

## A CATALYST for CHANGE

Whether good or bad, it takes an external threat or a compelling vision to create urgency, and be the catalyst for innovation and change.

Our nation is consistently pressed to develop extraordinary medical solutions, sustain delivery of education, and stabilize businesses and livelihoods.

At the same time, we are dealing with economic extremes, immigration pressures, and social division.

Our nation has a history of overcoming challenges and emerging stronger. We celebrate innovation and our economic system rewards taking on the inherent risks required for groundbreaking solutions.

Consider the ultimate impact created by these extreme circumstances.

- We were forced to deliver education and training remotely, which confronted us with a challenge. But has it opened up opportunities to extend and diversify learning to a broader range of clients or communities?
- Our economy needs millions of new front-line workers, and the obvious source is through immigration. Ultimately the immigration conundrum will be resolved, and in the meantime, who is anticipating and prepared to deliver counsel to organizational leadership on how to integrate this wave of employees into their workforce?
- Recent medical innovation has received appropriate recognition. However, the logistics and communication of its delivery has uncovered opportunities for improvement, and organizations are looking for good counsel as a catalyst for change.



Internal or external catalysts that change an organization require a balance of risk-takers and good counsel. They need diplomats to focus on compromise, and networkers that create synergies and teams.

No matter how individual talents are perceived within the organization, or what their specialty is, there is always a need for good counsel. Consultants have a vital role in identifying opportunities from challenges, however, they must first establish credibility and leverage their interpersonal skills before they earn the right to advise.

Assessments or surveys that capture the insights of employees, supervisors, and leadership, are a fundamental resource to measure the employee experience and their impact on organizational performance.