garnerconsulting

…helping you tap into your employees' full potential!

Whole-Person Development at Work

Workplace Snapshot

Here's the challenge. Your employees are only achieving a small percentage of what they are capable of. They exhibited a ton of initiative in the early days of their employment, but have recently experienced a drop-off in production and overall attitude toward getting the work done. Creativity is stagnant and communications between departments and team members is strained and difficult. As a result, your company's customer service is suffering.

The current work environment calls for more than just training and professional development. Now, the whole person must be considered if we are to achieve excellence in the work place. We need our teams to show up fully, contribute completely, and effectively communicate across a myriad of differences. Garner Consulting Leadership and Team Coaching systems are designed to address motivational and operational gaps and to help each employee bring more creativity and positive energy to your team.

Leadership and Team Coaching Services

Leadership Coaching

Sustainable organizational enhancement depends on solid leadership and highly-effective communication. Every leader needs a trusted advisor to point out unseen biases and areas of potential improvement. We give your team the encouragement, guidance and support needed for maximum achievement on the job while ensuring growth and fulfillment.

From our working sessions together, your leadership team can expect improvements in the following areas:

- Effective communication/feedback
- Team-building/motivation
- Problem-solving
- Critical observation
- Conflict resolution
- Project management
- Cultural competency
- Change management

Team Coaching

Imagine a workplace where all of your employees feel valued and excited to engage with the day-today activities of your company – where employees show up fully and offer all of their creativity and passion to their co-workers and to the customers you serve. This is not just a fantasy - It's a goal that can be achieved. Whole-person development is the key. Our flagship Customer Service workshops go far beyond just giving skills for healthy customer interactions. They help your employees tap more fully into their passions, remember why they chose to work in their field, and appreciate each other's different perspectives and skill sets. That is the focus of all Garner Consulting workshops and the Customer Service workshop is the key. It is designed to bring awareness and alignment to all of your employees' interactions, thus allowing them to be more fulfilled and ultimately more productive.

"I was struck by the way my people were engaged – not just helping them to better complete a project or perform a professional role – but connecting with the whole person and the distinctive experiences and unique perspective that he or she might bring to their work."

Rebecca Hopkins, Public Information Officer

Our Approach

The workplace should engage your employees' passions and talents. It should be fun and invigorating! Your people should enjoy expressing themselves and sharing their enthusiasm, knowledge, and expertise with your customers. Those that are lucky enough to be in direct contact with your customers receive the most. They get to enhance the skills necessary to help your customers achieve their goals and solve their problems.

At Garner Consulting we have the ability to help you and your team members tap fully into your talents and passions, then, align them with your organizational and personal goals. When this is achieved, work feels more like an extension of who we are. Thus, the execution of projects and the completion of initiatives become more seamless and congruent. Goals become easier to achieve because we are simply doing what we are meant to do. Let's get started today!

Steps Toward Success

1. ***Know where you are*:** You and your team will participate in assessment interviews-These 2-hour sessions are designed to uncover areas in need of improvement and help inform the customization of the Team Coaching sessions.

2. ***Set a course:*** Based on the key coaching areas identified in the assessments, Team Coaching sessions will be customized and delivered to meet the specific needs of the overall team.

3. ***Stay on course:*** Leadership coaching is a requisite for incorporating the training into day-to-day operations and increasing overall motivation while teams efficiently achieve your goals.

About Garner Consulting

Garner Consulting is an accomplished performance management company with over 12 years of leadership, coaching and training experience. We have successfully partnered with organizational leaders to improve customer service and enhance team communication. We offer mentorship and training programs that regularly result in positive, quantifiable changes within the agency.

We understand that the human side of your business must be congruent with operations and sales. We have facilitated hundreds of workshops and connected with thousands of individuals on many soft skills topics. We specialize in identifying specific departmental challenges and designing customized workshops to address those challenges.

"They listened to my requests, fashioned a curriculum that met our needs, and delivered it to a group of independent thinkers. The result was achieved— based on feedback from our clients; we got better at our work. What more could I possibly ask for?"

Adrian Kirk, Director of Family and Community Services

Contact

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