

## Scope of Work

Key social and emotional skills and conditions are needed for caring behaviors to increase. Therefore, I am recommending the following steps: Assessments (multiple), Training (individual *and* group), Mentoring (monthly; for everyone), Tools and Systems Integration (making new culture practices common in your operations). Additionally, milestones include creation of a custom blueprint for the organization and each individual, with focused conversations and regular training and mentoring. Group and individual oversight are proposed in order to support achievement of specific outcomes, ensure new skills become processes used regularly, and in making course corrections as needed. Together everyone learns their role in contributing to a workplace of shared values, leadership and responsibility. The following are key activities, services and product steps provided. Under Milestones, see specific changes in behavior or conditions experienced.

### Assessment and Human Systems Analysis

#### Key Activities

1. Define primary goals and objectives
2. Identify performance targets
3. Assess trust and engagement, colors with Strategic Alignment Survey and Ntrinsx
4. Determine alignment of purpose, values, vision, goals, roles, and procedures
5. Identify essential elements for success

#### New Conditions

1. Leaders choose measurable targets (e.g. reducing trust gap, increase retention)
2. Strategic Alignment and Temperament Surveys provide baseline information on 110 employees
3. Leaders commit to participate and meet targets
4. Leaders create and share a plan and next steps
5. Leaders share the direction and model with staff

### Program Implementation

#### Key Activities

1. Training on model, roles, tools, strategies
2. Tracking and communication tools adopted
3. Group and individual mentoring sessions
4. Develop and customization of processes
5. Measuring and celebrating progress

#### New Conditions

1. All staff receive individual and group training
2. All staff adopt new application strategies
3. Leaders receive mentoring from LifeWork Systems
4. Leaders begin mentoring with their staff
5. Mastery of tools are demonstrable by all

### Integration, Testing, Maintenance

#### Key Activities

1. Design use of new tools and strategies
2. Track key performance targets
3. Assemble and report data
4. Make course corrections
5. Define hiring, firing and orientation
6. Identify essential elements for success

#### New Conditions

1. Cross functional teams input into culture change
2. Leaders reference model for improvement
3. All demonstrate contributions and adopt skills
4. Leaders design strategies to master tools and skills
5. All move from reactivity to innovation/creation
6. All lead meetings and design improvements

The above scope of work is implemented using a combination of online assessments, eLearning as well as live (virtual) training, consulting and oversight. Employee-led group training and consulting meetings help with integration, adoption and practice of what everyone is learning. In this manner, all services are distributive, mostly self-paced, informative, interesting and interactive. This allows each person to access information from their computers and complete online viewing and activities at times of their choosing (wherever possible and within the bounds of completion deadlines) and then meet to review, make relevant and help turn new skills into practical resources. Support is provided every month so each person can move confidently through the change process.