

ProSidian Consulting, LLC



Structured Approach to Strategic Solutions

Our Solutions In Detail For **Talent Management**

www.ProSidian.com



Schedule Contract Holder
Contract Number: GS-10F-0309Y

Who Is ProSidian?

ProSidian Consulting is an integrated management and operations consulting firm with a reputation for its strong national practice spanning six solution areas including Risk Management, Energy & Sustainability, Compliance, Business Process, IT Effectiveness, and Talent Management. ProSidian provides value to clients through tailored solutions based on industry leading practices. We help clients improve operations critical to business success.

Launched by former Big 4 management consultants; our multidisciplinary teams bring together the talents of nearly 190 professionals nationally to complete a wide variety of engagements for private companies and government agencies of all sizes. When you work with ProSidian, you have immediate and constant access to the full range of staff expertise that can seamlessly respond to complex project's needs.

Linking strategy to execution, we provide value to clients through tailored solutions based on industry leading practices. Our Services are deployed across the enterprise, target drivers of economic profit (growth, margin and efficiency), and are aligned at the intersections of assets, processes, policies and people delivering value.

We employ an on-demand business model that combines the subject matter expertise of our engagement teams with the project management and quality oversight of our principals and practice leaders. ProSidian clients represent a broad spectrum of industries to include but are not limited to Manufacturing, Banking & Financial Services, Consumer Products & Retail, Energy & Utilities, Federal State, & Local Government Agencies.

Structured Approach To
Strategic Solutions

www.ProSidian.com

- Risk Management
- Energy & Sustainability
- Compliance
- Business Process
- IT Effectiveness
- Talent Management



GSA MOBIS CONTRACT #: GS-10F-0309Y

It Takes A Unique Perspective, “Experienced Only Resources”, And A Structured Approach To Strategic Solutions To Deliver Excellence And Recognize Opportunity.

Our mission is to help business leaders execute internal initiatives. By infusing client teams with accomplished professionals, we partner with clients to solve problems and drive internal change.

ProSidian realizes this mission while maintaining responsiveness to clients, providing excellence in client service, and upholding our values and ethical standards.

By infusing client teams with accomplished professionals, we partner with clients to solve problems and drive internal change.

What Sets Us Apart Is:

- Multinational Client Exposure;
- Cost Competitive Rates Lower Than Big 4 & National Firms;
- Tailored Solutions Based On Industry Leading Practices
- Strategic Resourcing Fit Client Requirements & Timelines;
- Our Clients Receive “Experienced Only Resources”;
- Boutique Firm That’s Cost Effective & Gets The Job Done;
- Direct Senior Leadership Involvement From Start-to-finish;
- High Degree Of Collaboration With Your Staff;
- Your Partner Throughout The Entire Project Engagement Lifecycle;
- Deep Industry Expertise In The Markets We Serve;
- We Only Deploy Senior Level Individuals;
- Structured Approach To Strategic Solutions.

*Adrian Woolcock
Managing Principal
Since 2008*

We strive to be a top tier advisory services firm in all activities while giving back to the communities in which our consultants and their clients work and live.

www.ProSidian.com

Our Integrated Approach Makes A Difference


ProSidian Consulting is in the business of helping clients improve operations critical to business success. We utilize the expertise of our professionals worldwide to help business leaders execute their internal initiatives. By infusing client teams with accomplished professionals, we partner with our clients to solve problems and drive internal change.

ProSidian Consulting is competitively positioned within the Tier 2 - Advisory, Consulting, Outsourcing, Systems Integration and Tier 3 - Interim Management and Support space for services categorized under the Primary NAICS Code(s) for 541611: Administrative Management and General Management Consulting Services.

We deliver excellence in service through ProSidian's Advisory "On Demand" Model with Big 4 Leadership and Expertise, Custom Teams built to Suit - Deep industry expertise in the markets we serve, and a rampable and scalable / compelling value proposition.

Through our sole source delivery capabilities or by teaming with Tier 1 where it makes sense, we offer a blended flex model of highly qualified industry specialists with ability to be your partner throughout the entire project lifecycle.

We only deploy senior level individuals. Our attractive, value pricing / flexible staffing model create the competitive positioning of a boutique firm that's cost effective and gets the job done. We employ "both" cleared & un-cleared professionals.

| Tier 1 Advisory, Consulting, Outsourcing, Systems Integration | Tier 2  Tier 3 | | Tier 4 Sub-Manager Level Staffing |
|---|---|--------------------------------|---|
| | Advisory, Consulting, Outsourcing, Systems Integration | Interim Management and Support | |
| | Risk Management, Compliance, Business Process, Energy & Sustainability, Technology, Talent Mgmt., Program Mgmt. | | |
| <ul style="list-style-type: none"> ▪ National Public Accounting Firms ▪ Audit Firms ▪ Full Service Model ▪ Premium Price | ProSidian Consulting Advisory "On Demand" Model <ul style="list-style-type: none"> ✓ Big 4 Leadership and Expertise ✓ Custom Teams built to Suit - Deep Industry Expertise In The Markets We Serve ✓ Rampable and Scalable / Compelling Value Proposition ✓ Sole Source Delivery or Will Team With Tier 1 Where It Makes Sense ✓ Blended Flex model of highly qualified industry specialists ✓ Ability To Be Your Partner Throughout The Entire Project Lifecycle | | <ul style="list-style-type: none"> ▪ Staffing Firms ▪ Resource Turnover ▪ Inconsistent Delivery ▪ Off Shoring ▪ Generalists |
| <ul style="list-style-type: none"> - High profile engagements where large firm credentials are required to offer credibility- not necessarily reduced risk. - Larger engagements where staff bench resources are utilized for long periods of time. - Positioned for audit opinions and attestations | <ul style="list-style-type: none"> - Senior Interim Management Services - Program/Project Oversight And QA Services - Our Clients Receive "Experienced Only Resources" at Cost Competitive Rates - We Only Deploy Senior Level Individuals - Sole source delivery or will team with Tier 1 where it makes sense - Rapid and (mostly) local deployment - Attractive, value pricing / Flexible Staffing Model - Boutique Firm That's Cost Effective And Gets The Job Done - Direct Senior Leadership Involvement From Start-to-finish - High Degree Of Collaboration With Your Staff - We employ "BOTH" cleared & un-cleared professionals. | | <ul style="list-style-type: none"> - Permanent job seekers that seek to "bridge the gap" between assignments. - Analyst and staff level staff augmentation. - Multiple vendors servicing a client, fragmented and inconsistent. - Low Price |
| <ul style="list-style-type: none"> ▪ Fixed Professional Staff | <ul style="list-style-type: none"> ▪ Flexible Professional Staff | | <ul style="list-style-type: none"> ▪ Staff Augmentation |

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"You never change things by fighting the existing reality.

To change something, build a new model that makes the existing model obsolete."

— Richard Buckminster Fuller



Our Business Is Organized To Serve Your Business

ProSidian Consulting is a Management and Operations Consulting Firm with a reputation for its strong national practice spanning six solution areas of Risk Management, Energy & Sustainability, Compliance, Business Process, IT Effectiveness, and Talent Management.

