



Pivotal Practices Consulting LLC

"For Public Sector Employees | By Public Sector Employees"

Professional Training and Coaching

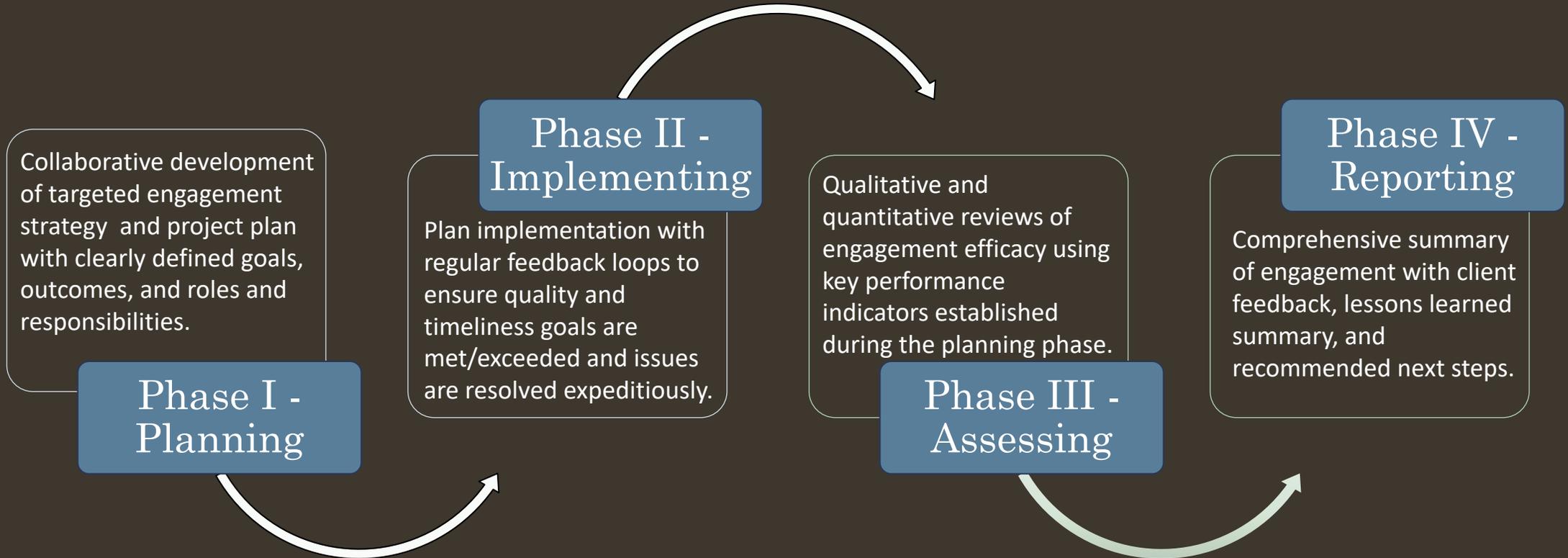
Contents

- Proven Engagement Approach
 - Phase I – Planning
 - Phase II – Implementing
 - Phase III – Assessing
 - Phase IV – Reporting
- Curriculum Design and Development
- Program Delivery
- Distance Delivery | Webinars
- Training, Meeting & Breakout Rooms
- Select Clients
- Corporate Data, Certifications, & Awards



Proven Engagement Approach

Our highly collaborative process ensures high-value, client-focused deliverables that delivers intended results.



On Time – Within Budget – High Quality

Phase I – Planning

- Early and comprehensive stakeholder engagement to drive a customized and client-centric approach to address specific needs
- Comprehensive engagement plan that describes key project milestones, responsible parties, and timeframes - supports proactive resolution of potential issues and areas of concern
- Key performance indicators aligned to engagement objectives for measurable outcomes



