learning experiences. Our experienced facilitators help groups develop trust, self-confidence, and respect for one another. We have worked with corporations of all sizes, from Fortune 50 companies to start-ups and non-profits. We work closely with clients to define the goals of their retreat and prioritize the issues. Together we discuss not only the business context for the event but also the human context.

Over the last ten years, we've helped a wide variety of organizations and work teams--from technology start-ups to financial services giants, from new fast-track project teams to well-established departments. Testimonials from a wide range of organizations, document unparalleled opportunities for executives to develop:

- Leadership skills
- Forge new tools to solve problems
- Integrate individual strengths
- Improve collaboration
- Rekindle creative energy
- Spark ideas and innovations
- Build camaraderie and trust
- Renew commitment

We offer the following services, customized to meet each client's needs and expectations:

- Teambuilding
- Strategic planning
- Facilitation of board meetings
- Leadership and professional development
- Conflict resolution
- Team and individual assessments

*"The best event I have ever been to!"*

*- K Arsenault, Executive Women's Real Estate Conference participant*

*"Anna was able to provide a program that reached and interested everyone, even though it was a diverse group. Her style and approach fit perfectly and everyone walked away enlightened and inspired."*

*- S. Brock, US Residential Group, President*

# Cultural Assessments

Employees and leadership that determines the success of an organization, not the product or market. We offer a peak inside an organization that is rarely seen - and is essential for success:

- The culture type that dominates your organization: Are people more focused on collaboration, controlling, competition, or creativity?
- A validated and quantified picture of overall culture: a starting point for dialogue and change initiatives.
- An idea of employee satisfaction, based on discrepancies between current and preferred culture.
- The pulse of the organization and how leadership promotes or gets in the way of success.
- Suggestions for manageable change that mobilizes your organization.



# Succession Planning & Management Program

A well conducted succession management program ensures that your organization will sustain organizational capability and effectiveness by selecting and developing individuals to assume key leadership positions. The ILS process is not just succession planning, where we make and update lists of who should be promoted. It is a combination of looking at where the talent, skills, and needs lie in your organization and combining it with leadership development for a long-term process of managing the talent roster across the organization.

ILS's Succession Planning & Management Program will help your organization:

- Determine competencies needed for current and future state for your company's success
- Identify current competencies of leadership
- Manage the gap between current and future state
- Identify strengths of leadership as well as gaps and weaknesses that need to be developed
- Determine potential internal successors for key leadership positions
- Develop action plans to improve benchstrength for seamless internal transition in the event of vacancies in senior leadership positions

# Competency Modeling and Strategy Program

ILS's Competency Modeling and Strategy Programs is a true collaboration between your team and ours. We use Korn Ferry Leadership Architect™ as its foundation to help you build the culture you want and need. Together, we will discover your organization's:

- Unique talent needs.
- Overarching strategy.
- Diverse elements needed for success.

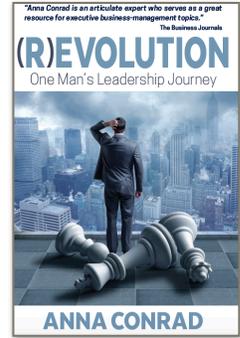
From there, we will create a competency model that aligns with your talent strategy and business objectives to place you in a position to execute on your business goals. The result is a dynamic competency model that can be reconfigured if future conditions require you to make changes.

# Career Transition Services

Organizations have critical transitions due to job relocation, restructuring, and layoffs. ILS's Career Transition Services supports your organization in outplacement, career development, and career management. We will help achieve positive outcomes through specially trained counselors including:

- Outplacement services
- Survivor assistance
- Group workshops for supervisor/manager (layoff assistance)
- Individual career development
- Interpreting career assessments

# (R)evolution: One Man's Leadership Journey



## About the Book

- If people you work with get upset by what you say, is it your fault or theirs?
- What's more important in business—getting results or making your employees happy?
- What would you do if you were hired to make changes, but people complained about those changes and the way you made them?

Eighteen months ago, Tom was hired to shake things up. Under his leadership, the company's profits increased and business boomed, but in the process he upset quite a few people. Several of his direct reports quit, and other departments didn't want to work with him or his team. In an effort to save his job and reputation, Tom reluctantly begins working with an executive coach. Get an inside look at Tom's journey working with his coach as he searches for solutions to the questions above and is challenged to change the way he views his world. *(R)evolution* is full of discovery, candor, and insight that will inspire and surprise you.

## What People Are Saying

"I have seen leaders undergo many (r)evolutions in my thirty-plus years as an executive coach. In this engaging story, Anna Conrad shows how a relationship with a coach transforms one man from a results-driven "bully" to a thoughtful leader who puts other people first."

- Marshall Goldsmith, PhD

*New York Times* bestselling author of *Triggers*, *What Got You Here Won't Get You There*, and *Mojo* and recognized as one of the greatest business thinkers of all time

"Anna Conrad is an articulate expert who serves as a great resource for executive business-management topics."

- *The Business Journals*

"*(R)evolution: One Man's Journey* offers insightful and practical advice to executives faced with the daily challenge of identifying, motivating and retaining talented employees. By taking the reader through an actual case study, Anna Conrad—a highly experienced executive coach—illustrates how even the most senior leaders can enhance their effectiveness and their "professional brand" by gaining a deeper understanding of the impact of their leadership style and behaviors."

- Barry Koch

*SVP and Chief Compliance Officer, Western Union*

“Many of us will recognize a “Tom” within our organizations, and perhaps, within ourselves. Conrad’s book offers a behind-the-scenes glimpse into the coaching process, which when applied effectively with a motivated (even if resistant) leader, can convert even a skeptic into the type of leader with whom we all hope to work.”

- *Liza McKelvey*

*Vice President, Compliance and General Counsel, Cochlear Americas*