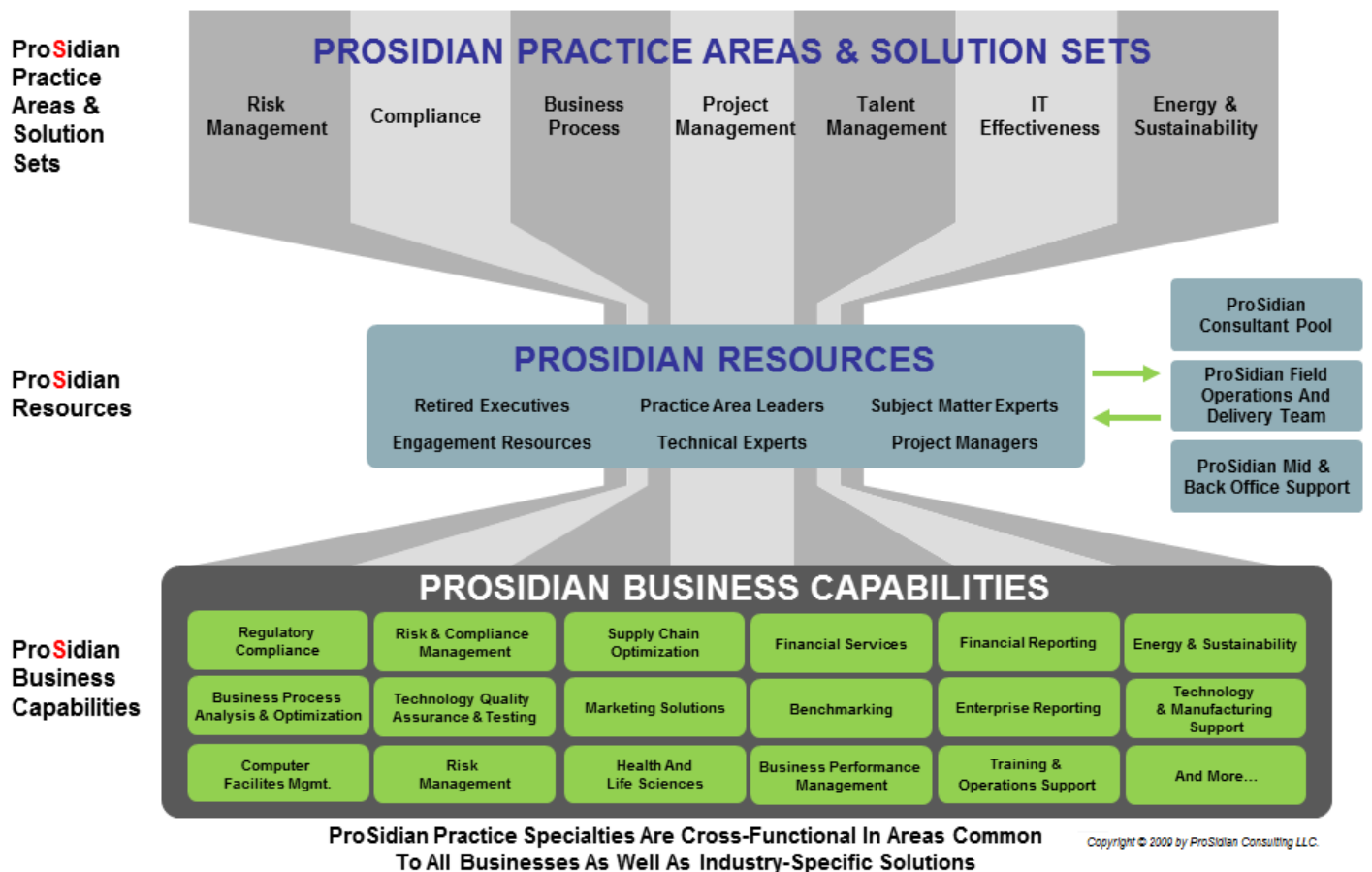
ProSidian Value Proposition

We offer **"Experienced Only"** resources and a **"Structured Approach To Strategic Solutions"** to partner with clients and execute strategic initiatives faster, more streamlined, and with less risk. Our strategically diversified business and technical services link strategy to execution so that ProSidian can assist client leaders in improving operations and maximizing organization return on investment capital.

We bring a deep understanding of strategic business operations. Together with our expertise and that of our strategic alliance partners, ProSidian's insight leverages the capacity to quickly discern the unique nature of the client's needs and deliver results through a structured approach to tailored client solutions.

Whether there is a focus on the Back Office requirements, implementing performance evaluation parameters, or streamline processes; ProSidian's client delivery teams help provide solutions that match strategies & results while providing sustainable & profitable returns.

ProSidian clients represent a broad spectrum of industries to include but are not limited to Manufacturing, Banking & Financial Services, Consumer Products & Retail, Energy & Utilities, Federal State, & Local Government Agencies.





***A Culture Of Seeing, Understanding,
And Managing Talent Management***

We seek to be the employer of choice for management and operations consulting professionals with industry-specific knowledge, a demonstrated track record of excellence in client service, and a desire to be part of a high performing culture that recognizes and rewards performance.

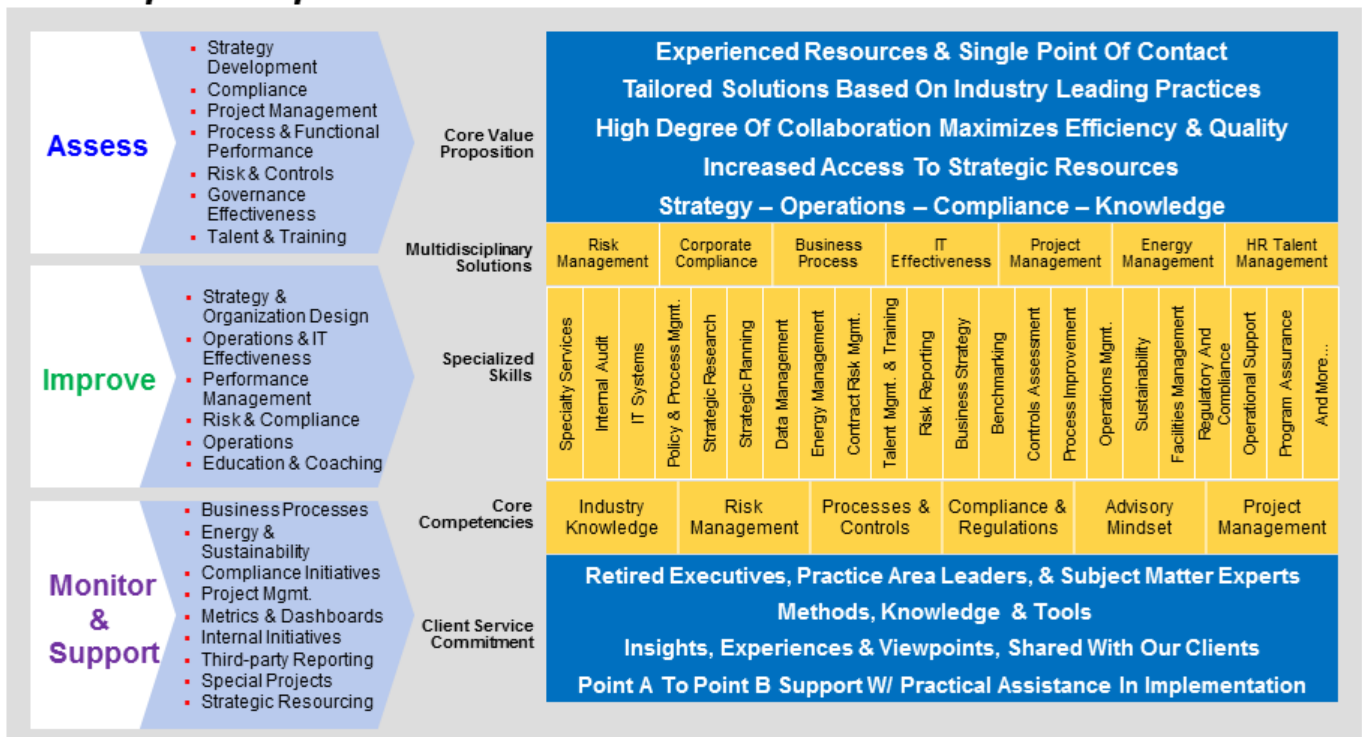
Our Engagement Philosophy

The new pace of business requires organizations to perform with greater velocity. Your strategies and people need to hit the ground running. We understand the business of our clients and work to develop and deliver custom-made, innovative solutions that ensure efficient by enhancing management capabilities.

We strive to be trusted advisors not consultants. Through design and execution of operations core to delivering value to customers, our services are deployed across the enterprise, target drivers of economic profit (growth, margin, and efficiency), and are aligned at the intersections of assets, processes, policies and people delivering value.

The ProSidian philosophy is that we deploy strategic resources to engage clients at the right level to turn strategy into execution. Our end game is execution and improvement in operations through knowledge transfer so clients can achieve and sustain success with every initiative.

What We Do... Help Clients Improve Operations



Our Management Consulting Pathways

During 2008 we re-launched the firm with focus on client results first and foremost through a culture where team dynamics, entrepreneurial spirit, and respect for the individual form the cornerstone of advisory services.

The firm's core offerings are aligned with the drivers of economic profit (growth, margin and efficiency), and deployed across the client's entire value chain. These core offerings target different aspects of a client's value chain across the enterprise and at the intersections of assets, processes, policies and people delivering value.

One factor anticipated was just how important the strength of our industry and technical professionals would become and the extent to which deploying **"Experienced Only"** professionals it would differentiate us from many of our competitors.

We have chosen to compete on the basis of industry and technical expertise by focusing on strategically diversified business and technical services for ***Talent Management Solutions***.



***Bringing Our
Expertise In Talent
Management & A
Structured Approach
To The Markets We
Serve***

As technology and innovation creates change, we are committed to anticipating the impact of those changes, determining how they will shape the needs of our current

and future clients and meeting those needs where we have the opportunity to do so while focusing on excellence and profitability.

Organizational Performance Alignment

Private companies and government agencies of all sizes face unprecedented challenges in today's uncertain and volatile marketplace. Organizational Performance Alignment is the linking of goals and objectives with performance. This is perhaps the greatest challenge to implementing world class talent management solutions.

Most organizations are challenged with aligning strategy and plans with operations. Some have limited expertise in integrating enterprise architectures and information systems with business processes; others require better connection of human resources with business needs and management policies and decisions around change management.

These challenges impact organizational performance alignment because mission critical operations, stakeholder needs, and product/service development requirements are not adequately aligned with the actual business.

Business rules are everywhere; they lay the foundation for organizational performance alignment. Every enterprise process, task, activity, or function is governed by rules. However, some of these rules are implicit and thus poorly enforced, others are written but not enforced, and still others are perhaps poorly written and obscurely enforced.

To better align business rules around performance with finances, people, processes, and systems, we utilize the business rule approach. The business rule approach looks for ways to communicate, measure, and manage business rules-based performance that stakeholders can understand, and enforce them within an organizational structure that supports management and accountability.

Effective talent management is a crucial organizational performance initiative. By showing clients how to more effectively manage initiatives for strategic resourcing, training, leadership development, and change management, we help them create sustainable advantage.

No doubt about it, the organization with the best people wins. Whether management seeks to develop a sustainable competitive advantage or just improve current operations, benchmark assessments are a great place to start.

The assessment process entails a comprehensive look at your strategy, organizational structure, business operations/practices, communication plan, leadership, financial management, project delivery systems, and technology. We then benchmark against similar organizations to identify strengths and opportunities for improvement.

The result will be proper alignment of Talent Management strategies for strategic resourcing, training, leadership development, and change management to create sustainable advantage.

