



Measurable Results. Immeasurable Value.

Organizational Effectiveness

Development, Change and Communication

In addition to the increasing numbers of world-class operations, the demand for new products and services is heightened and member/customer expectations are escalating at an alarming rate. To be effective and successful, any organization of today must be flexible, adaptable, and quality and process focused.

Through the documentation of current processes and communication flows (both verbal and written), the assessment of internal and external customer group interfaces and onsite visits with your leadership teams, we overlay organization and team goals with your current satisfaction levels. During this process we will work with your teams to:

- Increase productivity
- Identify root causes of exceptions
- Promote teamwork
- Enhance member/customer service
- Merge belief systems (culture change) through effective communication and training
- Facilitate continuous process improvements

Our customized methodology makes possible the implementation of change initiatives by removing obstacles, ensuring alignment of your organizational structure with systems and business strategies, integrating member/customer expectations into the daily operations of your organization and enhancing communication with member/customers, employees and suppliers.

Continued

We work with your teams to create a competitive advantage thorough the development of role definitions, meaningful position descriptions, an effective communication plan and satisfaction measurement processes. This helps position your organization for success by:

- Reducing the turnover of excellent performers
- Heightening performance
- Improving member/customer service as a result of teamwork
- Improving revenue streams associated with process breakdowns

We help you create a work environment that maintains positive change and effective communication, so that it is flexible and adaptable to respond efficiently and economically to changing member/customer needs and expectations.

**For more information contact
The Center for Association Resources at
888.705.1434**