



# **JATCOIA**

**Management Consulting**

***“Spirit Driven Solutions”***

## **Capability Statements**

## **JATCOIA Management Consulting Capability Statements**

### **Company Overview**

JATCOIA is a premier consulting firm dedicated to driving business excellence through innovative strategies and tailored solutions. With over 20 years of experience, we have partnered with government entities and organizations across various industries to enhance performance, optimize processes, and implement sustainable growth initiatives.

### **Core Values**

**Client-Centric Approach:** We prioritize our clients' needs, ensuring that every solution is tailored to their specific challenges and goals.

**Integrity and Transparency:** We maintain the highest ethical standards in all our engagements, fostering trust and long-term relationships.

**Innovation:** We leverage cutting-edge methodologies and tools to deliver forward-thinking solutions that keep our clients ahead of the curve.

### **Core Competencies**

**Strategy Development:** Crafting comprehensive business strategies that align with our clients' vision and objectives.

**Organizational Change Management:** Guiding organizations through transformation initiatives to ensure seamless transitions and stakeholder buy-in.

**Process Improvement:** Identifying inefficiencies and implementing process optimizations that enhance productivity and reduce costs.

**Digital Transformation:** Helping businesses integrate digital technologies to improve customer experiences and operational efficiency.

**Financial Consulting:** Offering expert financial analysis, budgeting, and forecasting services to ensure sound financial management.

### **Unique Selling Proposition**

JATCOIA has solidified its database with highly qualified academic and corporate professionals. Our role is to partner with our clients, guiding them through these complexities with tailored strategies that drive sustainable growth.

### **Training Programs Provided**

- Advanced supervisory skills
- Business enhancement skills
- Change management
- Coaching
- Communication skills
- Conflict resolution
- Customer relationship management
- Diversity training
- Emotional intelligence
- Improving managerial effectiveness
- Inclusion
- Leadership training
- Management training
- Mentoring skills
- Motivation
- One-day management for new managers
- Performance management
- Problem-solving
- Project management
- Risk management
- Skills management
- Time management

### **Experience and Past Performance**

Case Study 1: Grand Bahama Port Authority, Grand Bahama, Bahamas

Challenge: The Government agency's downtown vendors had declining sales and vagrancy issues.

Solution: We conducted a comprehensive study and interviewed store owners and vagrants. We provided recommendations that increased the revenue for port business licenses and improved the appearance of the downtown area.

Outcome: Within 12 months, the retailer saw an increase in sales and a reduction in vagrancy.

### **Team and Leadership**

Kelley M. Duncanson, Ph.D. – CEO: With over 20 years of experience in management consulting, Kelley doctoral degree is in Organizational Behavior, and she is certified as a business consultant. She has led successful transformation projects for international government agencies and companies across multiple industries.

Holli Brown – Vice President of Training and Development: With over 10 years of experience specializing in training and development of staff members and key stakeholders. Holli has her certification in Organizational Behavioral Management and has utilized her OBM certification successfully for process improvement and increasing business revenue for several industries.

## **Approach and Methodology**

Our consulting process is structured into four key phases:

- **Discovery:** We thoroughly analyze the client's current state, including stakeholder interviews and data collection.
- **Design:** Based on our findings, we design a tailored solution that aligns with the client's strategic goals.
- **Implementation:** We work closely with the client's team to implement the solution, providing training and support as needed.
- **Evaluation:** Post-implementation, we assess the outcomes and provide recommendations for ongoing improvement.

## **Certifications and Research Studies**

Certified Small Business Consultant (CSBC)

Organizational Behavior / Behavioral Finance Studies

Board Certified Behavioral Analyst (BCBA)

Organizational Behavioral Management (OBM)

## **Contact Information**

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## **Office Locations:**

Headquarters: 3604 Ayers Drive NW, Huntsville, AL 35810

Regional Office: 3197 Post Woods Drive, Suite D, Atlanta, GA 30339

## **Conclusion**

At JATCOIA Management Consulting, we are committed to delivering solutions that drive real business results. Contact us today to discover how we can help your organization achieve its strategic goals and unlock new growth opportunities.