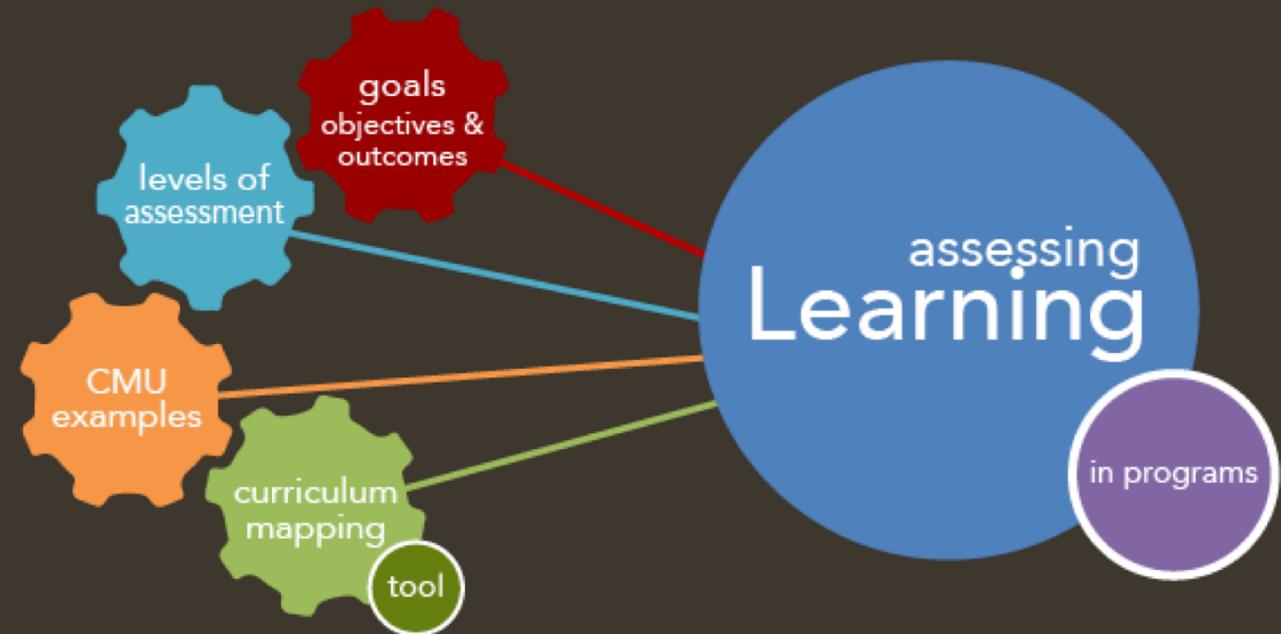
Phase II – Implementing

- Expert management and coordination of engagement by highly skilled project management professionals and subject matter experts
- Development and delivery support of program kick-off strategy and communication strategy to foster awareness, accountability, and transparency
- Regular interaction with agency staff to ensure seamless program rollout and to collaborate on enhancement strategies



