



## Total Life Consultancy

Professional and Organizational  
Development Services

### TLC COMPANY BACKGROUND

Total Life Consultancy LLC (TLC LLC) is a DC Certified Business Enterprise (CBE) and a Women Owned, Small, Economic Disadvantaged Business (WOSBED) that was formed in 2015 to support the diverse needs of multicultural professionals and organizations that have a deep desire to develop personally and perform at their highest potential.

TLC LLC's customized programs are a perfect fit for any organization and are designed to specifically meet each organization's needs. With over ten years of experience, TLC LLC is an internationally recognized firm that performs at the highest level of professionalism resulting in advanced levels of credibility, capability, and competency. Here are some of the benefits of working with TLC LLC:

- **Expertise:** TLC LLC has over 10 years of experience in providing services to organizations of all sizes.
- **Customization:** TLC LLC's programs are customized to meet the specific needs of each organization.
- **Results:** TLC LLC's programs have been shown to improve employee performance, create a positive work environment, and develop leaders.
- **Commitment:** TLC LLC is committed to providing high-quality services that meet the needs of each individual client.

TLC LLC offers a wide range of services to help transform your organization, including:

- **Executive Coaching:** TLC LLC provides executive coaching to help leaders reach their full potential.
- **Leadership Development:** TLC LLC offers leadership development programs to help individuals and teams become more effective leaders.
- **Team Building:** TLC LLC provides team building activities and programs to help teams work more effectively together.
- **Corporate Training & Facilitation:** TLC LLC provides corporate training and facilitation services to help organizations improve their performance.
- **Diversity & Inclusion:** TLC LLC provides diversity and inclusion training and consulting services to help organizations create more inclusive workplaces.
- **Organizational Development:** TLC LLC provides organizational development services to help organizations improve their performance.



- Strategic Planning: TLC LLC provides strategic planning services to help organizations achieve their goals.

Total Life Consultancy is committed to serving nonprofits just like Family Service Foundation which has a vision to exemplify excellence in the quality of its behavioral health and developmental disability services throughout Maryland. We recognize the organizational mission to provide person-centered services that encourage growth in clients, change their lives for the better, and enrich the local community.

This professional development plan is to assist the Family Service in how to enhance their person-centered services that promote self-directed change as well as to develop mutual respect for diversity, cultural differences, and levels of ability, fostering communities of inclusion. All programs are fully customized to your organization's needs, making all fees negotiable.

We look forward to the opportunity of working with you to support your organization in becoming its optimal best.



## 1. STAFF PROFESSIONAL DEVELOPMENT PLAN

The following workshops can be implemented to support THE ORGANIZATION's passion and commitment for the work driven by personal commitment to make a positive difference in the lives of those the organization serves.

These workshops are designed to help staff with the tools they need to provide the best services available and the best outcomes possible as well as raise accountability in the work while building teamwork across disciplines, both within the organization and external partners.

In addition, the contractor can offer staff workplace assessments as well as Leadership Assessments for upper management. An aggregate report will be compiled from all results and presented with recommendations for better teamwork and more productivity.

| ID  | PROFESSIONAL DEVELOPMENT TOPICS                                                                                                                                                                                                                                                                                                                                                                          |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.0 | <b>Celebrate Diversity</b> – Explore the wonders of diversity! This workshop, facilitated by a Certified Diversity Executive, will help us recognize our unconscious biases and open up to new ways of understanding, appreciating, and celebrating all individuals for their uniqueness.                                                                                                                |
| 1.1 | <b>“I am Remarkable” Google Initiative</b> - Everyone deserves to recognize their own worth and have the opportunity to share it with others. This workshop aims to help empowering people from underrepresented groups by providing them guidance towards self-promotion, all while breaking down systemic barriers!                                                                                    |
| 1.2 | <b>The Importance of Understanding Trauma</b> – The pandemic has had a devastating impact on our physical as well as mental health, with trauma being felt by people around the world. To ensure greater resilience and an improved ability to cope effectively in times of distress, it is essential that we become educated about how best to address traumatic experiences and get control over them. |
| 1.3 | <b>Managing Your Stress at Work</b> - Discover proven methods for achieving a better work-life balance and performing at top levels! Learn the seven steps to managing stress both in and out of the workplace, putting you on the track towards achieving success.                                                                                                                                      |
| 1.4 | <b>Accelerate Your Achievements</b> – is designed to help women achieve extraordinary results while understanding that they do not have to do it alone. Gain invaluable guidance on how to achieve success in a manner that celebrates how amazing you truly are.                                                                                                                                        |



