



Creating a Culture of Excellence **IS A JOURNEY, NOT A DESTINATION**. We provide customized consulting and learning solutions aimed at helping leaders, employees, and organizations achieve and exceed their business goals and aspirations.

UNLOCKING YOUR EXECUTIVE LEADERSHIP POTENTIAL



Imagine having unlimited access to a trusted advisor with the depth of leadership and business acumen that would help you formalize, successfully implement, and sustain an action plan to:

Strengthen your Executive Presence; Improve Confidence in your Communication Skills; Strengthen Team Accountability; Make Better Decisions; Implement your Vision; Strengthen Organizational Culture; and Achieve Quicker, more Effective Results

What would this mean to you? Well, these are just a few of the professional benefits of working with an Executive Coach.

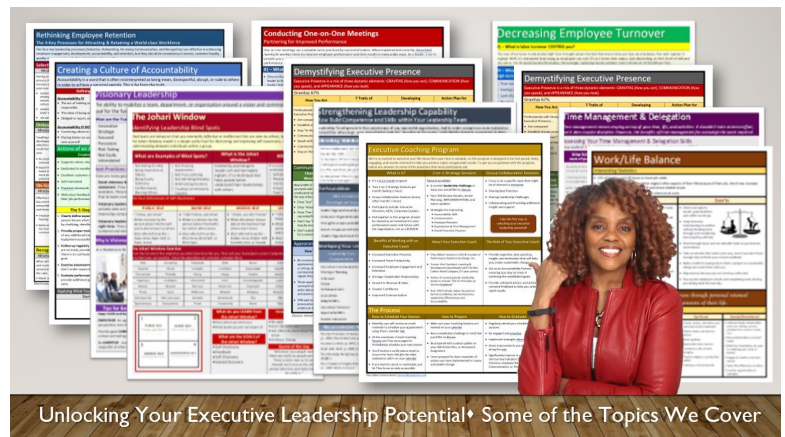
WHAT'S INCLUDED IN THE PROGRAM?

Monthly 1-on-1 Coaching Sessions	Leadership Resource Materials	Membership Learning Portal	Regularly Scheduled Group Sessions & Quarterly Podcast
Unlimited 1-hour individualized coaching sessions (<i>online & in-person</i>) Opportunities to discuss some of your most challenging issues Also, a great time to strategize on ways to improve leadership effectiveness	40-Page Resource Notebook Filled with content that can be used to provide you with more insight The content can also be used to further develop your leadership team Plus, autographed copies of Theo Gilbert-Jamison's most popular leadership books	24/7 access to our online learning platform Filled with eLearning courses and micro-learning videos Great to reinforce topics covered in 1-on-1 coaching sessions And great learning resources to share with your leadership team	Interesting interviews that are designed to be engaging, informative, and fun Bite-sized content that you can listen to during your downtime to gain more leadership insight and perspective

WHAT DO WE DISCUSS IN COACHING SESSIONS?

Coaching sessions are focused on current leadership challenges the participant is facing or professional development topics necessary to strengthen unrecognized weaknesses, which typically include:

- **Identifying Leadership Blind Spots** (*360 Assessment, Leadership Self-Assessment & Team Assessment*)
- **Visionary Leadership** (*Solidifying, Communicating, and Implementing Your Vision*)
- **The Power of 1-on-1 Meetings** (*Fostering Alignment, Buy-In, Collaboration, and Accountability*)
- **Creating a Culture of Accountability** (versus Inconsistency)
- **Mastering Accountability Conversations** (*Handling Difficult Conversations, Creating Win/Win Results*)
- **Rethinking Employee Retention & Turnover** (*the 4-Key Processes*)
- **Mastering Time Management & Delegation** (*Are You Focusing on the Clock vs. the Compass?*)
- **Focusing on Work/Life Balance** (*Making Time for Self-Renewal*)
- **Strengthening Leadership Capacity** (*Developing, Mentoring, and Coaching Your Leadership Team to Achieve Greater Goals*)
- **Accountability Action Plan** (*for Rapid Improvement & Sustainability*)



