



CRG Training & Consulting, Inc.



Unleashing the Power to Grow!™

Customized solutions to make yours a high-performance organization.

www.crg-hrdev.com

For all of the workplace differences created by years of constant change, organizations large and small are united in the face of one critical challenge:

How to increase quality and productivity, decrease cost to the customer and maintain a strong, committed workforce.

A large order, but it can be done. CRG Training & Consulting, Inc. helps organizations do it every day.

A powerful force

CRG is dedicated to the realization of human potential and process improvement. As you begin to recognize and develop your two most important assets—your people and your business processes—you unleash the existing power within your organization and begin achieving extraordinary results.

We operate on the premise that increased organization—combined with better communication and careful planning—accelerates progress toward optimal productivity, efficiency and strength.

Our team of experts provides facilitation, business consulting and training tailored to the unique needs of each customer. From human resource development programs to meeting facilitation to large-scale change initiatives, we are committed to creating the solutions you need to achieve high performance in areas such as:

- business process improvement
- organizational growth and development
- customer loyalty
- workforce diversity
- team results
- group dynamics
- skills and competency development
- frontline management

# Solutions

Our most popular high-performance solutions include:

Adventures in Attitudes®

Positive employee attitudes create positive actions toward organizational goals. This classic human relations program is an empowerment strategy for your workplace. It is designed to help employees understand that how they perceive and respond to events around them is their choice. This principle is key to establishing personal responsibility and accountability in the midst of change.

Personal Leadership

The only way to be a truly effective leader is to be you! It begins with figuring out who you are and identifying what gives your life value and meaning. Once you understand yourself, choose a direction, live your life with intention and take responsibility for becoming what you want to be, your true leadership potential is unleashed—and unlimited!

Organizational Leadership

Leaders, managers and supervisors all have one thing in common: people. Today's leaders need to be flexible, recognizing both the human needs and the business needs of their employees. In our "doing more with less" business landscape, the quality of your leadership truly determines the future of your organization.

Effective Interaction Workshops

Today's business environment is all about relationships. Harmonious business relationships enable your organization to achieve higher levels of performance. Effective listening, empathy, honesty and trust all are keys to helping your organization reach the next level. Customized workshops to help your employees develop the skills necessary to communicate and interact more successfully include:

- making decisions
- managing conflict
- taking action
- solving problems
- setting goals
- coaching performance
- retaining employees
- managing work expectations

Team Development

Teamwork doesn't just "happen." Teams need to be created, then guided as they evolve from immaturity into maturity—and finally reach optimum performance. The key to establishing and maintaining high-performance teams is to create the foundation for success. Workshops tailored to your unique environment provide a disciplined approach to team development, creating a springboard to greater performance and goal achievement.

Diversity Awareness

Our attitudes toward other people, places and things are an all-important part of who we are, how we view what happens around us and how we adjust to the world we live in. Recognizing and valuing the differences we all bring to the workplace creates an environment where people feel comfortable and able to reach their fullest potential.

These are just a few of the services CRG can bring to your organization. Call us to learn more about our offerings and how we can design a solution to meet your organization's unique needs.

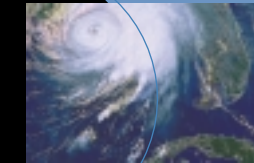
Note: Adventures in Attitudes is a registered trademark of Inscape Publishing. CRG is an Authorized Distributor for Inscape Publishing which, in addition to the popular Adventures in Attitudes program, features the Personal Profile® System 2800 Series and other DiSC® Learning Resources. Ask us for more details about these dynamic programs.



**T**he connection between an organization and its ability to unleash the power to grow is best depicted by a hurricane. Hurricanes are created by a process that inextricably increases power and strength as it becomes more organized. When complete, this process transforms simple pockets of air and water vapor into nature's most powerful creation—a creation whose potential to effect change is almost beyond imagining.

*We have found that people can immediately and continually apply their learnings, which has increased productivity and excitement in the workplace. And it has also helped us enter new markets.*

—Call Center Manager,  
Retail Catalog  
Company



*CRG is a valuable partner and advisor in a variety of people management areas. CRG is professional and reliable. In a time when consultants over-promise and under-deliver, CRG consistently exceeds my expectations.*

—Manager,  
Telecommunications  
Company

*As a result of working with CRG, we have increased productivity and improved employee morale in our organization.*

—Project Manager,  
Software Development  
Company

*Our leaders are better prepared to effectively understand and motivate our people after working with CRG.*

—Director,  
High Tech Company

# Optimize

CRG Training & Consulting, Inc. — **Unleashing the Power to Grow!**<sup>TM</sup> — Customized solutions to make *yours* a high-performance organization.

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**Contact us today to learn more about optimizing your organization's performance** by focusing on your people and processes. Whether you're striving for more effective interaction, better business processes or general organizational improvement, we're committed to helping you make a difference.