Our Talent Management Solution Set

Changing business practices and burgeoning regulatory requirements mean that organizations require a broader and clearer perspective on Talent and Strategic Resourcing Risk Management than ever before. As a result, enterprise-wide Talent Management is fast ascending on the organizational agenda.

Meeting your organization's goals and objectives depends largely on communication and strategic planning while providing the tools and skills for success.

The ProSidian Consulting Talent Management Solution Set incorporates structures and processes for Strategic Resourcing, Training and Knowledge Management, Leadership Development, and Change Management.

No doubt about it, the organization with the best people wins. Most organizations develop talent management systems and processes piece by piece. This results in contrasting systems, processes and policies across an organization and constrained talent management integration.

We focus on improving performance by developing effective organizations, groups, and individuals. Leading organizations recognize that talent management is a journey and seek strategic assistance to improve performance, outcomes, behaviors, and processes.

We help private companies and government agencies of all sizes improve operations through outputs that define success: **Superior Performance**, **Distinctive Impact**, and **Endurance**. We integrate Talent Management initiatives and support Strategic Resourcing, Training, Leadership Development, and Change Management while you focus on the talent that drives results.

With ProSidian Consulting you can: *strategically resource the best people; develop leadership skills for high impact tasks; train & support employees; manage technology and process change; and build deep bench strength & talent pipelines.* Regardless of organizational size, industry, or geography, ProSidian Consulting has the right talent management solution to fit your needs.



Expertise and a structured approach to strategic solutions is essential in order to adequately evaluate Talent Management initiatives and in implementing appropriate solutions to create change and execute management's objectives.



***Client Centric Talent
Management
Deliverables***

Not only do our management and operations consultants have the know-how, but they have the practical experience that allows them to speak with our clients in the language of their own businesses in order to better understand their needs and implement solutions

Strategic Resourcing

The Will To Win: Proactively Creating A Culture Of High Performance That Is Diverse And Inclusive.

To remain competitive in today's marketplace, it is critical that you have access to the industry's top professionals. If you take on a project that is outside of your core expertise, the cost and time to train existing staff can be prohibitive. To succeed, leading organizations develop a strategically resourced and flexible talent pool.

ProSidian's Strategic Resourcing solution helps fill resource gaps with the flexibility to move resources between initiatives as needed. Our platform is designed to provide a single integrated resource base to augment operations, deploy experienced teams, scale to accomplish project initiatives, and reduce costs with strategic resources as projects change.

Flexible working arrangements are widely used and are regarded as an important best practice for the future. Our flexible consultative approach includes assignment of multiple resources with varying skills within one resource budget. Short term or long term, onsite or offsite we can provide strategic resources at a lower operating cost, and with increased operating efficiency.

Our Strategic Resourcing Solution provides skills that are unavailable internally, as well as specialist expertise and experience of specific issues. We deploy industry specialists with appropriate skill levels, motivation, performance, market understanding, and cultural fit.

ProSidian's Strategic Resourcing Solution responds to the challenges faced while addressing key business issues and imperatives. We provide an Advisory "On Demand" Model with Big 4 leadership expertise that is rampable and scalable with highly qualified industry specialists.

From a single expert to a team of specialized professionals (middle management to executive level), ProSidian provides the resources to successfully complete projects on time and within budget. Our teams are custom built to suit with deep industry expertise in the markets we serve and can collaborate throughout the entire project lifecycle as clients' needs change.

We work with private companies and government agencies of all sizes to plan assignments carefully and provide continuous learning, development and knowledge transfer to internal client teams.

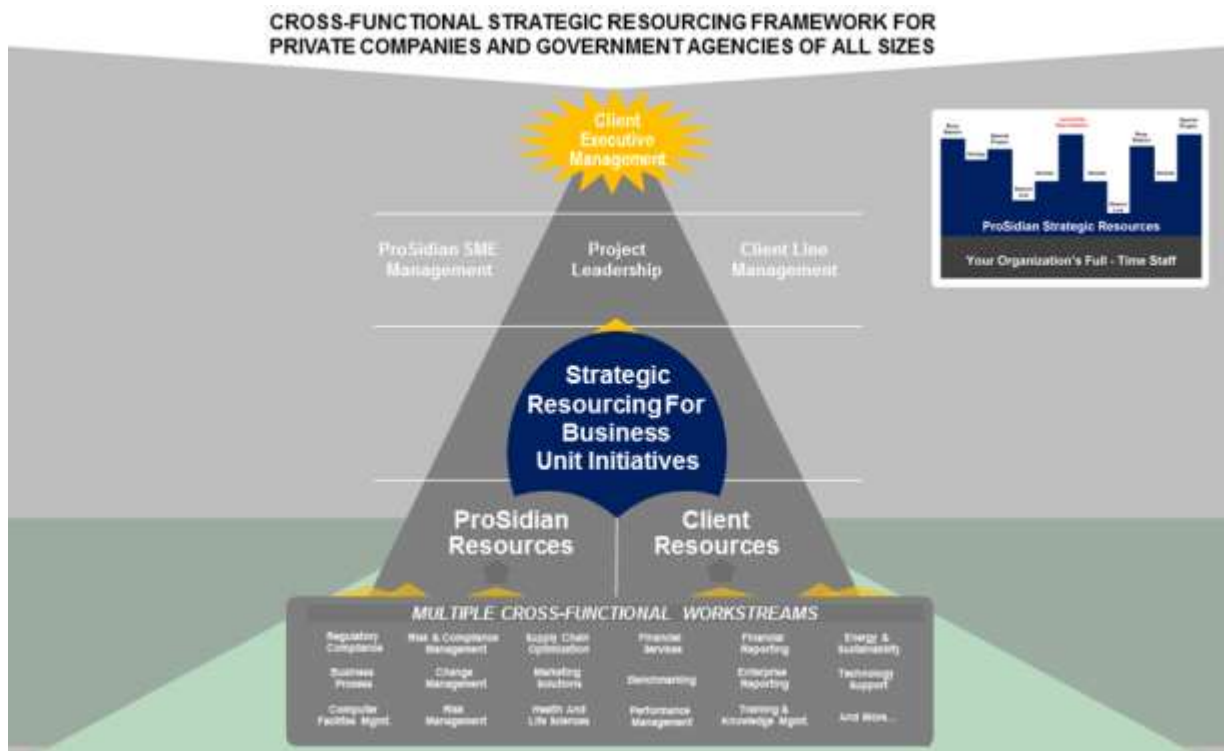


ProSidian Consulting bases our team selection criteria on the right skills at the right levels to ensure clear objectives and performance targets are set through our selection model to maximize the return on average capital employed (ROACE) by our clients.

- **Common Service Delivery Platform:** Improved productivity through services from an integrated resource pool with a breadth of experience and relevant skill sets to augment key business initiatives and operations.
- **Controlled Overhead Costs:** Enhanced efficiency through leveraging an established advisory infrastructure with the ability to execute business in a timely fashion at controlled overall costs.
- **Scale and Skills:** Qualified personnel with a full range of skills or teams of people working in concert with company personnel.
- **Global Resources:** A stable source of capable and experienced teams when and where you need them.

- **Responsiveness To New Business Initiatives:** Key initiatives are developing at an increasing pace with complex requirements. We offer clients Resourcing Flexibility: Resources can be “flexed” up and down based on the needs of each initiative and teams move across work streams.
- **Controlled Operational Costs:** A variable cost resource pool deployed at fixed rate per hour working on multiple work streams and with the ability to respond to new initiatives to meet changing requirements.
- **Availability and Flexibility Of Corporate Resources:** Available resources with the skills, scale, and mobility to address key company initiatives on a recurring basis or to fill resource gaps. As initiatives change our resources have flexibility to change along with the business.

Bottom-Line Benefits: Our Advisory “On Demand” Model combines subject matter expertise with the project and program management for quality oversight and support for strategic initiatives. We offer diverse skill sets and a concentration on core competencies while leveraging “Experienced Only Resources” at cost competitive rates.



Examining the Shifting Workforce

Get The Whole Picture And Address Tangible And Intangible Performance Factors.

The accelerating pace of change has affected all industries and is changing the nature of work across private companies and government agencies of all sizes. Shifting demographic patterns, the rapid pace of technological advancements, the shift to knowledge-based economies and increasing pressures for innovation, productivity and cost-containment will set the pace for work of the future.

With an aging workforce retiring and taking decades of knowledge with them, replacing knowledge is becoming more difficult. Moreover, replicating and transferring knowledge while adjusting to the new profile of today's workforce becomes a challenge.

In addition, when the infusion of a replacement workforce is accomplished, it is expected that multi-generational issues will create new internal challenges which will impact organizations. These changes have been projected to result in significant reductions in the availability of critical skills and experience in the workplace.

While examining the shifting workforce (*Src: The 21st Century at Work. RAND Corporation Prepared for the U.S. Department of Labor*), building a talent-retention program is important. However, building solid training and knowledge management programs that ensure seamless continuity of organizational processes and practices are most important to ensure stability and compliance across a dynamic workforce.

