



## Customized Leadership Workshops: Client Highlights

To begin with, Tate Consulting has created dynamically customized workshops such as:

- ✦ **#WriteYourWayToTheTop:** Designed to help people write awesome performance evaluations
- ✦ **The Successful Business Writer:** Designed to bond business writing to customer service
- ✦ **World Class Customer Service:** Developing soft skills and written business etiquette
- ✦ **The Problem Solvers:** Developed to display the process for organizational crisis removal
- ✦ **Developing Legacy Leaders:** Designed to provide schemes for personal development
- ✦ **Harnessing the Power of Teams:** Developed to provide insight into retaining team coalitions
- ✦ **Power and Diplomacy:** Developing stronger community leaders through resiliency strategies
- ✦ **We Are The Competition:** Developed to drive team synergies throughout the organization
- ✦ **Collaboration at Home:** Developed to create family leaders and family entrepreneurs
- ✦ **Virtual Customized Workshops:** We can virtually share leadership classes to your team
- ✦ **Job Readiness:** We have workshops that share insight into individual purpose and job readiness
- ✦ **Diversity 101: #BIG CRAYONS,** Developed to strengthen conversations in the workplace and provides a strong foundation for organization policy.

Our workshops are customizable, and we evaluate current trends, researched based strategies, and leverage new conceptual models that impact individual success. We believe that through our writing constructs, technology enhancements, motivational exercises, teaming techniques, and leadership constructs delivers results. We pride ourselves in creating a learning experience that can be shared at work, at home, and in the community.

### **Municipalities: #WriteYourWayToTheTop Performance Excellence and Performance Evaluations** *City of Greensboro*

The City of Greensboro, NC, Water Reclamation Division presented Tate Consulting an opportunity to provide leadership solutions for their diverse work team. Tate Consulting created a one of a kind, hybrid writing/performance evaluation workshop that yielded \$3.4 million dollars of documented cost savings. We trained 95 Water Reclamation individuals who represented engineering, maintenance, and laboratory positions. The organization was very impressed with the workshop, and subsequent follow-up coaching sessions. Because of this workshop, the Tate Consulting team will further improve the efficiencies of the water services, while at the same time highlighting manager/employee innovations. We regard this workshop as an essential for manager onboarding as it prepares the manager to start their careers understanding the importance of building a successful career portfolio.



**Municipalities: The Successful Business Writer  
Project Justification Strategies**  
*City of Greensboro*

The City of Greensboro, NC, Water Reclamation Division, requested Tate Consulting to provide a solution for business communication, technical business writing, employee involvement, and customer service. The workshop we created was wildly successful. In addition, the workshop provided descriptive strategies for soft skills, project justification, and the impact these have internally/externally on client perceptions. We trained 45 supervisors who represented customer service, operations, and facilities. It is to note that, because of this success, Tate Consulting has been requested to provide subsequent classes for the dispatch teams, customer service division, and human resources team for the City of Greensboro.

**Municipalities: The Successful Business Writer  
New insight into the importance of business writing and its impact on customer service.**  
*City of Winston Salem: Sanitation Department*

Tate Consulting was contacted to provide a customized workshop for the City of Winston Salem, NC. The human resources department in conjunction with the director of sanitation provided unique customer service gaps. “The Successful Business Writer “delivered extraordinary results. To begin with, the workshop is designed to highlight that business writing is a mandatory career requirement. Tate Consulting provided a writing process to show how self-reflection, tone, and written communication affect team dynamics. As such, individuals were exposed to new writing strategies to improve client perceptions. It is to note that, poor written communication can cost the organization in more ways than bottom line profit.

The course delivered the following game-changing results:

- ✚ 12 City client sanitation challenges resolved with business writing techniques
- ✚ 1 Storyboard
- ✚ 1 Leadership model

The successful business writers developed new skills for email etiquette, peer review strategies, and strategies for receiving written documents. In sum, the workshop helped these leaders provide written strategies to improve self-reflection, critical observation, and view situational analysis with a new lens.

**Municipalities: World Class Customer Service**  
**Solving waste challenges while at the same time serving the community!**  
*City of Winston Salem: Sanitation Department*

Tate Consulting is excited to share another client highlight. To begin with, this was our second project for the city of Winston-Salem due to the incredible execution of our *Successful Business Writer Course*. The “*World Class Customer Service Workshop*” was customized for the city sanitation team to create new swim lanes of organizational synergy. Our theme was derived from laying logical service building blocks with leadership techniques. Mr. Johnnie Taylor and his amazing team were engaged and motivated in our robust leadership and personal development course. Bottom line, leaders can create customer first experiences and managers can create an atmosphere to reduce employee burnout and increase customer loyalty! The team was exposed to leadership constructs to improve perceptions. The leaders were exposed to the importance of soft skills, technology enhancements, team building, the significance of having a positive attitude, and new approaches to capturing team ideas. In sum, “*World Class Customer Service*” is a standard that the city sanitation team has embraced and will carry the baton to other departments.

