



India  
Smalls  
Consulting

# Capability Statement

## ABOUT

India Smalls Consulting, LLC (“ISC”) is an SBA certified small business focused on developing the workforce for organizational excellence. ISC specializes in developing organizational capabilities and workforce competencies so leaders can focus on achieving excellent business results.

## CORE COMPETENCIES

- **Workforce Development** - Direct the HR operations in the change and transformation of people, culture, processes, and systems.
- **Learning & Organization Development** - Analyze talent management needs, design learning programs, develop and instruct courses, evaluate training results, and report learning outcomes and organizational impact.
- **Performance Management** - Lead teams through the performance management cycle to ensure alignment of talent with the strategic, operational, and tactical goals of the agency.
- **Succession Planning** – Design, develop, and implement talent management frameworks to guide leaders in identifying and selecting high potentials, performers, and achievers for career advancement to leadership positions.
- **Strategic Human Resources Management** – Facilitate strategic planning sessions to develop the mission, vision, values, goals, and strategic plan.

## COMMERCIAL PERFORMANCE

### Consultant

- Cedars Sinai
- Project Management Institute
- Philadelphia Insurance Co.
- Pearson

### Director

- Catholic Family & Community Services
- Mastercard

### Leader

- St. Francis Medical Center
- Sterling Medical Devices
- Planned Parenthood Hudson Peconic
- JPMorgan

## DIFFERENTIATORS

Leading industry knowledge and experience qualified by:

- **Human Resources Certification Institute (HRCI)**  
Senior Professional in Human Resources (SPHR)  
Human Resources Certification Institute Recertification Provider
- **Gallup**  
CliftonStrengths Coach
- **American Society for Quality (ASQ)**  
Certified Manager of Quality/Organizational Excellence (CMQ/OE)  
Certified Six Sigma Black Belt (CSSBB)
- **Project Management Institute (PMI)**  
Certified Project Management Professional (PMP)
- **Safe Horizon** | **NYS Dispute Resolution Assoc.** | **Dispute Resolution Center**  
Mediator | Special Education Mediator | Custody & Visitation Mediator

## CONTACT INFORMATION

**India N. Smalls**  
**President**

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Sacramento, CA 95816

<https://ismallsconsulting.com>

## COMPANY INFORMATION

Formed in August 2022

Built on 18 years of  
experience



UEI: GFBVGT3F4A5

CAGE: 0FQ91

## NAICS Codes

**611430 (Primary)**

Professional and Management  
Development Training

**541611**

Administrative Management  
and General Management  
Consulting Services

**541612**

Human Resources Consulting  
Services

**541618**

Other Management  
Consulting Services

**541690**

Other Scientific and Technical  
Consulting Services

**561110**

Office Administrative  
Services

**611710**

Educational Support Services



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# Training & Consulting Services

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## Training and Development Commitment

**We are committed to providing:**

1. **Superior Consulting Services**: We partner with our clients to develop targeted talent management, learning, and organization development strategies with lasting workforce solutions.
2. **Quality Courses and Programs**: Our priority is to ensure all learners receive quality training that enables them to develop relevant, practical, and indispensable workplace competencies.
3. **Commitment to Results**: We create life-long learning experiences that our partners continue to build upon beyond our training sessions to positively transform workplace behavior, the environment, and business results.

## Consulting Services

### **Strategic Management**

Partnering with executive and senior leaders to develop the vision, mission, values, and goals of the organization, to clearly communicate the strategic plan, align organizational objectives, and achieve measured results.

### **Organizational Excellence**

Driving the strategic, operational, and tactical results to exceed all business and customer requirements, engage workforce professionals, adhere to quality standards, and ensure superior performance at all levels throughout the organization.

### **Learning and Organization Development**

Designing, developing, and deploying learning programs, courses, tools, and services to engage employees, create a culture of continuous learning, and upskill the workforce to create enterprise-wide value for the organization.

### **Change Management**

Leading organizations to successfully navigate from the current state to the ideal future state through structured organization development, change management, and project management frameworks that poise the organization to successfully manage current business operations with minimal to zero downtime.

### **Performance Management**

Leading, guiding, and coaching employees throughout the performance management life-cycle to develop and achieve clear goals and objectives that will contribute to the growth of the individual, team, and organization.

### **Leadership Development**

Providing opportunities for leaders to discover their unique talents, strengthen core leadership competencies, and develop networking opportunities that will increase leadership engagement and empower leaders to achieve organizational excellence.

### **Team-building**

Leading team members in defining their roles and responsibilities, developing shared values, and working together to perform at a level of excellence achieved by valuing each other's unique strengths, knowledge, skills, and abilities that contribute to shared success.