- **Shifting Workforce Composition:** The workforce will continue to shift, largely reflecting demographic changes under way. These include the rise in female labor force participation (with and without minor children, regardless of marital status and the age of their children), greater ethnic diversity and greater balance across age groups.
- **The Growing Importance Of Worker Skill:** Worker attributes provide a way of characterizing the future workforce, especially the skills each worker brings as organizations craft the future.
- **Options For Raising Workforce Productivity:** In general, further growth in economic activity requires and depends on a growing labor force with increased worker productivity.
- **Shift The Demand For Goods And Services:** Changing demographic trends also shift stakeholder demand for goods and services. As the mix of goods and services demanded change, so do the characteristics of labor demanded by all organizations.
- **The 21st Century At Work:** The push for training and education to gain employment in the 21st century requires employers to take more responsibility for training employees for the specific skills and experiences needed within the organization to supports the process of lifelong learning.
- **The Expanding Reach Of Technology:** Moore's Law predicts other evolutionary and revolutionary technologies are on the horizon and new technologies demand a highly skilled workforce. Likewise the structures, organizations and the workplace must respond to technological innovation and change.
- **Global Economic Integration:** Forces propelling globalization will continue with unique distribution consequences at the same time the U.S. Economy shifts from production-based to an information-based economy.
- **Productivity Benefits From New Technologies:** New technologies spawn new products and industries and transform the way private companies and government agencies are organized plus how work is organized, where it is conducted, and even who is available to work.

- **The Organization of Production:** The future construct of U.S. Production centers push private companies and government agencies toward vertical disintegration and specialization, decentralized decision-making, and attaching a premium to acquiring and sustaining knowledge as a means of achieving competitive advantage.
- **Workplace Safety, Security, and Privacy:** Workplace safety and security concerns focus on high-risk industries that resonate with virtually all private companies, government agencies and the entire workforce.
- **Compensation in the Form of Wages and Benefits:** Productivity gains drive and support growth in real wages (or total compensation to the extent that compensation patterns shift from wages to benefits). Benefits include tools and resources for increased knowledge and responsibility at the individual levels.
- **The Nature of Employer-Employee Relationships:** The conventional model of employment is that of full-time jobs of indefinite duration at a facility owned or rented by the employer.

As an ever changing and unique workforce of the future challenges the organization, industry leaders develop strategies for high performance workplace engagement, accountability, and productivity.

Management excellence will be measured in effective personnel management as a core competency as an era of financial responsibility drives stakeholder ownership to individual levels.

Moreover the need for integrated talent management requires the right people, right skills, right job, and the right assignments to maintain sustainable advantage.

Given the evolving workforce, the question is, "How do you keep your intellectual capital from walking out the door?" The simple answer is, "you can't". But you can capture, store, and transfer before it leaves.

Building a talent-retention program is important. However, a more realistic approach to knowledge retention is to build solid Training And Knowledge Management Programs so private companies and government agencies of all sizes have seamless continuity of organizational processes and practices to ensure stability within a dynamic workforce.

The future model for employer-employee relationships takes the shape of peer-to-peer engagement teams with highly skilled workers each with the capacity for leadership.

The Importance Of Training And Knowledge Management In A Changing Workforce

OUTGOING WORKFORCE

- Retiring Workers Outnumber Those Entering Workforce
- Institutional Knowledge Shift Is Occurring At A Greater Pace
- Stakeholder Expectations Remain The Same
- Increased Competition From Foreign Companies
- Building A Talent-retention Programs Required
- Shifting Demographic Patterns, The Pace Of Technological Change.
- Decision Makers In The Public And Private Sectors

INCOMING WORKFORCE

- Shift From Talent Pools To Talent Communities
- Requirement For Efficient Processes And Training
- Systems To Capture New Knowledge
- Higher Expected Rate Of Turnover
- Replicating And Transferring Knowledge Required
- The pace of technological change, and the path of economic globalization
- Solid Training And Knowledge Management Programs Ensure Seamless Continuity

Training And Knowledge Management Program Imperative

Training And Knowledge Management

Effective Training And Knowledge Management is a significant differentiator and industry best practice. Leading organizations focus on attracting and motivating the next generation workforce and develop programs, tools and technologies to help capture knowledge and manage intellectual capital.

You've most likely heard the adage "knowledge is power". The corollary is that knowledge translates directly into dollars. Knowledge (Intellectual) capital is pivotal to organizational success. So how do you capture knowledge?

Also, how do you prevent knowledge from walking out the door, thus having to recreate lost advantage? How do you ensure teams have the right or required training aligned with roles and responsibilities? The answer is to create robust Training And Knowledge Management Programs.

Business today faces the continual challenge of adapting to change to maintain competitiveness. In competitive environments, management typically focuses on tangible factors, such as new products and

services, reduced cost, and enhanced service quality.

Leading organizations also focus on knowledge and training as a key component of creating competitive advantage. Likewise, these organizations find that attrition, retirement, and competitive job markets create risk of losing key corporate knowledge.

Training And Knowledge Management is a crucial component in managing this risk, creating competitive advantage and bottom line performance.

High-performing organizations recognize five (5) dimensions of Training And Knowledge Management as functional components of a strong learning culture dedicated to driving competitive advantage:

These include 1) Leadership Commitment, 2) Learning Strategy, 3) Learning Execution, a focus on 4) Learning Impact (results-internal) as well as 5) Business Performance (results - external).

| TRAINING & KNOWLEDGE MANAGEMENT DIMENSION MODEL | | |
|---|--|--|
| DIMENSION Functional Components Of A Learning Culture | RESULTS What We Target, Measure & Achieve | ENABLING CHARACTERISTICS Execution That Delivers Business Results |
| DIMENSION 1 - LEADERSHIP COMMITMENT | CUSTOMER RESULTS - What The Organization Is Achieving In Relation To Internal & External Stakeholders. | a) Learning vision & Values Required For Long Term Success b) Leaders Develop Learning Strategies To Facilitate Mission & Vision c) Appropriate Actions & Behaviors & Commitment To Ensuring The Organization d) The Best Teachers Are The Best Learners; Likewise The Best Leaders Illustrate A Commitment To Learning As Part Of An Organizational Strategy |
| DIMENSION 2 - LEARNING STRATEGY | PEOPLE RESULTS - What The Organization Is Achieving In Relation To Its People | a) How The Organization Implements Its Mission & Vision Via A Clear Stakeholder Focused Strategy b) Aligned To Organizational Strategy With A Focus On Maintaining Compliance While Enhancing The Business. |
| DIMENSION 3 - LEARNING EXECUTION | SOCIETY RESULTS - What The Organization Is Achieving In Relation To All Stakeholders Involved. | a) Supported By Relevant Policies, Plans, Objectives, Targets & Processes. b) Activities Planned In Order To Support Policy, Strategy & The Effective Operation Processes. c) How The Organization Manages, Develops & Releases Knowledge & The Full Potential Of Its People At The Individual, Team & Organization Level d) A Sound Approach To In Person & On-Line Learning Execution For Internal Impact & Business Results. |
| DIMENSION 4 - LEARNING IMPACT (INTERNAL) | KEY PERFORMANCE RESULTS - What The Organization Is Achieving In Relation To Its Planned Performance. | a) Training & Knowledge Management Is Monitored, Measured, & Tracked To Ensure All Stakeholders Are Receiving The Training They Need With The Ability To Document. b) External Partnerships & Internal Resources Are Planned & Managed To Support Policies & Strategy For Effective Operation Of Its Processes. |
| DIMENSION 5 - BUSINESS PERFORMANCE RESULTS (EXTERNAL) | PROCESSES EFFECTIVENESS - How The Organization Designs, Manages & Improves Its Processes | a) In Order To Support Policy & Strategy, Training & Knowledge Management Generates Increasing Value b) Needs & Requirements Are Fully Satisfied For, Internal & External Stakeholders. |

FOUR ELEMENTS OF TRAINING & KNOWLEDGE

Progressive organizations utilize the four elements of training and knowledge management to ensure training is adapted to specific skill targets.

These elements ensure business specific knowledge and market intelligence is adequately shared across the enterprise and industry best practices and process knowledge can be leveraged.

Through a structured approach to training & knowledge management the organization maintains a holistic approach to skills development through:

PROCESS KNOWLEDGE – Process knowledge expands the understanding of behaviors necessary to meet performance requirements through high-fidelity leadership engagement. Whatever processes are important to a particular organization, it is essential to document them and have appropriate templates, training, and tools in place to help standardize.

TECHNOLOGY KNOWLEDGE – Technology has become increasingly prevalent and sophisticated, which is why it's important to have formal technology training programs to train current and new workers efficiently and effectively.

SKILLS DEVELOPMENT – Progressive organizations adopting a holistic approach to training and skills development. By performing skills assessments to identify gaps the result is a training and knowledge management program that targets tangible and intangible performance factors.

CATEGORY KNOWLEDGE – Employer training programs customized to meet the special needs of stakeholders. Category, industry, and process knowledge helps meet stakeholder and regulatory requirements with industry best practices in both group and individual training sessions.

With ProSidian Consulting Training And Knowledge Management services we allow the client to shift resources from Training and Knowledge Management to higher-value issues.

Our Training And Knowledge Management support helps clients ensure organizational values are aligned with the teams job requirements; envisioning a clear connection between organizational key issues and the approach to improving organizational performance.

