

MRSINC CAPABILITY STATEMENT

Management Resource Services, Inc. is a team management consulting and training firm specializing in Leadership and Employee Training Programs and Organizational Development Initiatives. We help our clients improve their organizational, work team and individual productivity through skill development training, problem solving, and planning organizational initiatives. Specifically, the firm offers leadership development certificate training programs, facilitation of change management and diversity management initiatives and strategic project planning. The firm uses a data driven approach to measure how our services improve employee and team productivity and how they enhance an organization's ability to work together more effectively.

The firm is headquartered in Naperville, Illinois, a suburb of Chicago.

MRSInc's **training products and services** can easily be customized for our clients. Our services include:

- "Off-the-Shelf" Courses
- Performance Improvement Analysis Assessments
- Training Needs Analysis Assessments
- Course Design
- Customized Course Development
- Course Delivery (including alpha and beta testing)
- Course Evaluations

Our suite of "Off-the-Shelf" training courses can be suit-cased to a client's location or arrange to host at a public training site near your area. The course duration typically ranges from one to two days through a one week certificate program that may be delivered over a 6-month period. Some of these courses can also be offered in an abbreviated format to support Staff Development Conferences. Most courses include an industry standard self-assessment tool to help the learners gauge their strengths and weaknesses and do action planning. The class sizes vary based on the agency's requirements but typically average between 25-30 learners. We support two training delivery options. MRSInc can deliver the training (traditional training delivery model) to agency employees using our certified staff or we can support the agency's internal training organization to deliver the training (train-the-trainer model).

MRSInc also offers clients the option to customize our programs to address specific predefined staff development needs. Minor customization may be added by simply writing case scenarios that reflect situations occurring in your agency. Using the cases, participants will apply their knowledge and skills from the courses in a series of simulation exercises. Facilitators will process the exercises having participants relate the exercises to situations they are experiencing on job. Participants will be encouraged to write personal action plans. When an 'in-tact team' is attending training, participants will be encouraged to develop an organizational plan for action as well as personal action plans. The personal action plan will include action steps and a timeline for completion.

More in depth customization can be integrated into existing courses to address a client's specific needs. This will entail, MRSInc's expanded services including supporting client requests to design and develop a training course or an entire training program / curriculum starting at the Needs Analysis assessment phase through course design/development/delivery and evaluation.

To supplement transfer of learning to the job, MRSInc offers one-on-one coaching once participants have completed the classroom training. *Research studies have proven that learners are 70% more likely to transfer their knowledge to their jobs when training is reinforced with coaching.* Coaching can be especially effective for supervisor level courses.

MRSInc's **organizational development services** include:

- Organizational Culture Audits
- Cultural Diversity Audits
- Employee Opinion Surveys
- Facilitation of In-Tact Team Conflict
- Facilitation and Planning Change Management Initiatives

Most services are driven from data provided directly from stakeholders in the organization as well as from employees. This is accomplished by conducting a series of interviews with stakeholders to gather input and fully understand the goal or to frame the existing problem. Employee data is collected using web-based surveys. We utilize proven survey vendors such as Human Synergistics International and Wonderlic Inc. to administer web-based surveys. When necessary, focus groups may be facilitated to clarify issues and provide missing information. Detailed summary report of the data and findings are then presented to the client along with recommendations for next steps. Next, we work with our client to do strategic project planning to develop a Change Management Plan including identifying key actions for stakeholders to drive, identify likely areas that may be resistant to the change and strategies to overcome them. A detailed tactical plan will be developed along with metrics to measure how the team is doing against the plan.

MRSInc uses a data-driven process to support all services provided. The process includes ongoing collaboration with its client in understanding the current state of the agency using the following well-defined sequential system of approach:

- Completing a detail Needs Analysis assessment
- Presenting findings and recommended solutions
- Implementing and delivering the agreed upon services
- Providing follow-up evaluations.

MRSInc typically conducts a pre-survey to collect data and complete an in-depth gap analysis to understand the need. All training services include conducting Level 1 and Level 2 course evaluations and providing a consolidated report to the client. The results highlighted in the evaluation report may be

utilized to promote and market the value of the program to key stakeholders in the organization and provide the collateral for securing future budget to support human resource development initiatives. Our experience has been that a single solution such as a course offering, may not resolve the issue(s) identified in the Needs Analysis assessment but is one part of a larger solution. MRSInc will highlight in its recommendations other areas that may need to be addressed to reach the client's desired goals. Finally, MRSInc will stress the need for on-going follow-ups to ensure that improvements made continue to foster within the organization. The client may choose to have the follow-up activities completed by an internal employee or by our staff.

MRSInc utilizes industry standard organizational self-assessment tools such as DiSC[®] instruments to further support the customized training programs. The DiSC[®] products are researched and developed by Inscape Publishing Company. The DiSC[®] products have world-wide acceptance in the business and government arena as result oriented instruments. We also use 360[°] feedback reports to help managers assess feedback from direct reports, peers and supervisors. MRSInc utilizes organizational development assessment tools such as Organizational Culture Inventory (OCI[®]) to complete organizational wide audits and employee opinion surveys.

All MRSInc trainers have bachelors and maters degrees and are certified trainers and facilitators. Facilitators train in areas they have direct on-the-job experience in.