



# Pivotal Practices Consulting LLC

*"client-centric solutions for sustainable performance excellence"*

## Capabilities Briefing Deck

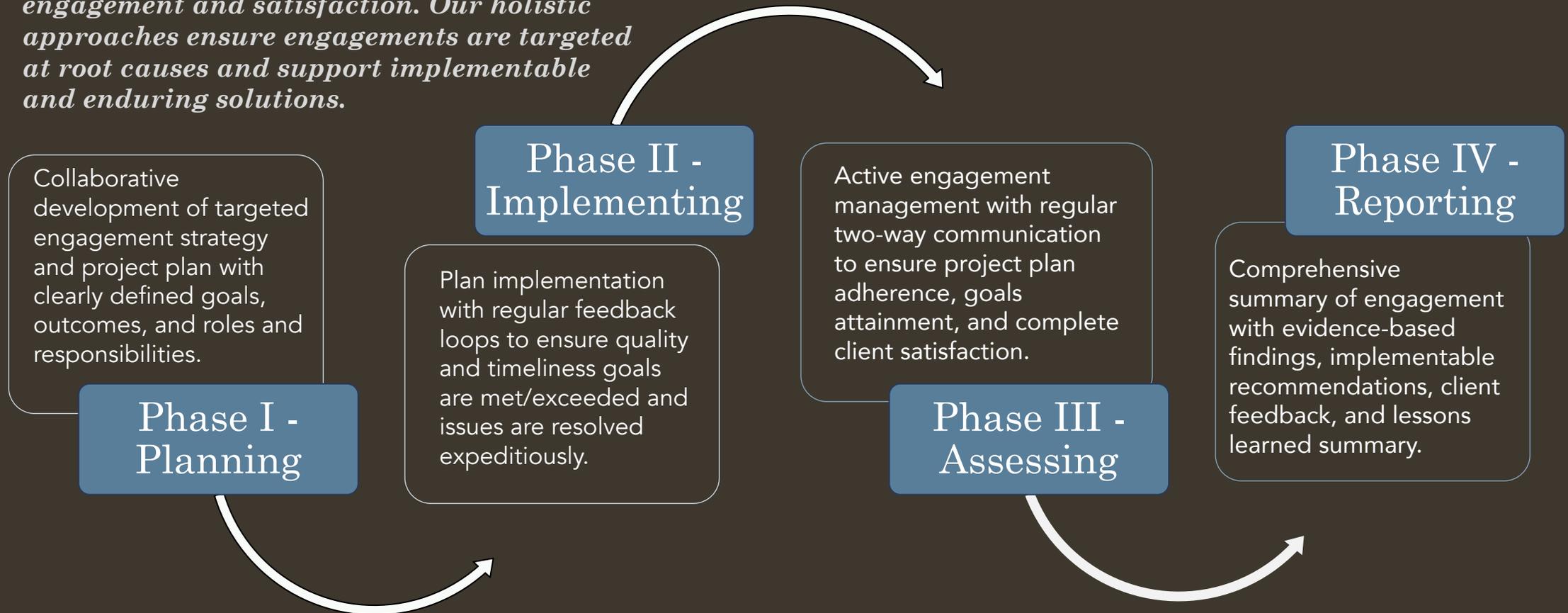
Fiscal Years 2018 - 2019

# Core Capabilities

<b>Consulting &amp; Advisory Services</b>	<b>Executive Coaching &amp; Leader Development</b>	<b>Facilitation &amp; Meeting Services</b>
<ul style="list-style-type: none"> <li>• Strategic, operational, and human capital planning</li> <li>• Process and program reviews and audits</li> <li>• Data analytics (qualitative and quantitative)</li> <li>• Workforce analysis, including organization realignment/restructuring consulting</li> <li>• Evidence-supported recommendations with cultural context</li> </ul>	<ul style="list-style-type: none"> <li>• Organizational/group needs assessments</li> <li>• Individual assessments (including 360)</li> <li>• Customized instructional design and delivery training solutions</li> <li>• Executive, cohort and team coaching</li> <li>• Immediate and ongoing evaluation of training efficacy</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive offsite meeting facilitation and support, with deep experience supporting senior agency executives</li> <li>• Detailed after action reports that support continued focus on key outcomes</li> </ul>

# Proven Engagement Approach

*Our highly collaborative process ensures high-value deliverables and full client engagement and satisfaction. Our holistic approaches ensure engagements are targeted at root causes and support implementable and enduring solutions.*



On Time – Within Budget – High Quality

# Illustrative Past Performance



Agency	Dollar Value of Contract	Period of Performance	What
U.S. Customs and Border Protection (CBP)	\$3.3 million	09/29/14 – 09/30/17	Organizational studies (allegations of employee misconduct, leadership training, and targeted recruitment), customized training, executive coaching, offsite facilitation
U.S. Marine Corps	\$1.7 million	09/29/15 – 03/28/18	Staff augmentation – onsite staffing support for enterprise services organization
U.S. Food and Drug Administration (FDA)	\$430,000	02/22/14 – 09/30/17	Executive performance management support, customized training, strategic planning, meeting facilitation, and executive coaching

# Select Clients



U.S.  
Customs and  
Border  
Protection



Morgan  
State  
University



Loudoun  
County  
Government



Department  
of Interior



Department of  
Commerce



Commodity  
Futures  
Trading  
Commission



South  
African  
Embassy



United States  
Marine Corps



Department of  
Health &  
Human Services



Consumer Finance &  
Protection Bureau



# Corporate Data, Certifications, & Awards



Awards



2017 Top 100 MBE



2017 Professional Service Firm of the Year



2016 DHS Small Business Achievement Award



2016 SmartCEO Brava Award



2016 Enterprising Women Of the Year

Certifications



Features

- Award-winning service provider
- Enduring commitment to public service excellence
- Network of public thought leaders from private, public, and academic sector
- **GSA Profession Services Schedule Contract Number 47QRAA18D001A**

DUNS: 806220567  
CAGE: 4ULT5  
NAICS: 541611,  
541618, 541612, 611430