The intent is to provide learning and development that is transparent, measurable, and relevant the needs of the specific organization.

| FOUR ELEMENTS OF TRAINING & KNOWLEDGE MANAGEMENT | | | |
|--|---|---|--|
| 1. PROCESS KNOWLEDGE | 2. TECHNOLOGY KNOWLEDGE | 3. SKILLS DEVELOPMENT | 4. CATEGORY KNOWLEDGE |
| a) Expands The Understanding Of Performance Requirements | a) Formal Technology Training Programs | a) Career & Workforce Development | a) Market Intelligence |
| b) High-Fidelity Leadership Engagement | b) Business Specific Knowledge. | b) Holistic Approach To Training & Skills Development | b) Employer Training Programs Customized |
| c) Document & Standardize Organization Processes | c) Technical Skills & Critical Employability Skills | c) Skills Assessments To Identify Gaps | c) Industry Best Practices |
| d) Training For Varying Degrees Of Difficulty | d) Training Uses Simulators & Simulation Methods | d) Targets Tangible & Intangible Performance Factors. | d) Category, Industry, & Process Knowledge |
| e) Training Adapted To Specific Skill Targets | e) In-Class & Hands-On Training | e) In-Class & Hands-On Training | e) Stakeholder & Regulatory Requirements |
| f) Team & Individual Training | f) A Wide Range Of Training Topics On Computer Based Training (CBT) Platforms | f) Regular Training Programs | f) Category, Industry, Process Playbooks |
| g) In Classroom &/Or On-Line | | g) Employment Action Plan | g) Group & Individual Training Sessions. |
| | | h) Customized Training | h) Short Duration Courses & Seminars For Management & Professional Development |
| | | i) Training For Career Development | |

Leadership Development

Become leaders through Bold, Diverse, and Inclusive commitment and execution.

There is no shortage of issues that keep business leaders awake at night. Whether it's finding sustainable advantage by addressing competitive forces that shape strategy or positioning strategic scope and strategic strength; no doubt about it, the organization with the best people wins. But perhaps no other topic creates the degree of concern - both short and long term - than finding the right talent to lead throughout the organization.

Risks and opportunities with the largest effect to an organization's success are often not reflected on the spreadsheets that comprise financial statements. They are typically hidden from view and exist between the lines of leadership and management. Leading organizations have a keen awareness of these hidden risks as well as opportunities and use this understanding to dramatically enhance performance results. Leadership development is the key to closing the performance gap and aligning key strategic elements with essential human elements.

Modern leadership development is highly blended

and goes far beyond management training. Leadership Development includes training and knowledge management, coaching, assessments, and a wide range of mentoring strategies. Leading organizations view leadership development as a continual process which begins with first-line management.

Effective leadership development is not a singular event or experience. It's a strategic effort and an institutional process that is ingrained within multiple aspects of the talent management process and systems.

Excellence in leadership development includes the identification and assessment of "emerging leaders" and a focus on technical and functional leadership within each business area. Organizations that recognize this fact and invest accordingly remain competitive and thrive over organizations that leave leadership development to chance.

Leadership Development represents an investment in the organization's legacy. As top executives retire or leave, the future leaders must carry on the deep legacy of business success.

| COMPONENTS OF LEADERSHIP DEVELOPMENT <i>Enhancing the Individual and the Organization</i> | |
|---|---|
| FUNCTIONAL COMPONENTS | ENABLING CHARACTERISTICS Execution That Delivers Business Results |
| COMPONENT 1 – Team Building: | a) Develop a Community of Practice (CoP) to provide a forum for practitioners of a discipline to interact, to share knowledge and experiences pertinent to their tasks, and to solve business problems. b) Is achieving in relation to internal and external stakeholders. c) Learning how we work as individuals, at work, in teams and the value of positive feelings and emotions to the enhancement of individuals and organizations. |
| COMPONENT 2 – Strategic Planning: | a) Adaptive planning processes that connect diverse people & ideas with more specific plans & expected outcomes. b) Generative dialogue that moves the emphasis from predication & control to self-organization & emergence. |
| COMPONENT 3 – Organizational Culture: | a) Working with management to transforming an organization rather than reforming (fixing) the old. Leadership development contributes to planning, imagining, and creating the future. b) Facilitative work sessions incorporating input from all stakeholder groups. |
| COMPONENT 4 – Communication: | a) Self-awareness and understanding of impact on others b) Leading from the middle and communicating effectively to motivate, influence, and lead c) Awareness and understanding of the importance of a culture of inclusion, mutual respect and trust that creates the safety necessary to bridge difficult conversations. |
| COMPONENT 5 – Conflict Resolution: | a) Address conflict that exists in an environment of constant change. b) Address the current levels of operation that may no longer be functioning. c) Promote management skills at all levels of the organization and leverage "leadership" as a strategic team building asset in the organization. d) Closing the performance gap and align key strategic elements with essential human elements. |

Only when these people have a deep understanding of the company's processes, strategies, culture, and practices can the company survive. Modern leadership development focuses collaboration and team leadership. Effective leaders learn that collaboration, empowerment, and clarity of decision-making processes are now top competencies.

ProSidian Consulting's Leadership Development services are customized and designed to optimize and maximize your organization's full potential. They include coaching; rotational and stretch assignments; self-assessment and 360 assessment; personality assessment; tailored process, strategy, culture, and professional practice reviews; and lots of creative programs to build leadership skills over time.

These programs leverage skills, knowledge and competencies designed to create self-aware, collaborative and empowering leaders capable of driving sustainable advantage and addressing competitive forces that shape strategy or positioning. Our leadership programs challenge participants beyond the typical management training and provide high-impact learning that helps businesses go to the next level.

ProSidian Consulting can help you to...

- Identify competencies, behaviors and mind-sets that are required to lead organizational change.
- Align strategic plans to people and systems to help achieve incremental goals towards sustainable advantage.
- Provide specific "competency profiles" for individuals, teams, jobs or departments to ensure performance expectations remain consistent across your organization.
- Assess current competencies, culture and organizational capabilities to create goal-based action plans for achieving business strategy.
- Identify and leverage effective learning methods across the organization to build knowledge at optimum levels from the bottom up.
- Identify development, cultural or group-dynamic issues that impact an organization's performance, and provide clear recommendations for addressing conflicts before they become destructive.
- Identify specific skills, knowledge and competencies crucial to the organization's success, and incorporate each into individual leadership development training and in daily work activities.
- Create systems that build sustainable advantage by identifying key contributors and support roles for higher responsibility.
- Make strategic use of assignments and experiences to further develop talent and facilitate career transitions, in the form of "stretch assignments" and goal attainment.
- Align employee development with your organization's growth strategy, ensuring you have the leadership, skills and experiences needed to achieve your short- and long-term goals

Our leadership development services provide performance support to emerging and experienced managers, and help develop the functional capabilities of specific groups of employees.

We Offer technology based offerings (videos, online assessments, collaboration), action learning solutions (project assignments, corporate task forces), and interaction with business leaders across multiple business disciplines and through multiple learning channels.

ProSidian Consulting's Leadership development services help private companies and government agencies of all sizes create lasting change and sustainable advantage.

Change Management

Helping Organizations Create Lasting Change And Sustainable Advantage

Organizations in both the private and public sectors face unprecedented challenges in today's uncertain and volatile marketplace—fulfilling strategic agendas, keeping costs under control, and maintaining sustainable advantage.

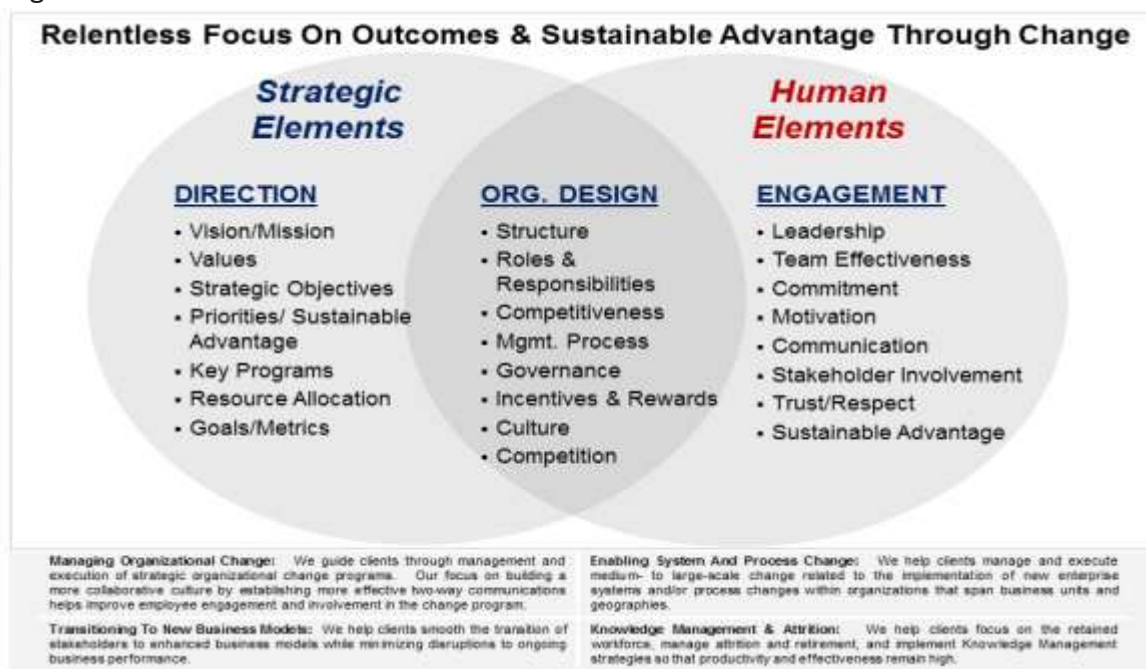
To compete in today's fast-moving marketplace, organizations need to be agile: able to execute strategy faster, with more flexibility and adaptability, and to move strategic initiatives ahead more nimbly while also anticipating and accommodating long-term trends.