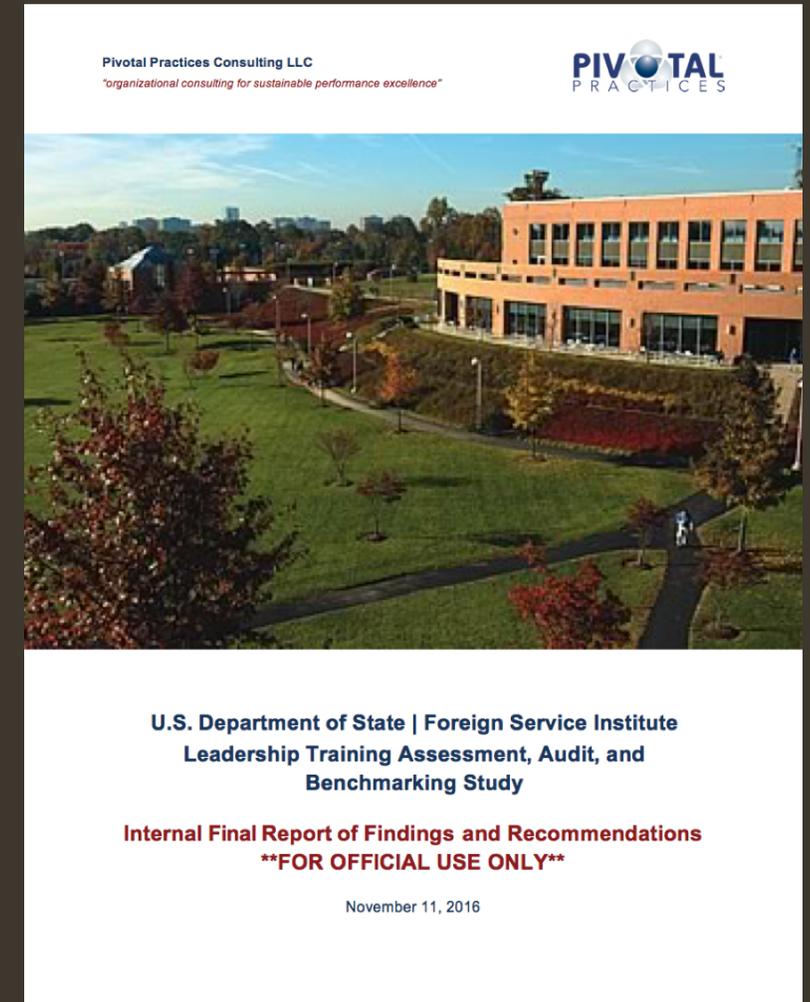
Phase III – Assessing

- Development of performance dashboards, as appropriate, to track engagement progress and performance against goals, objectives, and outcomes
- Pre-test and post-test administration
- Kirkpatrick Levels I, II, III and IV assessments available
- Monthly client check-ins with Pivotal’s Client Liaison and quarterly meetings with Pivotal’s CEO



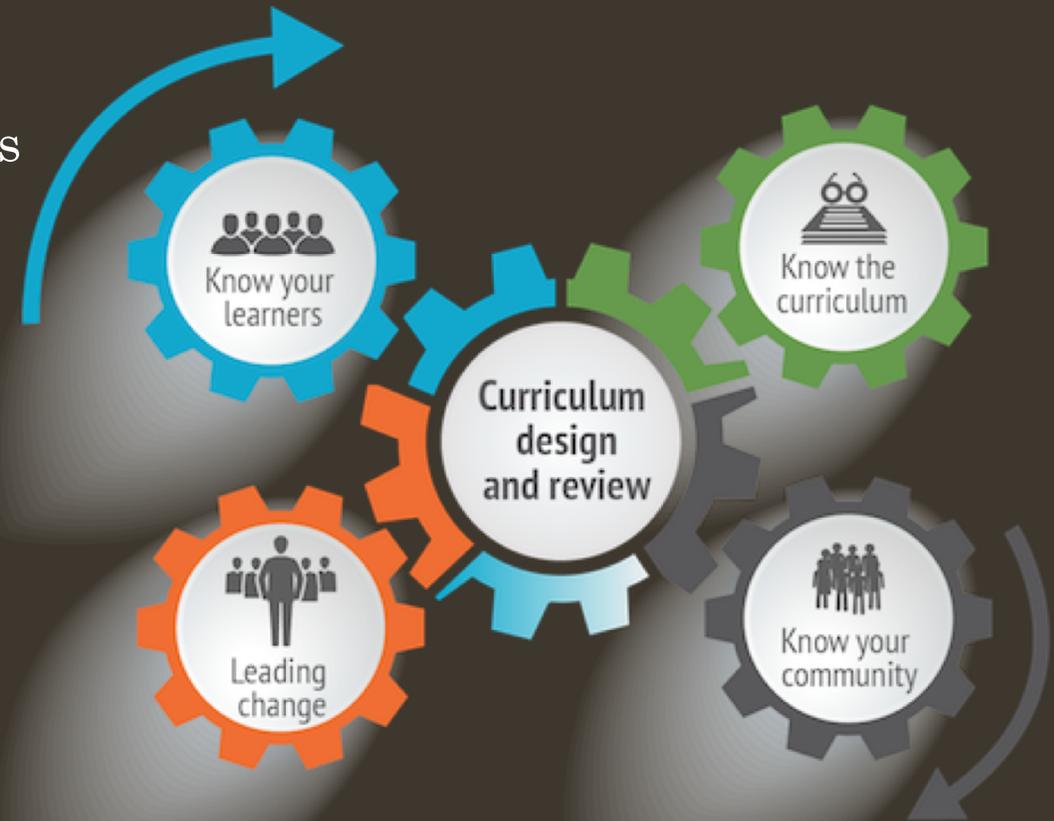
Phase IV – Reporting

- Regular client reporting of key activities aligned to engagement objectives, risk mitigation steps, and preview of upcoming activities
- Comprehensive written report summarizing engagement activities and outcomes with recommendations to enhance sustained learning outcomes