|      |                                                                                                                                                                                                                                                                                                              |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.5  | <b>Mindfulness and Other Mind-Blowing Tools to Master Your Mind</b> – Learn how to free yourself from the mental barriers of limiting beliefs and level up your brain for career success!                                                                                                                    |
| 1.6  | <b>The Ikigai formula to success</b> Ikigai is a Japanese concept that means your 'reason for being.' 'Iki' in Japanese means 'life,' and 'gai' describes value or worth. Your ikigai is your life purpose or your bliss. It's what brings you joy and inspires you to get out of bed every day.             |
| 1.7  | <b>Effective Communication Using Active Listening</b> When you understand how to engage in effective communication, you can build better working relationships, helps you get right to the point, saving time and energy, and helps you overcome barriers to communicating before you even start.            |
| 1.8  | <b>Unconscious Bias</b> – Simply raising our awareness to our own unconscious bias gives us the ability to potentially experience a new level of competency that makes others feel deeply seen, heard and valued and ultimately produces remarkable results.                                                 |
| 1.9  | <b>The Power of Emotional Intelligence</b> - You can be more successful in life when you know how to use the 4 skills of emotional intelligence to improve your personal and professional relationships, and your wallet.                                                                                    |
| 1.10 | <b>The Power of Positive Psychology</b> Positive psychology practices have constructive impacts on people's everyday lives such as reducing stress and anxiety, increasing resilience, and promoting self-growth, wellbeing, and quality of life.                                                            |
| 1.11 | <b>Conflict Resolution in the Workplace</b> - Proper conflict resolution skills are designed to keep disagreements from escalating while continuing to discuss each point of view and eventually reach a collaborative conclusion.                                                                           |
| 1.12 | <b>Self-Care &amp; Resiliency</b> - the practice of taking an active role in protecting one's own well-being and happiness, particularly during periods of stress to increase the ability to recover from or adjust easily to adversity or change. Self Care makes you more agile to recover from adversity. |
| 1.13 | Conduct individual electronic workplace temperament assessments and employee surveys.                                                                                                                                                                                                                        |



|             |                                                                                                  |
|-------------|--------------------------------------------------------------------------------------------------|
| <b>1.14</b> | Conduct Leadership 360 Assessments for organizational leaders.                                   |
| <b>1.15</b> | Compile Organizational Workplace & Team Dynamics Assessment (Aggregate all employee Assessments) |
| <b>1.16</b> | Present organizational workplace Dynamics Assessment Findings with recommendations               |
|             |                                                                                                  |



## 2. EXECUTIVE COACHING

Executive Coach Contractor shall partner with the Executive Leader in a thought provoking, creative process to inspire them to maximize their personal and professional potential, utilizing the International Coaching Federation Core competencies to achieve proven, observable, and quantifiable outcomes. Accordingly, the Executive Coach Contractor will facilitate twelve (12) one-on-one virtual sessions per executive, during a 6-month period. Executive coaching deliverables include:

- A. **Assessment** – Executive Coach Contractor will administer an electronic Myer-Briggs (MBTI) Synchronized Leadership Effectiveness 360 Assessment with each Executive Leader. The assessment invites 4 observers to participate: Self, Supervisor, Peer, Direct Report, and Other. This strategic panoramic view of the Executive Leader will help gain powerful insights into the Executive Leader's world and way of being as a leader.
- B. **Coaching Plan Development & Feedback** – Executive Coach Contractor will review results of the Leadership 360 Assessment with the Executive Leader and work together to determine how to strengthen the strengths as well as the areas of development.
- C. **Executive Coaching Implementation** - Executive Coach Contractor will partner with the Executive Leader to facilitate the creation of a personalized Leadership Development Coaching plan with emphasis on strengths and areas of development.