Effective methodologies for change management allows for an effective/efficient transition that can be sustained long after the change event. ProSidian helps clients manage change while creating a more change-capable organization.

Guiding the people side of change in major projects such as mergers & acquisitions, downsizing, organizational restructuring, systems implementation and policy reviews require a focus on both Strategic Elements and Human Elements that have the largest effect to an organization's success.

Once a strategic plan has been developed, the process of alignment begins with an analysis of several elements of your organization. We align human elements with strategic ones by designing customized tools and methodologies in areas such as:

- **MANAGING ORGANIZATIONAL CHANGE:** We guide clients through management and execution of strategic organizational change programs.
- **ENABLING SYSTEM AND PROCESS CHANGE:** We help clients manage and execute medium- to large-scale change related to the implementation of new enterprise systems and/or process changes within organizations that span business units and geographies.
- **TRANSITIONING TO NEW BUSINESS MODELS:** We help clients smooth the transition of stakeholders to enhanced business models while minimizing disruptions to ongoing business performance.
- **KNOWLEDGE MANAGEMENT & ATTRITION:** We help clients focus on the retained workforce, manage attrition and retirement, and implement Knowledge Management strategies so that productivity and effectiveness remain high.



CHANGE MANAGEMENT PROCESS

Our approach to change management, communication and training activities are interrelated because all play an important role in effective organizational change. The effective change management in the workplace begins even before the change process is implemented. Having a clear picture and reason for making any changes is the first and most critical issue to address.

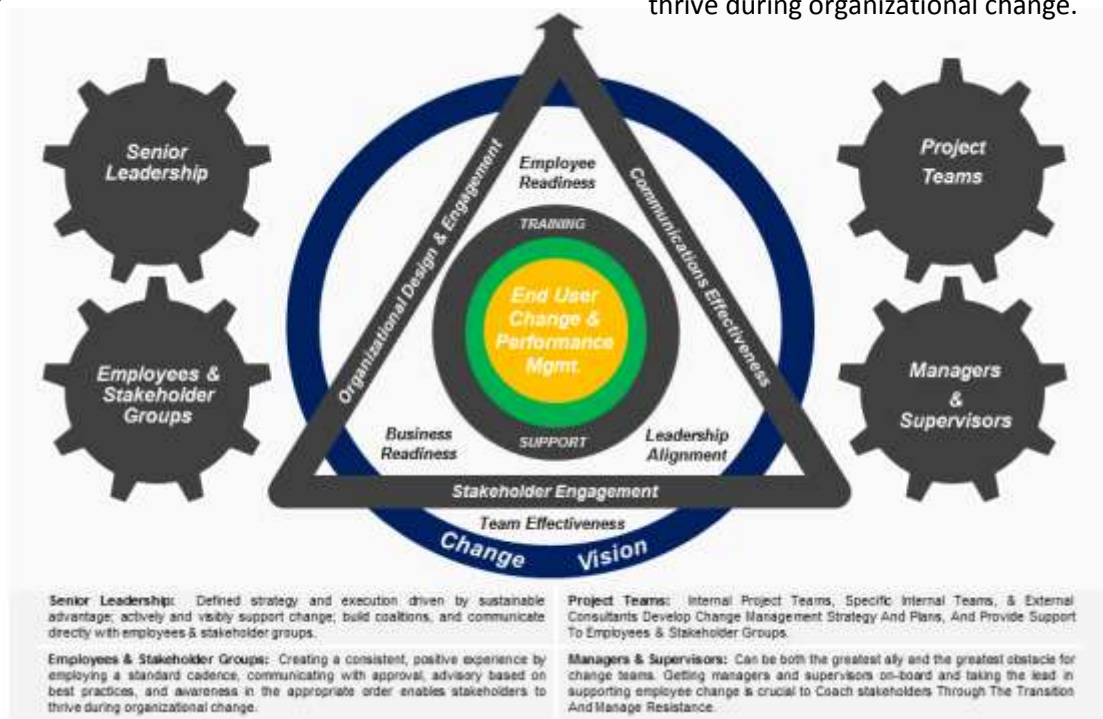
To outperform competitors, organizations need to manage change with precision and more predictable results, and at a pace that is faster and more effective than their peers.

Traditional change management activities such as training and communication are not sufficient to help organizations develop the ongoing change management capabilities they need.

To succeed and remain agile, leading organizations manage a broad set of management, leadership, culture and development components. They manage change while simultaneously driving enhanced organizational performance and more effective execution of business strategy to improve the performance, productivity and collaborative power of their engagement teams.

Effective change management requires action at all levels in the organization. Successful organizations managing change recognize that action is needed at multiple levels, from senior leaders to front-line supervisors, to reach change objectives. Using The ADKAR Model, ProSidian's approach provides a common language and customized tools for:

- **SENIOR LEADERSHIP:** Defined strategy and execution driven by sustainable advantage; actively and visibly support change; build coalitions, and communicate directly with employees & stakeholder groups.
- **MANAGERS & SUPERVISORS:** Can be both the greatest ally and the greatest obstacle for change teams. Getting managers and supervisors on-board and taking the lead in supporting employee change is crucial to coach stakeholders through the Transition and Manage Resistance.
- **PROJECT TEAMS:** Internal Project Teams, Specific Internal Teams, & External Consultants develop change management strategy and plans and support employee & stakeholder groups.
- **EMPLOYEES & STAKEHOLDER GROUPS:** Creating a consistent, positive experience by employing a standard cadence, communicating with approval, advisory based on best practices, and awareness in the appropriate order enables stakeholders to thrive during organizational change.



THE CHANGE LIFECYCLE

In a fast-moving marketplace, organizations need to manage change with precision and more predictable results, and at a pace that is faster and more effective than their peers. Managing change is becoming one of the most critical competencies organization and your project teams can build.

While organizations are increasingly exposing their employees to change, they are not teaching the project managers and team how to effectively manage the people side of change. Change management in the workplace begins even before the change process is implemented. Having a clear picture and reason for making any changes is the first and most critical issue to address.

At its simplest level change either comes from top-down, or bottom-up. Great organizations use both in equal measure when contemplating a change initiative.

The standard stage life-cycle for a change initiative in an organization includes:

- 1) its initial conception / plan organized;
- 2) refinement, clarification and evolution of initiatives;
- 3) consideration of the tools for and barriers;
- 4) developing a causal model for change;
- 5) pilot and readiness for change;
- 6) full-scale planning and implementation;
- 7) sustaining the change for competitive advantage;
- 8) final review, lessons learned & change evolution.

It is important to recognize that this is very different than a project life-cycle. The challenge for managers and executives is to encourage innovation and idea generation that drives sustainable advantage, but at the same time be capable of handling the resulting change to the organization. A description of the stages is outlined here:

STAGE 1 – CONCEPTION / PLAN ORGANIZED

The generation of ideas— here the most critical step is change strategy and planning. Equally important is leadership alignment/development and stakeholder engagement and communication.

Employees and other Stakeholders come up with ideas that they believe to be truly brilliant and original. To recognize the value or benefits, great ideas transcend the individual “world view,” and hence focus on the organization’s competitive positioning.

With bottom-up change in organizations, it is proven fact that those who know best are those that do the work. Too often, poor managers avoid, resist or actively discourage the ideas of workers. The best organizations facilitate ideas from workers, and then support all parties to help implement these ideas.

Conversely, many executive and management teams find and seek to implement strategies and initiatives ‘top-down’ for those which make sense strategically. Management also believes that these are great ideas, and at times, in their enthusiasm, potentially impose them on staff, with little involvement or participation from them. This typically leads to resistance to the change.

STAGE 2 – REFINEMENT, CLARIFICATION & EVOLUTION

Fully developed and validated ideas for organizational change sustain change efforts, including increasing understanding, adoption and commitment to change programs across all levels of the organization.

Through refinement, clarification and evolution, the use of standard and comprehensive approaches, frameworks, methodologies and tools, leading organizations create sustainable advantage.

A detailed business case is usually developed as the “acid test” for any new change initiative – what are the expected or potential benefits, what are the costs, and what are the risks and challenges?

Meetings are held, investigations undertaken, and documentation produced on the business case on a wide cross-section of the relevant population.

STAGE 3 – TOOLS AND BARRIERS FOR CHANGE

One of the major differences between a project life-cycle and a change life-cycle is what is considered. A critical step in the change life-cycle is consideration of the tools for and barriers of change.

With this analysis, management can predict and manage the major risks to the change management project. Typical barriers to change include resistance, lack of resources, ineffective project scope and boundaries, etc.

There are a wide range of effective tools for change, which many organizations can consider. Using The ADKAR Model, ProSidian provides change management support as a comprehensive, scalable process, from formulating change management strategies to implementation and process alignment.

We provide clients with the processes and tools to achieve success through building internal competencies in change management. A key attribute of achieving sustainable competitive advantage is directly engaging in training and knowledge management in the change management process.

These processes and tools include people skills, communication, governance, representation, resources, visible support from executive sponsors, questionnaires, and more.

STAGE 4 – CAUSAL MODEL FOR ORGANIZATIONAL PERFORMANCE & CHANGE

Another unique element of the change life-cycle is to develop a high level causal model for organizational performance and change that addresses how performance is affected by internal and external factors.