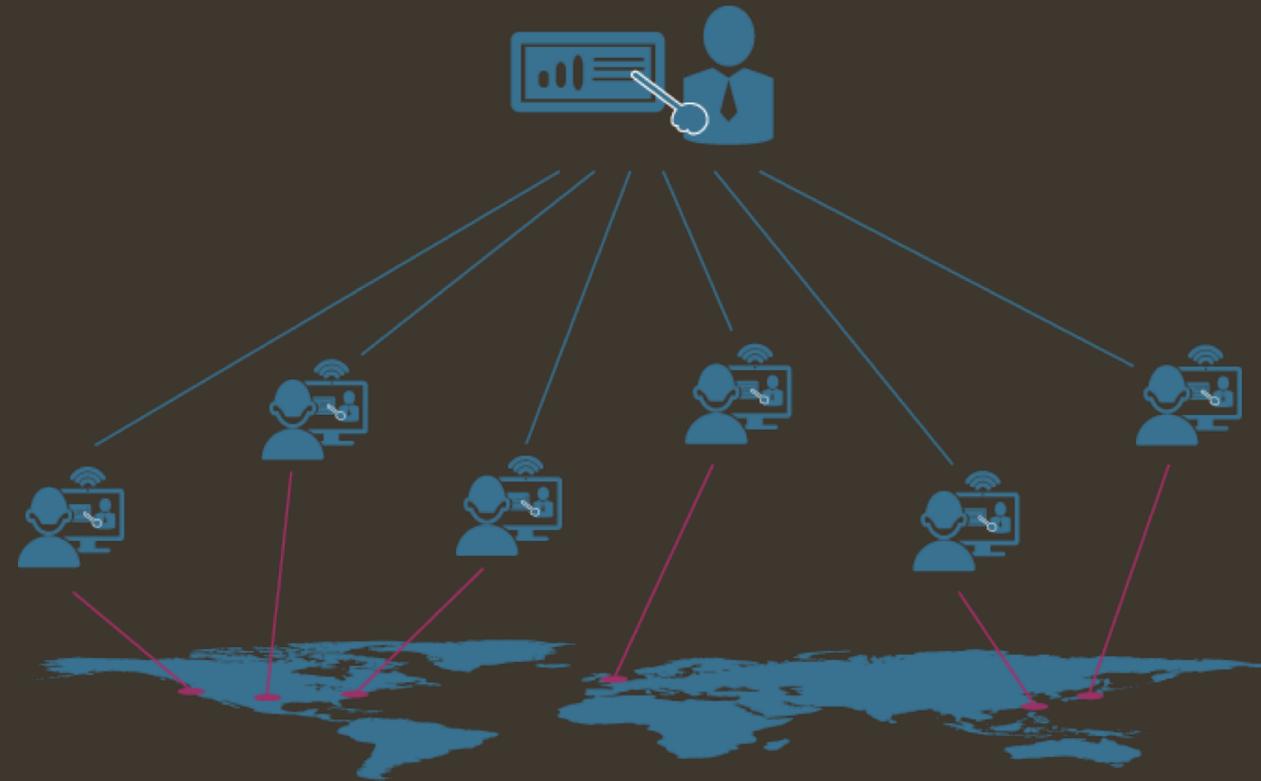
Curriculum Design and Development

- Inquiry approach to curriculum – powerful questions that result in targeted yet agile designs that adhere to leading adult learning principles
- Clear focus on culminating outcomes
- Activity-based learning experiences to support application and practice
- Multi-modal delivery – lecture, exercises, small group discussion, critical reflection
- Modular design to allow delivery flexibility



Program Delivery

- On-demand micro-learning built using open source tools and delivered via private and secure platform to afford maximum flexibility
- Professionally certified courses – each featuring quizzes and reflective exercises
- Live, remote facilitator-led delivery using Zoom or Adobe Connect – or a government-provided solution



