



WORKFORCE STRATEGY & PROFESSIONAL DEVELOPMENT

INTRODUCTORY SERVICE: SPECIALIZED WORKFORCE ASSESSMENT

SCA consultants will conduct a high-level assessment and identify scalable strategies and practices to strengthen your approach to workforce management. Our plan will provide you with ways to augment staffing during peak periods or employee absences, manage fluctuations in headcount and business volumes, identify and address skill gaps, and provide practical approaches to upskill your teams for improved versatility and profitability.

HIRING & SELECTION SUPPORT

- ❖ Identifying appropriate candidates for your open positions
- ❖ Evaluating resumes and providing targeted interview plans for specific candidates
- ❖ Analyzing your top candidates using an objective assessment approach

EMPLOYEE TRAINING & DEVELOPMENT

- ❖ Training your team members in interactive group sessions that are targeted to your needs
- ❖ Sample Topics include: Cross-skill Training, Communication, Customer Service Excellence, Relationship Sales, Conflict Resolution, and more

LEADERSHIP TRAINING & DEVELOPMENT

- ❖ Interactively training your leaders in group sessions covering a variety of business-critical leadership topics, including
 - Change Management
 - Coaching & Development
 - Leading Hybrid Teams
 - Best Practices for Hiring & Selection, and More
- ❖ Identifying and fostering growth and development of your emerging leaders
- ❖ Coaching leaders one-on-one with targeted goals and action plans that optimize successful outcomes

KEY BENEFITS OF THIRD-PARTY ENGAGEMENT

1. Provides an objective analysis of your workforce strategy, coupled with action-plans that address your goals and challenges
2. Offers you specialized training and development tools to fit your unique needs and budget
3. Enhances your hiring process, ensuring candidates are properly vetted and match your company core values/team dynamics

ABOUT THE WORKFORCE STRATEGY & PROFESSIONAL DEVELOPMENT LEAD CONSULTANT: DONNA THAXTER

- 30 Years of Mortgage, Retail Banking, and Human Resources experience
- Career focus that emphasizes people-development as a key driver of business success

Deep experience with designing and facilitating training that reflects your organization's unique needs