



*The organization development consulting solutions offered by [Guttman Development Strategies](#) (GDS) aim at significantly increasing issue-resolution speed and agility, while reducing the friction that compromises performance and impairs competitiveness.*

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| <b>Change Management</b>                 | Viewing change as both an individual and organizational challenge, best-in-class frameworks are provided for personal transitioning and for shifting culture, systems, structures, and capabilities. A personal change inventory provides an opportunity for team members to determine both where they are in the change process and the practical techniques required for self-managing and for coaching others, including direct reports and peers.   |
| <b>Conflict Resolution and Mediation</b> | A structured, facilitated process for accelerating closure among two or more parties that have unresolved differences. The approach goes well beyond defusing a specific contentious situation to building long-term capabilities for managing conflict, fostering transparency, and building productive working relationships.   |
| <b>Decision Making</b>                   | This learning-in-real-time session is led by a facilitator using a step-by-step, systematic decision-making process to guide teams that are facing key decisions. In addition to receiving issue-specific support, participants will come away with a common process, language, and set of questions for “doing it themselves”: developing objectives, generating alternatives, and assessing risks.  |
| <b>Negotiation Readiness</b>             | Working with either individuals or teams facing a challenging negotiation, this session helps prepare those involved by facilitating the up-front preparation, along with helping to lay out the strategy, options and tactics to ensure closure and move to action. The facilitator will apply a five-step process, which will serve as a framework for both the current negotiation and any future ones.  |
| <b>New-Leader Assimilation</b>           | A one-day, intensive session for building a strong, performance-based foundation between newly appointed leaders and their teams in order to accelerate the building of trust, transparency, shared values, and strategic and operational alignment. This session offers a structured process for mutually self-disclosing expectations, giving feedback, and making recommendations and requests. The aim is to provide a clear, agreed-upon picture of what team success looks like—and specific guidance for how leaders and their teams can effectively work together from day one. |



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| <b>Personal/<br/>Team<br/>Effectiveness</b> | Using the Emotional Intelligence instruments provided by the Hay Group, a facilitator certified in the E.I. process guides intact teams and their members, helping to build trust, raise levels of collaboration, and work more interdependently. The objective is to raise the level of emotional competency and productivity of team members and develop an agreed-upon plan for sustaining higher levels of performance.  |
| <b>Process<br/>Observation</b>              | Provides traditional and virtual teams with feedback and coaching gained from real-time, in-the-moment observation of team dynamics and patterns of interaction. Guided team discussion of what is and is not working orients the team toward more effective team behaviors and strategies for achieving greater success. Pre-session interviews are an option for teams, depending on situational requirements.   |
| <b>Project<br/>Support</b>                  | Working with a project team charged with implementing a key project, an experienced facilitator applies project management and leadership best practices to assist the team in delivering the project on-time, on-budget, and on-value. In addition, the team acquires an understanding of key project-management tools and the elements required for project success: project leadership, team behaviors, and processes.  |
| <b>Stakeholder<br/>Management</b>           | Provides leaders and teams with the guidance needed to identify key stakeholders, understand interdependencies, and build the support and buy-in essential for the success of key projects and initiatives. Participants acquire the essential tools for gauging levels of stakeholder support and agreement and develop a targeted action plan for stakeholder engagement.  |
| <b>Strategic<br/>Planning</b>               | Using a systematic process for formulating and implementing strategy, the team identifies the core elements of a strategic framework; formulates a clear, agreed-upon future strategic direction; and develops a dashboard to focus on key priorities and align the organization around implementation and measures.   |
| <b>Team<br/>Coaching</b>                    | This service embeds high-performance best practices into on-going team behavior. Individual team interviews and data consolidation, followed by full-team discussion of findings, provide the foundation for behavior change. Team members zero in on the behaviors and skills required to elevate their performance. Coaching opportunities range from learning to hold one another accountable to working interdependently and cross functionally to eliminating silo thinking and to effectively giving and receiving feedback. |