

## Services Overview

*The Consulting Team's Mission: Facilitating positive change by increasing effectiveness of leaders, teams, and organizations through consulting, coaching, conflict mediation, and training.*

**Dr. Marilyn Manning, CEO**

### **Partial Client List**

Over 100 California Cities,  
Special Districts, and Public  
Agencies  
Arthur J. Gallagher Insurance  
California State University  
System  
California Water Service  
Contra Costa County  
Kaiser Permanente  
Meyer Sound  
Minami Tamaki, LLP  
Attorneys  
National Speakers Association  
Pacific Cheese Company  
Police Officers Standardized  
Training (POST)  
San Mateo County Sheriff  
State Compensation Insurance  
Fund  
Stanford University  
State of California  
Social Security Administration  
Synthetic Genomics

### **Leadership**

It is critical as executives and managers that you perform at top levels, and that you attract and retain the best talent. We help you develop strategies to change ineffective leadership habits and behaviors into highly effective ones. We use both EQi 360<sup>®</sup> feedback reports and self-assessments to aid our executive and leadership coaching.

### **Conflict Mediation**

Mediation can save time, money and energy by helping you address conflicts in their early stages when they are easiest to solve. We help you resolve conflicts, diffuse anger, and provide neutral facilitation so all parties feel listened to. We model listening, feedback, and communication skills so you can apply these principles to future challenges.

### **Coaching**

Learn easy-to-implement techniques for managing resistance and conflict. We help you build on your strengths, and provide you with honest and practical assessment feedback that you can apply immediately. We use a variety of informative assessments including communication style and emotional intelligence tools to handle each situation.

### **Harassment Investigation**

This process involves interviewing involved parties and management in order to thoroughly and neutrally assess any harassing behaviors or events. Afterward, we debrief management, human resources, legal, and others as appropriate. A final outcome report based on observations and findings is generated. We can also provide a post-investigation follow-up, with coaching or team building sessions for stabilizing the environment.

### **Team Building**

Do you have a diverse group of individuals that need to work together for common goals? Are you having challenges building trust and keeping the team motivated? Whether your team is not functioning at peak, or if you are forming a new team, we help you build an effective team using practical tools, communications tips, and models.

## **Assessments**

### **DiSC® Communication Style Assessment**

Are you more results-oriented or more concerned with group harmony? The DiSC® Classic is a communication and management style assessment which will help you learn to understand your own style and improve communication skills with others.

### **EQi 360® Emotional Intelligence**

How aware are you of your own emotions? This assessment shows you how to interact with others and increase your skills by recognizing your emotions and their impact on the environment and your performance.

### **SLOT: Strengths, Limitations, Opportunities, Threats**

Organizations may encounter difficulty with implementing change. The SLOT Questionnaire is used as part of organizational and team assessments. It is a key tool for goal-setting and strategic planning.

## **Meetings and Retreats**

We facilitate as well as help you plan and run effective retreats together and meetings to build group consensus and commitment. Together we keep focus on measurable outcomes and increase the productivity of your meetings. You will learn how to handle many common challenges and difficult group dynamics, resulting in an environment of creativity and collaboration.

## **Strategic Planning**

How is your organization coping with changes - especially growth or revised budgets? We facilitate a true strategic planning process from the environmental assessment to the final written plan. We help you build consensus for your mission, vision, core values, and priorities. We provide easy-to-use templates to set realistic objectives, actions, timelines, and performance measures that result in a written strategic plan.

## **Change Management**

How do you deal with the pressure of constant change? We provide you with the skills to creatively address barriers to implementing change. In our facilitated sessions, we give you practical tools to overcome resistance, focus on innovation rather than reactive thinking, and foster a positive change mindset. With these tools, you will be equipped to design a game plan for change.

## **Trainings and Workshops**

Are there critical conversations you need to have but are afraid to deal with? Are difficult personalities creating a toxic environment? We offer a variety of workshops and trainings dealing with these topics and more. Our topics include supervision, leadership, stress management, change management, customer service, team building, strategic planning, effective communication, managing conflict and delegation.

*“I would recommend The Consulting Team’s services to any organization seeking excellent facilitation and program development. They are by far the best I’ve worked with!”*

- Monica LaBossiere, HR Director, City of Saratoga

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