The Tate Consulting team created the customized course that delivered:

- ✦ 16 Best Demonstrated Practices for Internal/External Communication
- ✦ 6 New technology enhancements
- ✦ 7 Innovation ideas created
- ✦ 2 Storyboards
- ✦ 1 New leadership model

The incredible team of leaders of the city sanitation team formed new strategies to make Winston Salem the number one destination for new families and businesses in our beautiful city.

**World Class Customer Service**  
*Spangler, Rholving & Lambert Pediatric Dentists*

Tate Consulting was contracted to provide a hybrid personal development and customer service workshop for their pediatric practice. The client gap was to strengthen the customer service at the practice as they have two locations. First, we leveraged leadership constructs to create first class first impressions, improve conflict resiliency, and to improve internal communication. The result was a success, as Tate Consulting provided team building exercises that the millennial leaders and tenured leaders partnered. Twenty leaders received training on world class customer service, and the team was wildly excited about the goal planning initiatives for the year.



## **Executive Leadership: The Problem Solvers Workshop Part I**

*The Forsyth County Health Department: Internal Health Services*

The Tate Consulting customized executive workshop on problem-solving delivered exceptional results. The title of the workshop was “The Front Line of Public Health.” To begin with, the Forsyth County Health Department has been serving the community for over 100 years through disease prevention, regulation, education, and partnerships. The team is unique, and the senior managers represented Medical Records, Epidemiology & Surveillance, Interpretive Services, Information Technology, Preparedness, and Finance & Registration. The team requested a leadership workshop that would help make the organization visible, improve branding, strengthen internal/external communication, improve morale-pride-spirit, and develop senior leaders into problem solvers. Tate Consulting welcomed the work challenge and delivered powerful results. In sum, the workshop opened new collaborative swim lanes for citywide resource strategies, creative idea generation for improved technology enhancements, and strengthened leader critical thinking skills. The problem-solving workshop improved the critical thinking skills of the organization and opened team dialogue into transparency and accountability. The problem-solving workshop is a must for executive team building!

## **Neighborhood Organizing Teams: Developing Legacy Leaders**

### **Project Management**

*Neighbors for Better Neighborhoods*

Tate Consulting was selected to develop a “Time Management and Collaboration” leadership workshop for Neighbors for Better Neighborhoods management team. (NBN) is an innovative neighborhood support organization dedicated to building the capacity of grassroots leaders and increasing the effectiveness of citizens and cities working together. Founded in 1991, the goal of NBN is to develop collaborative, sustainable communities that improve the overall quality of life of residents in Winston-Salem and Forsyth County.



The workshop provided insight into “Team Building” and introduced a strategic view of “Time Management” and “Project Management” for twenty-five managers. Next, Tate Consulting provided new insight into resiliency and how to present your brand professionally. The Tate Consulting workshop exceeded expectation by providing a process to show employees that the leadership is needed to develop successful teams and that “internal and external resources” are necessary to have a successful project.

### **Mental Health/Psychology Sector: Harnessing the Power of Teams Workshop**

*The S.P.A.R.K.S. Group: Autism Spectrum Disorder (ASD)*

[Leadership and team building strategies for clinicians, therapists, and firm executives]

The Tate Consulting workshop provided insight into communication, customer service, attitudes, and employee involvement for the S.P.A.R.K.S, LLC organization. The company acronym stands for *Successfully Providing Autism Resources and Knowledge Services*. The client requested, in our initial business strategy session, that Tate Consulting needed to address many areas to highlight customer service and professional communication for their autistic clients. First, developing the team building course required our team to evaluate; the importance of soft skills, as they impact team customer service. Second, we created new teaming concepts to share the significance of tone, internal and external customers, written communication and perceptions. Third, our team synthesized the importance of customer service internally and externally, and its effect on team synergy. Fourth, we created collaborative exercises for capturing employee ideas for team communication. Finally, we created a brainstorming session for the executive team to work with middle management to explore morale, pride, and spirit as a strategy for organizational success. Tate Consulting trained 25 leaders in various levels in the organization.

The Tate Consulting workshop exceeded expectation by providing a process to show their employees that their self-reflection, tone, and written communication effect internal and external clients. It is to note that, how we see ourselves affect perceptions and impact customer service. Next, the introduction of soft skills provided a platform for your team to view team dynamics, organizational learning, problem-solving and how our writing can remove communication barriers.

### **Neighborhood Organizing Teams: Power and Diplomacy Workshop**

*Neighbors for Better Neighborhoods*

Tate Consulting was selected to develop a “Power and Diplomacy” leadership workshop for the community of Forsyth County. Because of the recent success of our last community project, Neighbors for Better Neighborhoods selected us for a full day community leadership workshop to provide a holistic view of community strategic alliances. The workshop was a success, and the theme was developing “Neighborhood Executives.” The results of the seminar were uplifting, as community members for various city residents found common threads to strengthen voices, and to move from “friends to neighborhood alliances.”



The examination of power and diplomacy was essential for this team of thirty leaders. The introduction of power and its impact on organizational stability, the adoption of critical manager skills, the attitude, and messaging made this work unique. The workshop is valuable as our neighborhoods are diverse and the people in our community impact work culture in cities.