Typically a project team focuses on its deliverables and does not really consider the work that the rest of the organization needs to undertake in order to realize the full change with all its benefits.



A causal model provides a framework to assess organizational and environmental dimensions that are keys to successful change and it demonstrates how these dimensions should be linked causally to achieve a change in performance.

The causal model links what could be understood from practice to what is known from research and theory. The model not only discusses how different dimensions link with each other but also discusses how external environment affects the different dimensions in an organization.

The model focuses on providing a guide for both organizational diagnosis and planned, managed organizational change that clearly shows cause-and-effect relationships.

Organizational change is depicted in terms of both process and content with particular emphasis on transformational as compared with transactional factors.

Transformational change occurs as a response to the external environment and directly affects organizational mission and strategy, the organization's leadership, and culture. Conversely transactional factors affect structure, systems, management practices, and climate.

These transformational and transactional factors together affect motivation, which, in turn, affects performance.

The causal model for organizational performance and change distinguishes between transformational and transactional organizational dynamics and revolves around 12 organizational dimensions.

Organizational Change Dimensions

- 1) External environment
- 2) Mission and strategy
- 3) Leadership
- 4) Organizational culture
- 5) Structure
- 6) Management practices
- 7) Systems
- 8) Work unit climate
- 9) Task and individual skills
- 10) Individual needs and values
- 11) Motivation
- 12) Individual and organizational performance

STAGE 5 – PILOT AND READINESS FOR CHANGE

Before the project is given a formal “green light” a tentative pilot is recommended for project leaders and change management teams to assess the organization's readiness for change.

During the pilot, readiness assessments can include organizational assessments, culture and history assessments, employee assessments, sponsor assessments and change assessments.

Decisions need to be made on the scope of the pilot. Both the pilot and the readiness assessment provide stakeholders with insights into opportunities and challenges they may face during the change process.

This stage incorporates an assessment of the scope of the change and how many people are affected. In addition, based on the tempo (gradual or radical) of the change the engagement teams assess the readiness of the organization impacted by the change.

Organizational readiness covers the value- system and background of the impacted groups, determines current changes underway, and the types of resistance that can be expected. An expanded question list and survey population is utilized to gain better data.

A vital component of this stage is stakeholder management, which becomes crucial as the scale of the change initiative broadens and moves from concept to reality.

This approach seeks to instill ownership into the target group and to get stakeholders to consider what needs to be done for the project to be successful. It is also likely that the business case will be revised to account for lessons learned during the pilot.

STAGE 6 – FULL-SCALE PLANNING AND CHANGE IMPLEMENTATION

Leading organizations make great efforts to adopt improved techniques in areas of planning, finance and strategy, together with improved data insight and analysis techniques as part of change management.

The full scale plan defines an organization's vision or future state; develops a roadmap to get from the current to the desired future state; establishes a plan to secure the business value desired from the change; and manages/measures progress along the way to achieve desired strategic outcomes.

With pace, certainty, and agility enabled by a full scale change management plan, implementation drives through the sequencing and prioritization of initiatives across the organization. Each audience has particular needs for information based on their role in the implementation of the change.

Through change implementation we therefore carefully analyze the various stakeholder groups, address key messages and the timing for those messages; and work to address stakeholder frames of reference.

The plan creates certainty through understanding the future state, measuring progress along the journey and aligning the interest of all affected groups.

The scope of ProSidian's implementation offering includes defining, causal models for organizational performance and change, mobilizing and delivering large-scale business change by connecting all related components to the organization's strategic change management plan.

Extremely mature, solid business project governance is a must for success. This requires key sponsors and executives to be fully involved, participating and managing the issues as they arise. We leverage a proven, structured approach that helps clients speed the realization of sustainable advantage and realize more value from their business strategy.

STAGE 7 – SUSTAINING THE CHANGE FOR COMPETITIVE ADVANTAGE

Leading organizations realize that change management is a multi-period journey; adjustments must be made to re-prioritize and refocus investments to meet new opportunities and mitigate risks to sustaining the change for competitive advantage. Business leaders and executives play a critical sponsor role in Sustaining the Change.

The change management team must develop a plan for sponsor activities and help key business leaders carry out these plans. Sponsorship should be viewed as the most important success factor. The distinction is made between sponsorship and support – the organization's leadership may support an initiative, but that is not the same as sponsoring the initiative.

Sponsorship involves active and visible participation by senior business leaders throughout the process. Once the implementation is completed, project teams are disbanded and the "pressure to maintain" dissipates. A change agent or project leader's role in sustaining changes for competitive advantage includes helping senior executives on the path to sponsor the project.

Strong sponsorship creates awareness around the business reasons for change and the risk of not changing. The change initiative is embedded in new business processes so that the focus and the change are maintained. Strong sponsorship integrates the change and puts in place metrics that continue to monitor the change and its status. What gets measured gets done.

STAGE 8 – FINAL REVIEW, LESSONS LEARNED & EVOLUTION

Learning is a fundamental part of change. Leading organizations are learning organizations, particularly in the area of planning and managing change.

After the completion of the change initiative it is important to celebrate success. Equally important is a commitment to ensuring that Lessons Learned and post-project reviews are reintegrated into the day-to-day reality of organizational planning and action.

The Final Review, Lessons Learned & Evolution initiative fosters learning from experience and the use of training and knowledge management to improve the design and implementation of organizational development and programs resulting from the change initiative.

Institutionalizing lessons learned in the organization's procedures, behavior and culture, institutional learning and change can be further catalyzed and supported through exploring and reflecting on questions centered on the following three areas:

- **OPERATIONS.** Are we doing the job right? For example, are we using the most cost effective methods to achieve our goals?
- **STRATEGY.** Have we got it right? For example, are our goals and strategies still relevant to our stakeholder groups?
- **PARADIGM.** Are our underlying premises and frames of reference still valid under contemporary conditions? For example, is it more useful to view the organization as a diffusion of innovations, or as the result of the actions of multiple participants within innovation systems?

Evolution in change management is a process which changes behavior and improves performance by reflecting on and reframing the lessons learned during the process. Within the framework of change management, a set of interventions can be used to strengthen performance and encourage new modes of professional behavior associated with continuous learning and change. This process analyzes the rules, norms and conventions that frame decision-making and best practices in leading organizations.

World-class results are driven by the premise that improved performance requires a spirit of deliberate and critical self-awareness among professionals and an open culture of reflective learning within organizations.

A commitment to a continuous cycle of learning that addresses all three areas (operations – strategy – paradigm) would enable the organization to continually monitor the efficiency, usefulness and validity of change initiatives, and to make any necessary adjustments to ensure that they remain on track even while the “track” itself may be shifting.

THE ENGAGEMENT MODEL FOR CHANGE DELIVERY

In a fast-moving marketplace, organizations need to manage change with precision and more predictable results at a pace that is faster and more effective than their peers.

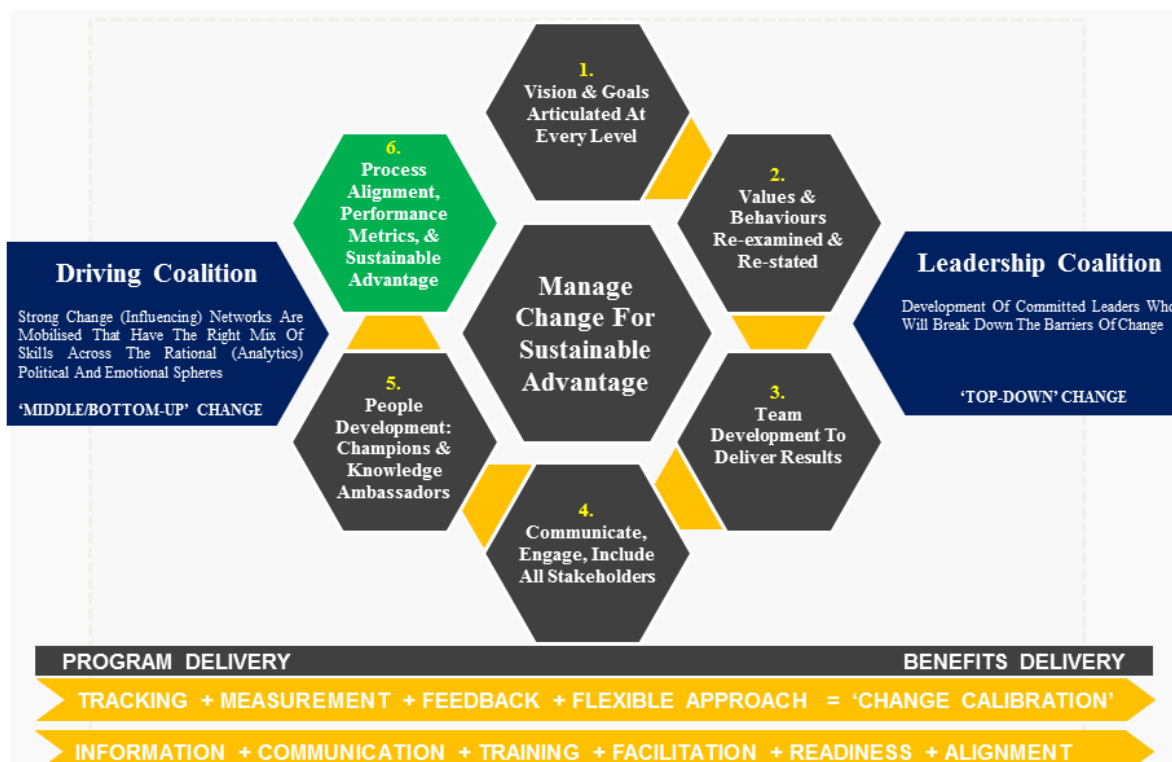
Managing change is one of the most critical competencies the organization and your project teams can build. While many organizations are increasingly exposing their employees to change, they are not adequately teaching the project managers and project teams how to effectively manage the people side of change optimally.

