

COACHING



Pivotal Practices Consulting LLC

"client-centric solutions for sustainable performance excellence"

Capabilities Deck

The Coaching Trifecta

- **Awareness.** Assessing individual and organizational assessment of drivers and goals of coaching are critical to successful outcomes. We use a variety of assessment tools, including all of the most popular leadership and personality profilers.
- **Action.** Providing clarity around ways forward by focusing firmly on setting and achieving objectives aligned with what was learned during the Awareness phase.
- **Accountability.** Facilitating results with clearly articulated and well-structured processes enhances personal accountability for achieving results.



Cohort Coaching

A deeper and more connected way to enhance leader confidence, capacity, and capabilities

- Small groups of between 8 and 12
- Peer coaching and support
- Customized programs
- ICF-Certified ACC, PCC, and MCC coaches and facilitators
- Deep coaching on individually-specific focus areas
- Clear line-of-sight to organizational mission and goals



Why Pivotal

- Coaches with diverse backgrounds, perspectives, certifications, and affiliations – adherence to the highest ICF professional and ethical standards
- Highly responsive and experienced project support team with deep and broad expertise and experience in leading and supporting coaching engagements – ensures consistently high client service levels
- Appropriate use of technology to minimize administrative burden, increase efficiency, and support accurate records management and access
- Award-winning, multi-certified (WBENC, SBA, MDOT) minority and woman owned small business with an abiding passion for and commitment to public service excellence
- Program Management by Dr. Patrina Clark, President and Founder of Pivotal, a career member of the SES, and a certified coach – ensures comprehensive assessment of observations and recommendations tailored to OPM's unique cultural and climate factors



Illustrative Past Performance



Agency	Dollar Value of Contract	Period of Performance	What
Smithsonian Institution	\$50,000	4/1/2018 – present	Designed and facilitated a group coaching session around individual leader assessments for an entire division. Assessment results were compared to provide a group personality profile, and leaders developed individual leader development plans. Individual coaching is ongoing.
Loudoun County Government	\$120,000	8/1/2017 - present	Designed and delivered customized 360 engagement for all 120 County leaders. Program included administration of 360 assessments, group debriefing sessions, group development of individual leader development plans, and individual coaching for select leaders.
U.S. Customs and Border Protection	\$360,382	9/29/2015 – 9/28/2016	Designed and delivered an executive coaching program for the Office of the Executive Assistant Commissioner Enterprise Services for the Office’s senior executive team. Coaching services were a mix of individual and group coaching sessions focused on supporting leaders to take appropriate action to enhance employee engagement.

Select Clients



U.S.
Customs and
Border
Protection



Morgan
State
University



Loudoun
County
Government



Department
of Interior



Department of
Commerce



Defense
Logistics
Agency



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 sectors

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