

My Client Commitments

I am committed to developing **simple** solutions with measurable **impact** on the **Customer Experience**.

I am committed to being a **catalyst** for **innovative** ideas and programs.

I am committed to being **transparent, responsible, and accountable**.

I am committed to engaging **stakeholders** at critical stages throughout our work together.

I am committed to **strategic** solutions that are also **realistic** and **viable**.

I am committed to revealing **cultural needs** and **idiosyncrasies** to create the right solution.

I am committed to **challenging** and enabling people to reach their **potential**.

I am committed to building **relationships**, not just projects, with my clients.

My Philosophies

Your employees must exude **enthusiastic loyalty** before your customers can feel that way themselves.

Successful organizations have innovative cultures based on **purpose, collaboration** and **autonomy**.

If you don't **understand the business**, you cannot lead HR effectively.

Culture is created by **actions**, not intentions

The **front line** is the most important, yet most often **undervalued** role in any organization.

Training is not always the answer.