

Avalon Solutions LLC

*Enhancing reliability, satisfaction, and success
Creating preventive organizational cultures
Consulting, coaching, & training that makes a difference*

Title: Roles and Responsibilities that Work for Today and Tomorrow

Need: Working effectively today to build a better tomorrow can be stressful during difficult economic times for board members, district managers, supervisors, and employees. “Short falls” in budgets and the mantra to “do more with less” impacts everyone.

Presentation

Premise: There are universal guidelines that can assist Board Managers and District Managers in their roles and responsibilities so they can work effectively and efficiently together in these tough economic times. Working together begins with understanding key leadership roles and managerial responsibilities that structure and guide effective and efficient work – “doing the right things right the first time.”

Outline:

- Review need and premise
- Leadership: Texas State Senator Kirk Watson’s “Ten Rules to Live By”
 1. Throw away labels
 2. Listen carefully, speak plainly
 3. You are never going to meet everyone’s concept of perfection, so don’t try
 4. Be biased toward action – don’t wait for the better deal
 5. Never forget that hope matters
 6. Have a short term focus, but with a long term vision
 7. Know your core values and assets, be willing to admit your weaknesses
 8. Avoid nitpickers, nay-sayers, and know-it-alls
 9. Create new and different constituencies, and avoid creating new enemies
 10. Focus on the positive, even when things are difficult

Bonus rule – Don’t take yourself too seriously
- Management’s Role: Structure – System and Process
 - Numbers Game to illustrate the effectiveness and efficiency of key system/process structure
 - Managers’ and employees’ responsibilities in processes and an “Employee Bill of Rights”
- Closing

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Avalon Solutions' Goal

Our goal is to make organizations more successful by helping them be more useful and reliable. Because organizations are built and sustained by people, Avalon Solutions addresses the issues facing leaders, managers, and employees with proven, practical, and integrated consulting, coaching, and training solutions that build *excellence in the organization, its individuals, and teams.*

The Right Organizational Culture Brings Consistent Success

Every company has its own culture. That culture can be a powerful, intangible asset or potent liability. A positive, proactive, prevention-oriented culture helps an organization perform operations safely, do quality work, grow, and be productive, efficient, and profitable. The wrong culture can spur dissension, unsafe practices, rework, and inefficiency. Organizational culture is the sum of the common-shared values, attitudes, concepts, language, ways-of-doing things, and behaviors that set one company or agency and its employees apart from others. As customers or suppliers, we experience the difference in organizational culture whenever we interface with the people, policies, procedures, and systems of different organizations. We each have our favorite company that we do business with on a regular basis. Likely, the 'why' we enjoy that customer-supplier relationship has much to do with how we are consistently treated in that relationship by the "culture" of that organization. The right organizational culture is a foundation of sustained improvement, and it can be designed, shaped, and sustained by an organization's formal and informal leaders. Avalon Solutions is designed to help in that journey.

Fully Integrated Approach

Avalon Solutions implements a fully integrated approach across its training, consulting, and coaching. The following beliefs are incorporated into appropriate tools, techniques, and methods for each level of position and function in the client organization/agency:

- **Excellence** is providing customers with solutions, not apologies
- **Excellence** is being reliable and providing what was promised every time
- Organizations and their people will not prosper if they cannot provide products and services to customers that are useful and bring success
- **Excellence** is the responsibility of everyone in the organization
- Leaders and managers must assist everyone to accept their responsibility by first making a commitment and then establishing systems and processes that make excellence possible
- The causes of problems whether in operations, safety, customer service, quality, human resources, accounting, administration, or management can be identified, solved, and prevented
- Improvement, innovation, and the prevention of problems can be learned and applied throughout an organization as a way of life – an organizational culture
- The achievement of **excellence** is a never-ending journey.

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Training that Works

Our training works for these critical reasons:

1. For the majority of any Avalon Solutions' class, attendees are directly involved in discovering and applying learning. Our training approach is in direct contrast to "typical" training classes that rely on instructor-led lectures. Instead, Avalon Solutions' training focuses on facilitating attendees in the learning process through exercises, role plays, and activities that build, maintain, and hold attendees' attention, interest, and memory. Typical attendee comments include: *"This is a great course."* *"The different teaching styles (role plays and group exercises) are a great way of holding our interest, breaking up the topics, effectively teaching us, and getting everyone involved."* *"This course made everyone feel wanted and wanting to participate."*
2. Our training builds consistency in language, concepts, tools, and techniques across an organization by assuring executives, managers, and employees have complimentary, cooperative, and beneficial methods based on core beliefs, organizational strategy, and improvement tactics.
3. Avalon Solutions' training blends into its classes the specific strategies of the organization whose leaders, managers, and employees it facilitates.
4. We concentrate on the "why" a concept, tool, technique, or method is needed, its benefits, and how to practically use it; not on management theory.
5. All of our pragmatic knowledge, skills, and tools seamlessly fit together to give attendees a comprehensive methodology that works.



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Consulting

Avalon Solutions' consulting involves:

1. Establishing and building the objectives that define *excellence* for the organization/agency.
2. Designing and developing the strategic steps for transitioning the organization's culture to better achieve *excellence*.
3. Building, conducting, and interpreting internal surveys to understand the attitudes and perspectives of leaders, managers, and employees as they participate in the *excellence* journey.

Coaching

To speed and promote progress on the journey to *excellence* Avalon Solutions provides coaching in these vital areas:

1. Development of proactive, prevention-oriented leaders, managers, and internal consultants who can strategically focus and tactically transition the culture of their organization, agency, department, and/or team to improved safety, quality, productivity, and customer-focus.
2. Enhanced internal communication, public relations, and marketing to organization/agency personnel, so they are aware and clearly understand the need and benefits of improved safety, quality, efficiency, effectiveness, productivity, and prevention-oriented, customer-focused work-life.
3. Improved teaching and facilitation skills.

Partners

CMC and Associates – a dynamic company providing meeting planning services, full conference management, training services, and association management. (888.320.6129 www.cmc-associates.com)

Learning Outsource Group – innovative training and development solutions for sales, sales management, and management development. (800.403.9379 www.learningoutsourcgroup)

Clients

American Association of State Highway and Transportation Officials (AASHTO) is the voice for transportation and catalyst for organizational and technical excellence.

Weatherford International Ltd. (NYSE:WFT) Weatherford employs approximately 50,000 employees worldwide and operates in more than 100 countries.

American Honda Motor Co., Inc., Parts Division

First Data Merchant Services provides information and transaction processing services for credit card issuers.