Executive Coach Contractor will facilitate twelve (12) Executive Coaching sessions with the Executive Leader over a period of 6 months, updating and adjusting the plan as needed. Each Executive Coaching plan will include the strategy, methods, process, tools, and additional materials necessary to fulfill each coaching engagement goal, and includes focus on the following skillset areas:

Communication, Decision Making, Delegation, Emotional Intelligence, Managing Change, Setting Goals, Team Building, Visualizing the Future

Feedback, Evaluation & Reporting – Executive Coach Contractor will solicit and provide continuous feedback, as well as allow for the Executive Leader and sponsors to provide evaluation of the process. A Final Executive Coaching Progress Report will be prepared by the Executive Coach Contractor at the end of the engagement to show positive or negative changes in the Executive Leader as well as to detail the overall experience.



| ID  | EXECUTIVE COACHING TASKS                                                                            |
|-----|-----------------------------------------------------------------------------------------------------|
|     |                                                                                                     |
| 2.1 | Complete (12) Executive Coaching Sessions                                                           |
| 2.2 | Provide online access to Executive Coaching portal for Executive Leader to share notes and updates. |
| 2.3 | Administer Leadership Effectiveness 360 assessment                                                  |
| 2.4 | Develop Executive Coaching Plan                                                                     |
| 2.5 | Post Engagement Executive Leader Self- Assessment                                                   |
| 2.6 | Executive Leader Post Engagement Evaluation                                                         |
| 2.7 | Final Executive Coaching Progress Report for Executive Leader                                       |
|     |                                                                                                     |



### 3. STRATEGIC PLANNING SERVICES

Overall, Strategic planning is a process to produce innovative and creative ideas which serve as the core framework for the company and designing its' future. It is a comprehensive process that includes all stakeholders, divisions and departments in the process of setting long and short-term goals for the business and planning how to achieve them. Strategy is choosing to perform different activities that can be preserved and that will provide a sustainable competitive advantage.

#### **Benefits of Strategic Planning**

A Strategic management plan helps organizations prepare proactively and address problems with a long – term view. Among the primary advantages that are derived from strategic planning are the following:

##### **1. Improves Staff Retention and Satisfaction**

The research shows that local government employees lack connectivity after the pandemic, are burned out, and experience rude behavior at work. Implementing strategic planning helps employees feel engaged and responsible with their work. Properly implementing a strategic management plan will reduce the experience of being micromanaged, ultimately increasing the sense of autonomy and satisfaction among employees.

##### **2. Enhanced Communication Between Employers and Employees**

Filling the communication gap is significant for the success of the strategic planning process. It starts with participation and dialogue among managers and employees, which shows their commitment to achieving organizational goals. This way employees know what the company is doing and its purpose.

##### **3. Increase Durability and Sustainability**

Strategic planning aims to present the potential internal/ external shocks and prepare the business to adapt more effectively. The industry and customers' demands are constantly growing, and companies with weak foundation focus and foresight will have complexities riding the next wave.





| ID  | STRATEGIC PLANNING TASKS                                         |
|-----|------------------------------------------------------------------|
| 4.1 | Initiate Strategic Planning Process with Questionnaire procedure |
| 4.2 | Clarify Organizational Identity Process                          |
| 4.3 | Clarify Organizational Mandates Process                          |
| 4.4 | Establish Future Organizational Strategy Process                 |
| 4.5 | Create Action Item List Review & Adopt New Strategic Plan        |

Please let us know how we can best serve you to help you achieve your organizational goals!