Unlocking Your Executive Leadership Potential* Some of the Topics We Cover

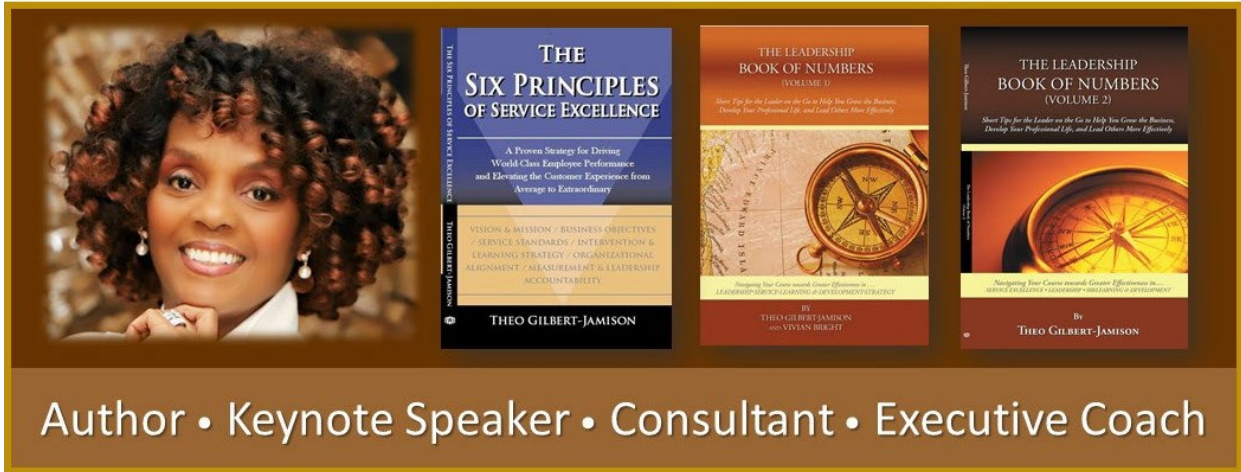
Target Audience for this Program:
C-Level Leaders, Key Executives & Directors,
Emerging Leaders, Small Business Owners

EXECUTIVE COACHING PROGRAM OPTIONS

LEVEL 1 – MONTH-TO-MONTH	LEVEL 2 / THREE MONTHS	LEVEL 3 / SIX MONTHS	LEVEL 4 / TWELVE MONTHS
Access to Group Collaboration Sessions and Resource Materials	360 Action Planning Implementation Coaching	360 Action Plan, Implement, Accountability Coaching	360 Action Plan, Implement, Sustainability Coaching

Theo Gilbert-Jamison is also available as a keynote speaker and for workshops and retreats.

To schedule Theo or to learn more, contact her directly at tjamison@psbydesign.com.



Background & Expertise

THEO GILBERT-JAMISON

- Is **Chief Executive Officer** for Performance Solutions by Design, a consulting firm headquartered in Atlanta, Georgia that helps organizations across all industries exceed expectations by elevating the customer experience from average to extraordinary.
- She is also author of several popular leadership books to include: **The Six Principles of Service Excellence** (published in 2005), and **The Leadership Book of Numbers, Volumes 1 & 2** (published in 2008 and 2012).
- Prior to launching Performance Solutions by Design in 2003, Theo was **Vice President of Training & Organizational Effectiveness** with **The Ritz-Carlton Hotel Company** where she enjoyed a successful 17-year career.
- Theo was also a key contributor, instrumental in implementing and sustaining quality processes and systems that led to The Ritz-Carlton Hotel Company becoming a two-time recipient of the renowned **Malcolm Baldrige National Quality Award**.
- With extensive background in Lean/Six Sigma, Leadership Development, and Human Resources -- today, Theo works closely with a diverse group of organizations -- ranging from *automotive, legal and financial services, to education, hospitality, country clubs, luxury retail, healthcare, technology, non-profits and more.*
- On average, Theo's books, workshops, videos, and webinars are viewed by over 150,000 people annually.

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"Theo was simply amazing, and we were able to unravel and accomplish a lot in our time together.

It was great to have a safe sounding board and accountability partner, which really helps to figure out where to start, focus, execute, and therefore deliver results.

Through these sessions I was able to take a look from outside-in and develop strategies to ensure that each of my leaders feel supported.

Anyone that has an open mind to growth and challenge would benefit from this program, and I appreciate the opportunity for both professional and personal growth. "

Shandra Davis, Executive Director
The Farrington at Tanglewood

Some of our Clients



CONTACT INFORMATION

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Videos: <https://www.youtube.com/theogilbertjamison>