



## Adele Sommers' Consulting Services

I bring more than two decades of corporate experience that produces award-winning results. Organizational leaders, managers, and solo professionals have used my insight-filled business performance perspective to help them plan where they want to head, and then create the tools, systems, processes, instruction, information, and customer or client strategies they'll need to get there. Visit [LearnShareProsper.com](http://LearnShareProsper.com), or contact me today for a complimentary consultation!

I facilitate or do this...	To answer these questions:	So you'll have:
<b>Needs assessments, gap analyses, and strategic planning</b>	Where does the organization want to head? What has to be done to get there? Where are the performance gaps?	<ul style="list-style-type: none"> <li>❖ A master plan and strategic road map</li> <li>❖ "20:20 foresight" and peace of mind</li> </ul>
<b>Internal productivity &amp; effectiveness review:</b> <ul style="list-style-type: none"> <li>❖ Obstacles analysis</li> <li>❖ Meeting management and training</li> </ul>	How can we support the staff with tools, systems, resources, methods, information, people, and more, to help collectively achieve organizational goals? How do we remove obstacles?	<ul style="list-style-type: none"> <li>❖ Work obstacles identified, removed</li> <li>❖ Effective meetings</li> <li>❖ Faster response to customer needs</li> <li>❖ Bolstered morale</li> </ul>
<b>Information design:</b> <ul style="list-style-type: none"> <li>❖ Presentation design</li> <li>❖ Training, e-learning</li> <li>❖ On-the-job support systems</li> </ul>	How can we boost the impact of information and presentations? What do employees truly need to know to perform effectively? Can we reduce learning curves and maximize performance?	<ul style="list-style-type: none"> <li>❖ Clear and persuasive communication</li> <li>❖ Decreased need for expensive training</li> <li>❖ Sustained employee effectiveness</li> </ul>
<b>Process and project management:</b> <ul style="list-style-type: none"> <li>❖ Process mapping</li> <li>❖ Project and risk assessment</li> </ul>	How do communications and work products flow within the organization? Who hands off what to whom? Is this ideal or should we optimize processes? How are projects functioning?	<ul style="list-style-type: none"> <li>❖ Clearly identified work flows</li> <li>❖ Opportunities to streamline handoffs</li> <li>❖ Successful and well-managed projects</li> </ul>
<b>Focus on product and service value:</b> <ul style="list-style-type: none"> <li>❖ Technical and marketing-related communications</li> <li>❖ Interface usability</li> <li>❖ System testing</li> <li>❖ Boosting customer experience results</li> </ul>	Do communication channels and Web sites project clear and timely information? Are system interfaces simplified to require minimal explanation? Has all testing been performed? Is the user documentation clear? Do we solicit customer feedback and remove customer hassles? Is customer success a bottom-line and measurable objective?	<ul style="list-style-type: none"> <li>❖ Clearly conveyed product information</li> <li>❖ Properly tested products &amp; services</li> <li>❖ Optimal product &amp; Web site usability</li> <li>❖ Customer obstacles identified, removed</li> <li>❖ Increased customer loyalty, satisfaction</li> </ul>