



Terra Firma
Grounded Change

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We recognize that business is a combination of both the technical skills that get the job done and the human efforts that organize to produce the results. Therefore our change consultation reflects both those needs. We are skilled in helping you meet your *business* needs with hard skills. In addition we are skilled in responding to the human condition with soft skills, sometimes known as applied behavior science. These help you effectively harness your most important asset – the workforce. Our consulting skills are won through dedicated business experience and academic scholarship.

SOFT SKILLS	HARD SKILLS
<p>Ability to Lead Effectively:</p> <ul style="list-style-type: none"> • Envision outcomes and motivate others towards the goals; • Problem solve in timely and cost effective manner; • Interface with other leaders and organizations to explore innovations and solutions; • Understand your network/system and how to use it to your advantage (political acumen); • Make decisions decisively; • Strategically approach every concern. <p>Ability to Build and Sustain Effective Teams:</p> <ul style="list-style-type: none"> • Provide clear outcomes; • Work with other people toward success; • Utilize the diverse talents to maximum benefit; • Harness the natural talents and strengths of individuals; • Direct work force to a productive synthesis towards the goals. <p>Ability to Communicate Effectively:</p> <ul style="list-style-type: none"> • Seek engagement and connection; • Listen and consider diverse opinions; • Clarity about communication model and how it impacts you; • Communicate and inspire others to follow your strategy. <p>Ability to Resolve Conflict:</p> <ul style="list-style-type: none"> • Effective communication to defuse issues; • Take the heat off the people and address the process / root cause; • Deflect blame, turning it into alliance; • Transform criticism into alliance. 	<p>Governance:</p> <ul style="list-style-type: none"> • Build a team of leaders to work effectively together; • Institute policy and procedures as needed; • Manage decisions, implementations, and policies; • Knowledge Management; • Human Resource Management. <p>Strategy</p> <ul style="list-style-type: none"> ▪ Study the internal business model; ▪ Study the business environment; ▪ Review strengths and gaps; ▪ Determine the goals for the organization; ▪ Build strategic plans; ▪ Implement strategic plans; ▪ Project Management for strategy implementation. <p>Instruction</p> <ul style="list-style-type: none"> ▪ Gather requirements, objectives and goals; ▪ Design training; ▪ Deliver training; ▪ Continuous quality improvement of training. <p>Process & Quality</p> <ul style="list-style-type: none"> ▪ Outline in detail the steps necessary to achieve production; ▪ Create repeatable processes for important steps or highly complicated processes; ▪ Reduce waste where there is redundancy in processes; ▪ Reduce life cycle where possible; ▪ Identify important measures; ▪ Measure and continuously improve; ▪ Dovetail all hard skills with soft (people) skills.