

AlexanderHancock



associates

**Collaborative Approach.
Enduring Results.**



What's next for your business?

What our clients say...

"The commitment to engaging in their customer's problems is what sets AlexanderHancock apart. They don't want to just deliver a canned program that doesn't relate to your business issues. They spend the time finding out what real business problems you'd like to solve and then build a program to find those solutions."

"The people at AlexanderHancock display the highest level of professionalism and real drive to help your business improve. They've been involved with our company for well over a decade and still want to engage to solve problems for our future."

"The folks at AlexanderHancock are astute at understanding the opportunity and developing a program to meet the needs of your business regardless of the industry you are in, because their sweet spot is developing leaders."

Collaborative Approach. Enduring Results.

At a time when many companies are struggling to differentiate themselves in the marketplace, AlexanderHancock Associates is helping clients achieve enduring business results through highly effective customized training and consulting solutions. We help clients achieve enduring results by develop practical skills that are immediately applicable in the workplace and transferable across a wide range of business situations. We do this by listening carefully, researching thoroughly, and designing collaboratively so that each approach fits our customer's unique culture and key business challenges.

Universal Challenges. Customized Solutions.

Having cut expenses almost to the bone in an effort to remain competitive, many companies are trying to figure out next steps. Based on extensive research and experience gained throughout our 22 year history, AHA has identified 10 Key Challenges on which most companies should focus on in the coming year. Developing the skills to meet these core challenges will strengthen your organization and enable your business to meet an uncertain future with confidence. See how your firm stands up:

1. Align business strategies and values: *If you don't pull together, you could pull apart.*
2. Develop leaders: *Are you hiring or inspiring leaders?*
3. Improve the customer experience: *Customers vote with their feet – and take jobs with them.*
4. Increase innovation: *The market calls the tune – you have to learn to dance.*
5. Grow sales: *Sales drives everything – and everyone has a role.*
6. Drive change: *Change or get changed – Business Rule #1.*
7. Coach, develop, and retain people: *How do you capitalize on the asset that walks out the door every night?.*
8. Drive business results through conversation: *Conversation is the tool of change – and generates results.*
9. Engage employees: *Engage your people to ensure your future.*
10. None of the above? *Even if your company faces unusual challenges, we can help.*

Contact us to learn about refreshing solutions
AlexanderHancock Associates offers to address
the unique challenges facing your company.

Get enduring results with these customizable solutions by AlexanderHancock Associates:

**Straightforward Leader Solutions:
customized leader development training
programs**

Becoming a Straightforward Leader
Emotional Intelligence
Strategic Thinking
Influencing for Results in a Matrixed
Organization
Managing Remotely
Breakthrough Business Conversations
Leadership Communication
Leading Change
Performance Management
Coaching, Developing, and Mentoring
People
Women in Leadership
Facilitative Leader
Leading High Performance Teams

**Straight Talk Supervisory Solutions:
customized supervisory development
training programs**

Supervisory communication
Performance management
Setting expectations
Giving feedback and coaching
Solving performance problems:
Encouraging accountability and
responsibility
Leading high performance teams

**Customer Value First Solutions:
customized sales and customer service
training**

Consultative selling skills
Asking the right questions
Building rapport/building relationships
Sales Presentations
Negotiations
Front line Customer Service skills
Customer relations skills

**Expert Business Partner Solutions:
customized training for staff
professionals in HR, Finance, IT, and
other support functions**

Consulting Partner skills
Influencing without Authority
Expert Facilitator
Team building
Coaching
Cultural inclusion
Respectful workplace
Train-the-Trainer

**Creative Change Solutions: customized
training to support innovation strategies**

Creative Thinking
Collaborative Problem Solving
Strategic thinking/Systems Thinking
Innovation team leader training
Change management

**AHA! Executive Coaching: AHA coaches
help with individual development**

**AHA! Consulting Solutions: AHA
consultants partner with you to produce
results in the following areas:**

Organizational design
Strategic Alignment
Strategy Communication/Strategy
Deployment
Team Alignment
Customer Value First policies, processes,
and practices
Engaging front-line employees in
improvement strategies
Empowering employees to meet customer
needs
Succession planning process
Dynamic Change Model
Strategic Change communication plan
Culture Change Process
Sales Competency Model
Collaborative Customer Teams
Customized Leader Competency Model
Collaborating in a matrixed organization

**AHA! Measurement and Assessment:
AHA supports your business strategies
with data, analysis, insight, and
recommendations for improvement**

Organizational alignment survey
Customer Surveys and Focus Groups
InnerView 360™ surveys
Surveys of employees' perceptions of their
manager's communication behavior
Organizational Culture and Climate Surveys
Employee Engagement Surveys
Custom designed assessments
Focused interviewing
Needs assessment: custom surveys,
assessments, InnerView 360 feedback, and
targeted interviews
Customized Assessment Center process
Research and Analysis of existing attitudes
and behaviors
Various instruments and assessment tools
(MBTI, DiSC, NEO 5 Factor, Conflict Style,
Decision Style, Influence Style, Negotiation
Style, Team Roles and Style profile, etc)

**AHA! Facilitation Solutions: We provide
consulting and facilitation for your
offsite planning retreats and on-site
work sessions**

Strategic Alignment Planning sessions
Team Alignment Sessions
AHA's Future Search process
facilitated planning and feedback sessions
facilitated planning sessions with senior
staff.
facilitated best practice sharing sessions

Additional Resources

Fast Forward: AHA's bi-weekly
e-newsletter of practical tips and
suggestions for leaders, supervisors, and
business professionals
ConversationWorks: Gain additional
insights from AHA's blog
AHA! Moment: AHA's daily management tip
P2P: AHA's trademarked videolab process
for rapid development of business
conversation skills

Give us a call at 704 892 5097. We'll help you map out a plan
to keep your company headed down the right road.