Fluency

MANAGEMENT, LLC

People Focused | Strategic | Effective

CAPABILITY STATEMENT

CAGE: 9QE35 | UEI: VG6HA9Y3A5J4

Fluency Management, LLC is a certified Small, Woman-owned, and Minority-owned Business (SWaM) and Woman-Owned Small Business (WOSB). We partner with public, private, and nonprofit organizations to strengthen workforce strategies and align human capital practices with organizational priorities. Our accountability-driven solutions build leadership capacity, improve organizational effectiveness, and support measurable, sustainable change.

OUR EXPERTISE

ORGANIZATIONAL EFFECTIVENESS & HUMAN CAPITAL STRATEGY

- Human capital strategy and organizational design
- Strategic planning, implementation, and workforce alignment
- Organizational effectiveness assessments using evidence-based frameworks
- Learning, development, and talent strategy aligned to business priorities

LEADERSHIP, ACCOUNTABILITY & CHANGE

- Executive and leadership coaching and development
- Accountability culture, role clarity, and leadership alignment
- Change management, strategic alignment, and implementation support
- Culture, leadership alignment & organizational effectiveness

TALENT & PERFORMANCE SYSTEMS

- Performance Architecture & Accountability Systems
- Talent management, onboarding, retention, and workforce practices
- HR policy, handbook development, and compliance review
- Practical tools, supervisor enablement, and implementation support

REAL SOLUTIONS FOR REAL CHALLENGES

We help organizations when:

1. Strategy is clear - but execution is not.
2. Leadership accountability is inconsistent.
3. Growth has outpaced people systems.
4. Change requires stronger alignment.
5. Performance systems are not delivering results.

SELECTED PAST PERFORMANCE

WHY FLUENCY MANAGEMENT?

1. **Deep expertise**
   Advanced credentials in organizational psychology, strategic HR, change management, and project leadership.
2. **Proven frameworks**
   McKinsey 7S, Winning with Accountability, and Prosci-informed change practices.
3. **Real-world experience**
   Public and private sector experience across education, government, nonprofits, associations, and mission-driven organizations.
4. **Practical, customized solutions**
   Senior-level thought partnership with scalable implementation and measurable outcomes.

SELECTED CLIENT IMPACT

"Fluency Management is an inclusive partner who provides organizational and talent management strategies while encouraging thought leadership from our institution's leaders." - **President,Community College**

2,500+ EMPLOYEE HUMAN SERVICES ORGANIZATION
Enterprise performance-management and accountability architecture, executive coaching, supervisor enablement, performance tools, metrics and change support.

HIGHER EDUCATION
Strategic human-capital and organizational advisory supporting leadership transitions, organizational structure, decision authority and employee-experience strategy.

NONPROFIT & MISSION-DRIVEN ORGANIZATIONS
Leadership systems, HR infrastructure, performance practices and talent strategies supporting organizational growth and sustainability.

NAICS CODES

541612 - Human Resources Consulting Services

541611 - Administrative Management and General Management Consulting Services

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