

Northwoods HRD Consulting Finds Solutions to Your Problems

Why aren't my employees doing what I need them to do?

We assist with analysis of performance issues and implement performance improvement solutions. Our methods include competency based job design, training programs, one on one coaching, and performance management/appraisal systems.

Why is there high employee turnover?

We design training programs and performance support systems that target employee outputs and the standard required.

How can our managers run more effective and productive meetings?

Northwoods HRD Consulting helps managers to identify their communications behaviors and understand their implications. Furthermore, we assist with management training and leadership development.

How can we successfully plan for and manage change?

Our company provides Change Management support, global relocation support and development of intercultural understanding.

Northwoods HRD Consulting specializes in organization performance on three levels:

**Strategic
Business Process
Individual**

About Northwoods HRD Consulting

*Company Mission for
Northwoods HRD Consulting, LLC.
To make a difference in organizations by focusing on employee strengths, to improve performance at each organizational level and to help organizations manage change.*

Northwoods HRD Consulting is a Human Resources Development Consultancy specializing in training and developing employees in businesses.

Susan Clancy-Kelly, of **Northwoods HRD Consulting** is a highly experienced Human Resource Development (HRD) expert. Clancy-Kelly works directly with business managers, Human Resource personnel, and employees, to analyze your business and assist with the application of problem solving solutions.

Training and developing employees to their best abilities is the key to maximizing organizational performance. When employees fail to achieve desired goals, **Northwoods HRD Consulting** identifies interventions and develops improvement methods that include training programs and support tools.

Northwoods HRD Consulting believes performance enhancement should be results-based, and they focus on closing the gaps between desired and actual performance.

Northwoods HRD Consulting, LLC

Developing People - Improving Performance

1304 Cougar Trail • Cary, IL 60013 USA

Phone: 847-219-0882

Email: susanckelly2@aol.com

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Do you wonder...

Why aren't my employees doing what I need them to do?

Why is there high employee turnover?

How can our managers run more effective and productive meetings?

How can we successfully plan for and manage change?

Northwoods Human Resource Development Consulting can help your organization answer these questions.



Organization Performance Levels



Strategic Level

At this level, **Northwoods HRD Consulting** considers the client's mission, vision and values. What are the goals of the business and their relationship to the business functions?

Focus is on:

- Organizational structure, culture and climate; does it support performance improvement?
- Critical success factors and barriers to accomplishing the client's mission.
- Needs and expectations of internal and external stakeholders: customers, competitors, business partners, and employees.

Business Process Level

At this level, **Northwoods HRD Consulting** views the organization in its entirety. Analysis encompasses the divisions, departments and units that work together to provide product or services for their customers.

Focus is on:

- Identifying key business processes that are impacting performance.
- Examining the communications process and how these processes should be developed to better support performance.
- Reinforcement and clarification utilizing the successful interaction of all three organization performance levels.

Individual Level

At this level, contribution of the individual employee is examined. We identify individual job design components including activities and tasks, outputs and standards.

Focus is on:

- Establishing connections between the employee's job description and business processes, and then linking these to the organization's strategic business goals and objectives.
- Identifying the cause of employee performance issues.
- Employee review process.
- Suggesting and implementing training and/or job aids to improve performance.
- Evaluating the outcomes.



When all three levels work together, organization performance and profits go up!

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Change management

For many employees, organization change can seem unplanned, sudden and chaotic. The thought of change makes them fearful, feeling out of control and powerless with no end in sight. Using proven change management processes and techniques developed over the past 20 years, **Northwoods HRD Consulting** can help your organization successfully plan for and implement change.