Distance Delivery | Webinars

- Modular design with flexible scheduling
- Secure platform with recording functionality
- Expert instructional design services for custom content development
- Expert facilitators for interactive, engaging sessions
- As many as 100 interactive participants and 10,000 view-only attendees
- Content can be transferred for upload to internal servers or hosted on our server



Fundamentals of Engagement Federal Engagement



Engagement - Yes Its Personal



The Birkman Assessment Increase Self Awareness Influencing without Authority



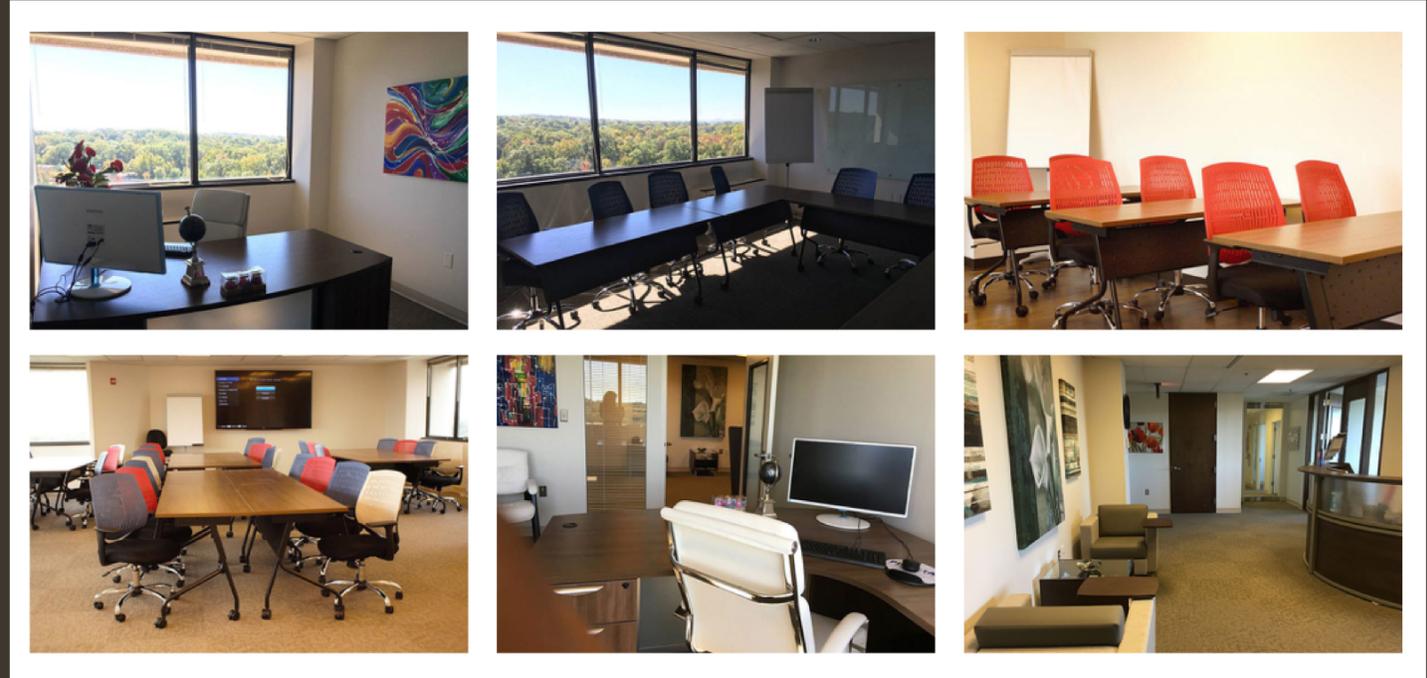
5 Tips for Process Improvement Strategies



Tips for Writing EC

Training, Meeting & Breakout Rooms

- No cost for training and off-sites conducted by Pivotal facilitators
- Max: 42 classroom | 100 theater
- Less than one mile from Greenbelt metro and free rush hour shuttle
- Lots of free surface parking
- Walking distance to Greenbelt Marriott Hotel and two office park cafes | catering available
- Modern, bright, inviting interiors with panoramic above the tree line views



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