### **Restaurant Management: We are The Competition**

#### *Bojangles*

The Bojangles organization requested our leadership insight to train their tenured and neophyte managers. The Millennial Executive Leadership Workshop was extremely successful, and as a result, we are positioned to share new cross-functional teaming strategies with the next twenty-five area managers in March 2017. The “We are the competition” workshop delivered new strategies for neighborhood coalitions, the importance of mentor/mentee relationships, annual report competitive analysis, and management strategies. The Tate Consulting workshop provided new strategies to help this firm outdistance their local competitors. The Bojangles area managers sponsored their first community library networking event for four area high schools in Winston-Salem, NC. The managers shared employment and leadership opportunities to the students to encourage entrepreneurial chances.

### **Developing Parent Leaders: Collaboration at Home Leadership Workshop**

#### *Parent Academy*

Tate Consulting was chosen by the Parent Academy, Winston-Salem office to provide a leadership workshop to develop stronger families. The goal of the Parent Academy is to improve the academic performance of children by providing classes and workshops for parents. The citywide effort is a need in the Winston-Salem, community and Tate Consulting answered the call to support the initiative. Because of our expertise in developing corporate leaders, we created a workshop entitled “Collaboration at Home” to share leadership insights for role change, health issues, and strengthening family financial resources. As a result, we trained 30 parents and students in the Winston-Salem community and was awarded community leadership award for service because of the impact the workshop had on the families that were present.



### **Educational Sector: Collaboration at Home Leadership Workshop**

*Winston Salem State University: TEAM UP Foster Care Program*

Tate Consulting was asked to provide a leadership workshop for TEAM-UP (Teens Engaged in Aspiring Mentorships: an Uplifting Partnership). The organization was the recipient of a “Best Practice” award for community collaborations from the N. C. Association of County Directors of Social Services (NCACDSS). We created a workshop for this organization entitled “Harnessing Collaboration.” The workshop was a success, and we provided leadership insights to 60 high school foster students and faculty. Our team exercises were well received, and new ideas surfaced for faculty debrief. Our Champion Dr. NotisPagiavlas, Senior Associate Dean, Professor of Marketing, was extremely pleased with the results and we will partner to create subsequent workshops for the 2018 calendar year.

New insight surfaced to make this program more successful for this disadvantaged population. It is to note that, the program is spearheaded by Winston-Salem State University’s Center for Entrepreneurship in partnership with the Departments of Social Service from Forsyth, Guilford, and Durham Counties. It provides educational sessions on potential careers, small business start-up, leadership and personal finance for young foster care people from the three counties. In sum, this project was a Tate Consulting service project designed to bring leadership insight, motivation, and academic roadmap to capture individual goals.

### **High School Seniors: Hybrid Millennial Executive Leadership Workshop**

*Carver High School*

We were asked to provide a keynote to Carver High School in Winston-Salem, NC. We decided to provide a pro-bono workshop to the Millennial Scholars team. The group of thirty boys needed a workshop that highlighted career pathways and individual purpose. As a result, the assistant principal of the school awarded Tate Consulting a community excellence award for service. The leaders of Carver High School selected our president Dr. Antwain Tate Goode, to preside over the 2017 graduating class as the commencement speaker.



## **Virtual Webinar on Organizational Transformation**

*Johnson Controls*

A virtual webinar was the request of Johnson Controls to share insight about organizational transformation. To begin with, Johnson Controls is a global technology and industrial leader serving customers in more than 150 countries. The organization specializes in building efficiency, with products and services to increase energy and lower operating costs for building worldwide. The gap was to help remove the fear from organizational transition and strengthen team dynamics. First, we delivered a virtual webinar to share the importance of *managing the changing environments of a merger, how to manage your career, and how does a new manager build a high-performance team*. Tate Consulting led a virtual webinar for 45 business leaders in five different states. In sum, the team was thoroughly impressed with virtual lecturette. We defined leadership concepts that drive organizational effectiveness. Tate Consulting is now working with the Jonson Controls leadership team to provide a workshop for the executive managers here in Winston-Salem, NC.

## **United Way: Job Readiness**

*Insight Human Services*

Tate Consulting was asked to lead the United Way's community development initiative for the Carver School Rd residents in Winston-Salem, NC. Insight Human Services is the lead agency for the program. The organization is licensed/internationally and accredited behavioral health organization and has provided services in Winston-Salem since 1974. First, the goal of the program is to serve underemployment and underemployment. Second, the program removes barriers to meaningful, sustainable employment. It is to note that, since Tate Consulting was contracted for the project, we have successfully graduated 18 individuals in the first year. The program is an eight-week course with the goal of each client to obtain employment after 90 days after the program. Since inception, we are pleased to announce that all 18 participants have jobs within five days after their graduation. The United Way team is very impressed with our leadership support to help this community. In summary, we have now graduate 33 individuals from the program into jobs; as a result of new job employment the class increased the income levels in Winston Salem, NC. by \$250,000.00.