

**AUTHENTICITY.  
TRANSPARENCY.  
ACCOUNTABILITY.**



WWW.TOLEROSOLUTIONS.COM

ACHIEVING SUCCESS THROUGH PEOPLE

## Improving Your Performance

### DIGITAL TRANSFORMATION

Agile Project Management  
Strategy & Governance  
Process Improvement  
Technology Adoption  
Risk Management  
Website Design

### CHANGE MANAGEMENT

Organization Development  
Survey Design & Analysis  
Program Management  
Organization Design  
Strategic Planning  
Culture Change

### EMPLOYEE & CUSTOMER EXPERIENCE

Leadership Development & Coaching  
Strategic Communications  
Retention & Engagement  
Diversity & Inclusion  
Talent Management  
Team Performance

Our focus is—people. Tolero Solutions enables organizations to retain and engage talent and wow customers. We assist you to **achieve success through people** – overcoming challenges that impact success.

We help harness the value of your workforce by applying expertise in human and organizational behavior. Through our work we create buy-in, engagement, and increased adoption, **positively impacting employee and customer experience** and maximizing your return on investments in people, process, and technology improvements.

New business initiatives require new processes and behaviors. We minimize resistance and **improve and accelerate adoption to change**, for both employees and customers, minimizing down time and delivering improvements for long term success.

We help you identify and address implementation challenges and gain the buy-in and commitment for technology – driving engagement, enhancing efficiencies and **improving user adoption** – enabling you to maximize your return on investment.

Success requires engaging with – and having engaged – employees and customers. We provide the processes and tools to increase engagement and **create a high performing organization**. Engaged employees provide higher levels of service delivery leading to an enhanced customer experience and increased brand loyalty.

**Exceeding expectations is our primary goal.** Our services help you plan for and execute on people, operations, and technology changes.

We strive to make organizations **better places to work** and do business.

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## ACHIEVING SUCCESS THROUGH PEOPLE

### WHY HIRE US

- Poor customer experience
- Resistance to change
- Lack of accountability
- Process inefficiencies
- Decreased innovation
- Unhappy workforce
- Increased turnover
- Too many priorities
- Toxic Culture

### SELECTED CLIENTS

- Department of Defense (DOD)
- American Heart Association
- MedStar Health
- US Air Force
- Capital One
- Accenture

### TOOLS & CERTIFICATIONS

- Fundamental Interpersonal Relations Orientation Behavior (FIRO-B)
- Lominger Career & Team Architect
- Center for Creative Leadership Benchmarks 360
- Denison Organizational Culture Survey
- Myers Briggs Type Indicator (MBTI)
- Drexler Sibtet Team Performance
- ICF coaching MCC, PCC & ACC
- Hay Group ESCI & EQ-i)
- ORG360 Assessment
- SHL Assessments
- Winslow Reports
- Strength Finders
- Agile and Scrum
- Prosci

Minority Owned Small Business Enterprise (MSBE)  
NGLCC Certified  
NAICS Codes: 541611, 541612, 541613, 541618  
541690, 541720, 541990, 611430  
DUNS #: 967124376

### Rave Reviews

“An instrumental part in communicating and preparing our organization for change.”

“...Attributed to improved inter-office relationships and increased our support of the strategy for moving forward.”

“Tolero Solutions was open to learning our business and always took the time to transfer knowledge, teaching other’s skills.”

“One of the best consultants I’ve ever worked with. Should the opportunity arise, I would look forward to working with them again in the future.”

*-Department of Defense (DoD)*

“Creative. Talented. Collaborative. Resourceful. Always willing to share subject matter expertise and teach others. Excelled at navigating our organization and building trusted relationships needed for buy-in and success.

*-University of Maryland Global Campus UMGC)*

“Expertise in project management, change management and strategy were an asset to the project.”

“Excelled at turning vague new concepts into a clearly defined reality.”

“Work led to significant improvements to our eventual work processes and services. Saved time and resources for our entire team...”

“Was a value add and definitely an asset to our project. Great results, good value, high integrity!”

*- Accenture*

“Great ROI...kept our project on schedule.”

“Easily approachable, collaborative and open to knowledge sharing.”

“Excelled at keeping stakeholders at all levels engaged, and working toward accomplishing tasks.”

*- Capital One*