Change management in the workplace begins well before the change process is implemented. Thus, documenting a clear picture and reason for making any changes is the first and most critical issue to address.

Effective management teams seek to balance competing interests as they navigate new futures for their organizations. They must manage stakeholder needs in order to align people, share knowledge, shift culture & behavior, and manage change towards a clear and reasonable future organizational state.

Critical processes in the Engagement Model:

- **STAKEHOLDER MANAGEMENT:** We align our Engagement Teams with your people to share knowledge, shift culture & behavior, and manage change systematically
- **VISION:** Our vision and goals are articulated at every level through the voice of the customer
- **VALUES:** Through this change we are re-examining and re-stating our values & behaviors
- **TEAM DEVELOPMENT:** We are able to work with each other to deliver better and quicker sustainable advantage
- **COMMUNICATIONS:** We engage, include and seek “feedback” from Employees & Stakeholder Groups
- **PEOPLE DEVELOPMENT:** Identify Change Champions and knowledge ambassadors to equip Employees & Stakeholder Groups with the skills to work in the new processes
- **PROCESS ALIGNMENT:** Have appropriate structures, processes & measures in place to effect change and realize sustainable advantage



THE ADKAR MODEL FOR CHANGE MANAGEMENT

A Change is defined as the addition, modification, or removal of a configuration item (CI), service component, and/or its associated elements. Private companies and government agencies of all sizes increasingly depend on a structured approach to change management. Change-capable organizations ensure standardized methods and procedures are used for efficient handling of changes in infrastructure and services.

A key attribute of achieving sustainable advantage is directly engaging in training and knowledge management. ProSidian's change management process includes a three phase approach using The ADKAR Model. We provide clients with the processes and tools to achieve success helping the organization build internal competencies in change management.

PHASE 1: PREPARING FOR CHANGE – Defining the change management strategy, preparing your change management team, and developing your sponsorship model.

This includes strategies for knowledge transfer and coaching of employees, stakeholder groups, and project teams to use The ADKAR Model as a best-of-the-best approach for change management methodology, tools and models.

PHASE 2: MANAGING CHANGE – Developing change management plans, taking action and implement plans. Using The ADKAR Model for managing change one person at a time. Working to diagnose barriers and resistance to change among employees and stakeholder groups.

PHASE 3: REINFORCING CHANGE – Collecting and analyzing feedback, diagnosing gaps and managing resistance while implementing corrective actions and celebrate success. Ensuring change initiatives are comprehensive and can reach multiple levels in the organization. Training and knowledge management to enhance stakeholder acceptance and manage risk of attrition. Start with a change management pilot.

Using The ADKAR Model, ProSidian provides change management support as a comprehensive process that is scalable for your business change, from formulating change management strategies to implementation and process alignment.



Talent Management Overview:

Leading With Talent Management Solutions

Changing business practices and burgeoning regulatory requirements mean that organizations require a broader and clearer perspective on Talent and Strategic Resourcing Risk Management than ever before. This is perhaps the greatest challenge to implementing world class talent management solutions.

Effective talent management is becoming a significant differentiator and an industry best practice. Leading organizations are actively shifting towards attracting and motivating the next generation workforce and developing programs, tools and technologies to help capture the knowledge and prevent intellectual capital from leaving due to turnover.

Implementing a successful Talent Management Program is accomplished through a structured approach to Strategic Resourcing, Training and Knowledge Management, Leadership Development, and Change Management.

The ProSidian Consulting Talent Management Solution Set incorporates structures and processes for Strategic Resourcing, Training and Knowledge Management, Leadership Development, and Change Management.

We focus on improving performance by developing effective organizations, groups, and individuals. Leading organizations recognize that talent management is a journey and seek strategic assistance to improve performance, outcomes, behaviors, and processes.

With ProSidian Consulting you can: *strategically resource the best people; develop leadership skills for high impact tasks; train and support employees; manage technology and process change; and build deep bench strength and talent pipelines.*

Regardless of organizational size, industry, or geography, ProSidian Consulting has the right talent management solution to fit your needs. We help private companies and government agencies of all sizes improve operations through outputs that define success: Superior Performance, Distinctive Impact, and Endurance.

We integrate Talent Management initiatives and support Strategic Resourcing, Training, Leadership Development, and Change Management while you focus on the talent that drives results.



We Get Involved In The Community

We value responsiveness to clients, provision of excellence with high levels of service, and upholding our values and ethical standards in all activities. All while giving back to the to the communities in which our consultants and their clients work and live.

We Get Involved In The Community

We continue to maintain a high-quality, highly collaborative engagement philosophy and the performance of our client deliverables have been rewarded.

We value responsiveness to clients, provision of excellence with high levels of service, and upholding our values and ethical standards in all activities. All while giving back to the to the communities in which our consultants and their clients work and live.

Corporate social responsibility is also an integral part of our firm and is reflected in ProSidian's vision, mission and values.

We are committed to providing the highest level of service and upholding our values and ethical standards in all firm activities.

We are committed to providing the highest level of service and upholding our values and ethical standards in all firm activities.

We put the interests of our employees, clients, communities, and the environment at the forefront of ProSidian's strategies and goals.

Our mission is to provide a Structured Approach To Strategic Solutions tailored to the client's needs and objectives while maintaining a continued commitment to practices that recognize the central role that business plays in society.

We Get Involved - ProSidian Consulting Is Proud To Sponsor Of The Following Charities And Organizations.

| | |
|---|---|
| ACCION INTERNATIONAL | The mission of ACCION International is to give people the tools they need to work their way out of poverty. www.accion.org/ |
| BLACK PROFESSIONALS IN INTERNATIONAL AFFAIRS | BPIA is a charitable, non-profit membership association founded to increase the involvement of African Americans & others of African heritage in international affairs. www.Charitywater.org |
| BOY SCOUTS OF AMERICA | The Boy Scouts of America is one of the nation's largest and most prominent values-based youth development organizations. www.csdw.org/ |
| CHARITY WATER | The Charity Water Organization funds direct costs associated with the construction and maintenance of drinking water wells in addition to training community members to maintain their new water source. www.charitywater.org |
| CHILDREN'S SAFE DRINKING WATER | The Children's Safe Drinking Water program provides clean drinking water to people who really need it. www.csdw.org |
| HARVEY B. GANTT CENTER | Hewitt Education Fund - The Hewitt Education Fund supports education and outreach programming at the Harvey B. Gantt Center for African-American Arts + Culture. www.ganttcenter.org |
| MECKLENBURG COUNTY BAR | Mecklenburg County Bar serves the public and the Bar members in improving and preserving the administration of justice, and to assist the North Carolina State Bar as described by statutory requirements. www.meckbar.org |
| PAT'S PLACE CHILD ADVOCACY CENTER | Pat's Place Child Advocacy Center in Mecklenburg County serving children from birth to age 18. www.patsplacecac.org |
| THE MINT MUSEUM | The Mint Museum is a non-profit Arts organization whose mission is to provide a unique gathering place for people to experience art. www.mintmuseum.org |
| HABITAT FOR HUMANITY | Habitat for Humanity International is founded on the conviction that every man, woman and child should have a decent, safe and affordable place to live. www.habitat.org |

Managing Our Growth Proactively

Managing our growth proactively to ensure we preserve that reputation is a responsibility we take seriously, and this theme will remain a core part of our strategy as ProSidian Consulting continues to grow.



We also maintain our commitment to keeping ProSidian Consulting on the front edge of management and operations consulting solutions — and that means having a knowledgeable and engaged staff dedicated to keeping knowledge and expertise current.

We Manage Our Growth Proactively

"Our whole objective is for our clients to win. We never take our eye off this goal."

ProSidian Consulting delivers a ***Structured Approach To Strategic Solutions***. We only undertake engagements where we are sure we add value and surpass client objectives - otherwise it is expensive for the client, costly in terms of time and destroys their brand as well as our own.

At ProSidian Consulting, Our team members have years of experience as industry and consulting service professionals. Most have been industry executives while others worked in Big 4 Consulting/Accounting Organizations. Consequently we understand the challenges and needs of our clients. This means our advice is not theoretical.

Indeed to the contrary the experience of our team, individually and collectively, is in constant demand. To succeed, we bring together talented and committed people with diverse perspectives -- people who can challenge one another's thinking, people who collectively approach problems from multiple points of view to add value to our clients in the markets we serve.

We also maintain our commitment to keeping ProSidian Consulting on the front edge of management and operations consulting solutions — and that means having a knowledgeable and engaged staff dedicated to keeping knowledge and expertise current.

We Welcome New Challenges And Look Forward To Making Clients Happy And Successful.

- Risk Management
- Energy & Sustainability
- Compliance
- Business Process
- IT Effectiveness
- Talent Management



GSA MOBIS CONTRACT #: GS-10F-0309Y

Learn more about ProSidian at
www.ProSidian.com



ProSidian Consulting, LLC

www.ProSidian.com



Schedule Contract Holder
Contract Number: GS-10F-0309Y