



WORKFORCE & WORKPLACE OPTIMIZATION

Pete Sackleh | CEO

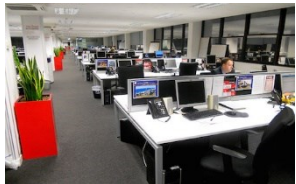
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The Challenges Business Leaders Face Today are Historic: Where Should Your Focus Be?



Operating models

Does 'work anywhere' work for your organization?



Office Space

Enabling work, culture & engagement in the 'new normal'



Well-being

Not just a gym membership any longer



Risk & liability

Re-establish reasonable norms with your people & clients



Attraction & Retention

What will the best talent expect of you now?



Rethinking Core Components of your Post-Pandemic Strategy

Safety & Well-being

- **Situation:** Balancing the needs of your firm with public health policy and the best interests of your people.
- **Support:** Five months of 'recovery' workshops with global HR leaders of Fortune 500 organizations and collaboration with thought leaders like Josh Bersin, I have **tools that can be leveraged quickly**.

Productivity?

- **Situation:** We have created 95% 'work anywhere' models virtually overnight and interrupted the work-life balance for 75% of the workforce that was not accustomed to working from home; we need to **rapidly assess the collateral impact** of this change before institutionalizing any large-scale changes.
- **Support:** I've led national teams (legal and Big 4) through major workflow optimization efforts as well as served as the **talent experience designer** for two large investments, Deloitte University and KPMG's Lakehouse; I bring a depth of knowledge in restructuring how work gets done.

Engagement & Collaboration

- **Situation:** This crisis has created challenges in forging that collective bond that comes from being together with colleagues; this an opportunity to **design a more efficient operating model** that calls for intentional engagement and collaboration.
- **Support:** My work over the past 10 years on **bringing teams together with purpose** has garnered acclaim and helped to elevate the brand of the world's largest professional services organization.

Cultural Adoption & Adjustment

- **Situation:** Recently hired employees have endured a **very different acquisition and onboarding model** than you had intended; your existing teams are no longer seeing their colleagues live, in your offices, and are currently not feeling those shared experiences and demonstrations of culture in your space; the need to be part of something will continue to grow in importance as distributed workplace models emerge.
- **Support:** In recent collaborative efforts, I have developed methodologies for **inventorying the culture experience journey map and re-routing it** to 'deliver' your culture through new methods.

Adapting to the 'New Now'

- **Situation:** We have shifted sacred work models towards very progressive systems out of sheer necessity; change that might have taken 10 years to consider has now happened in 10 weeks; without a doubt, effective communication from leaders in these times of forced change is **mission critical**.
- **Support:** Developing new methods for **managing in the 'new now' circumstances requires rethinking performance management**, reshaping how to build relationships and revise the personas you utilize to hire the right people; I have experience in transforming all of these systems.

Pete Sackleh

Delivering Value Through Talent-Focused Strategies

Summary Statement

A collaborative leader with a background in optimizing workforces through smart investments in people, space and operations. An expert in developing effective strategies that align and enhance corporate ecosystems by elevating and synchronizing the end-to-end talent experience. A depth of experience in business management having held leadership roles in various disciplines including HR, workplace strategy, operations, finance, and talent experience design. A business relationship guru who brings diverse teams together and inspires innovation.

Experience & Affiliations

Deloitte.



O'Melveny

MINTZ LEVIN

DowLohnes PLLC



K&L GATES

Snapshot of Accomplishments

Implemented – Deloitte's first workplace of the future strategy impacting 90 offices and 40k people with 20% reduction in real estate spend in first 5 years.

Restructured – Law firm's space & operations systems driving higher engagement and \$5M annual savings.

Designed – Deloitte University and KPMG's Lakehouse facilities, operating model and talent experience in the largest investments ever made by either organization.

Impacted – Josh Bersin Academy Global HR Covid-19 'Reset' playbook development leading the 'return to the workplace' team.

Integrated – BearingPoint and Deloitte Federal.

Built – over 5M sq. ft of innovative workplaces from lease to move-in for 3 law firms, Deloitte and KPMG.

Led – operations recovery efforts for 9/11, Katrina and the 2008 financial crises for Mintz, Levin and Deloitte.

Core Capabilities



Value Proposition

How I prefer to operate

I start with research to help me understand my client's business. Then I ask questions like:

- What is your mission?
- What problems keep you from that mission?
- Are the problem circumstantial or systemic?
- What tolerance do you have for transformation?

Once those questions are answered, I work with the client to build and implement solutions using a practical change management approach.

How my experience shaped the way I work

As a first-generation son of under-educated immigrants who eventually saved enough to open a business, I was infused with the belief that careful scrutiny and practicality were critical in front of any investment. I also learned that leadership takes many forms and investing in people is always a good bet.

Why I do this work

I have found my success comes most readily when I focus on how to help people in an organization be truly engaged and productive. As an advisor, my best day is when I can help organizations and leaders create experiences that deliver their mission.

Sample Article

Emerging from the Crisis and Creating a 'New Now'

Playbooks to Navigate the Pandemic and Beyond

As a leader in your organization, managing the challenges of driving business results and hitting key metrics is hard enough in 'normal' circumstances. With the dramatic changes we have all had to endure over the past few months, the difficulty level on all fronts is off the charts.

Managing Through the Crisis

Over the past several months, I have been collaborating with business leaders in many different industries helping them define and execute short-term and long-term business plans. The focus has been on:

- **People management** (including safety, engagement, productivity, change management, etc.)
- **Customer engagement** (including communication systems to assess and predict behavior)
- **Culture adoption** (addressing how to do this intentionally in a disconnected work model)
- **'Work anywhere' strategies** (including remote work platforms, engagement tools, etc.)
- **Workplace strategies** (including essential workforce conditions, bringing others back safely and how to revise workspace plans in the face of the new 'work anywhere' models)

Through these invaluable collaborations, I have developed playbooks that can help short-cut the path to the 'new normal.' My collaborations identified important changes in work models that should be institutionalized, as well as exposing the weaknesses of these crisis-driven models. Issues like burnout, fear, isolation and disconnection that your people and your customers might suffer are addressed in these assessments.

Making Crisis and Long-Term Decisions Today that Reflect your Culture and Goals

It is critical for every decision you make today, in dealing with this pandemic, to understand how they will impact your long-term mission, goals and culture. With this assessment, you can then adapt your models, or acknowledge the short-term nature of these changes. You have likely invested heavily in both employee and customer experiences. Both are now in crisis mode, and people are making accommodations for less than optimal operations and experiences because of it. That cannot last.

Dealing with your urgent issues today AND considering the long-term strategy shifts that will emerge from this situation is, in my opinion, imperative to your long-term success. I have been part of several efforts to run parallel strategy reviews in crises...but never has agreement and adoption been happening at lightning speed. My playbooks consider the short-term and long-term impact on all core areas of your business model.



Leverage

In this time of such drastic and extraordinary change, having an experienced perspective can help you see the forest through the trees. Having an advisor with broad business acumen, 30+ years of management experience and a diverse business background with real-time pandemic crisis management solutions in-hand, is a useful resource. I can be that advisor to you.

As an example of some of the recent work I have done, [here](#) is a recording of a webinar I recently participated in on the topic of “The Big Reset”, led by Josh Bersin. As a senior faculty advisor to the Josh Bersin Academy, I led a component of this discovery effort and we are now will complete phase 2 in September 2020.

Please contact me for a brief consultation to explore if what you need, and what I provide, align. You can reach me at psackleh@SolutionSpark.com or www.SolutionSpark.com.