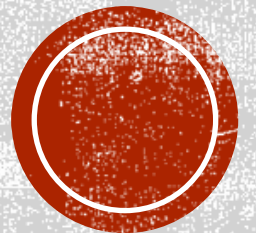


Intent Consulting

Comprehensive Services Overview



ABOUT US

- Founded in July 2020 by 20+ year global pharmaceutical executive and previous GM with experience at Pfizer, Schering-Plough, MSD, GSK, and Allergan in the US, Middle East, Asia, and Latin America
- Based in Charlotte, NC
- Specific focus on the healthcare segment



**Intent
Consulting**

CLIENTS



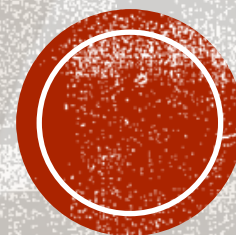


CORE BUSINESSES OFFERINGS



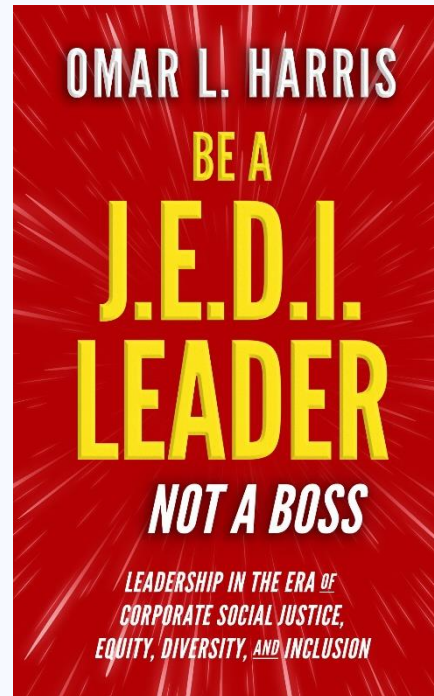


PUBLISHING

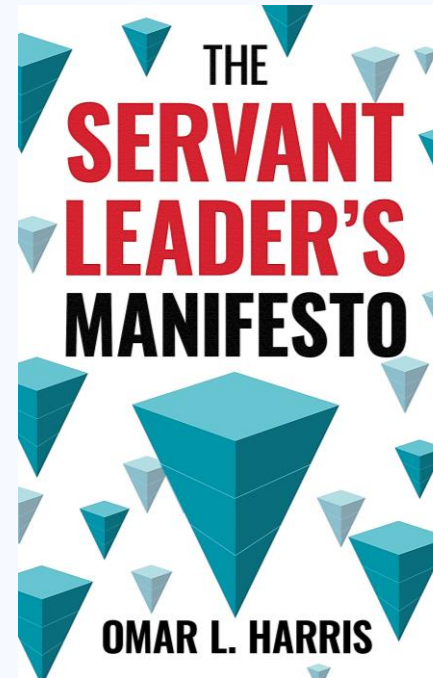


PUBLISHED WORKS IN THE LEADERSHIP SPACE

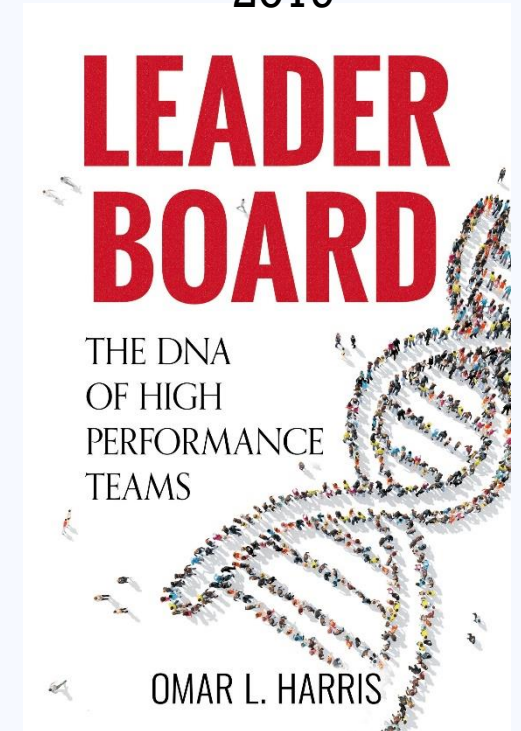
2021



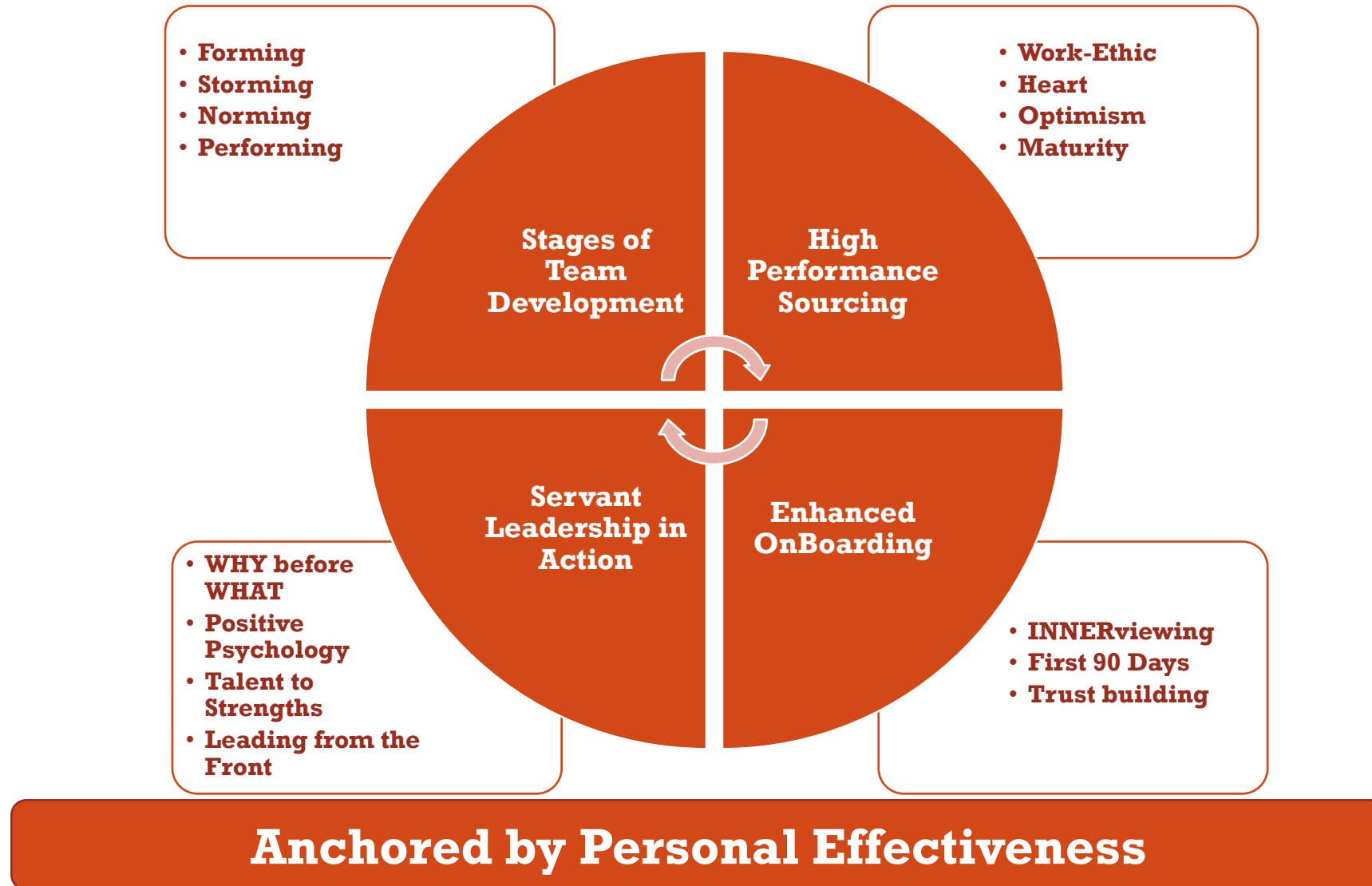
2020



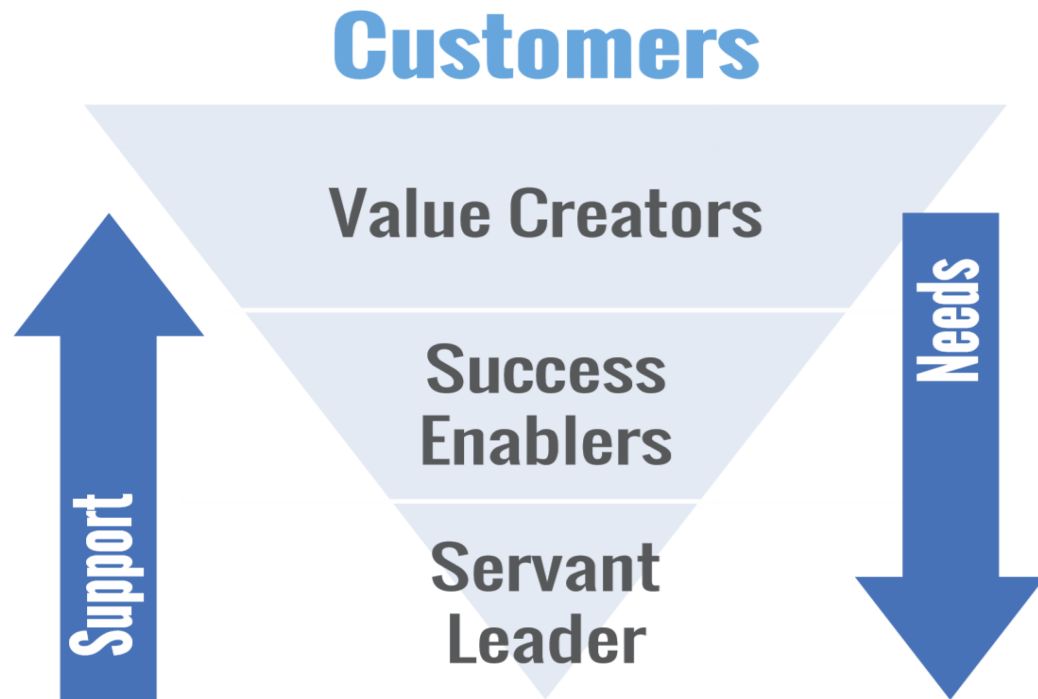
2019



WHAT IS LEADER BOARD?



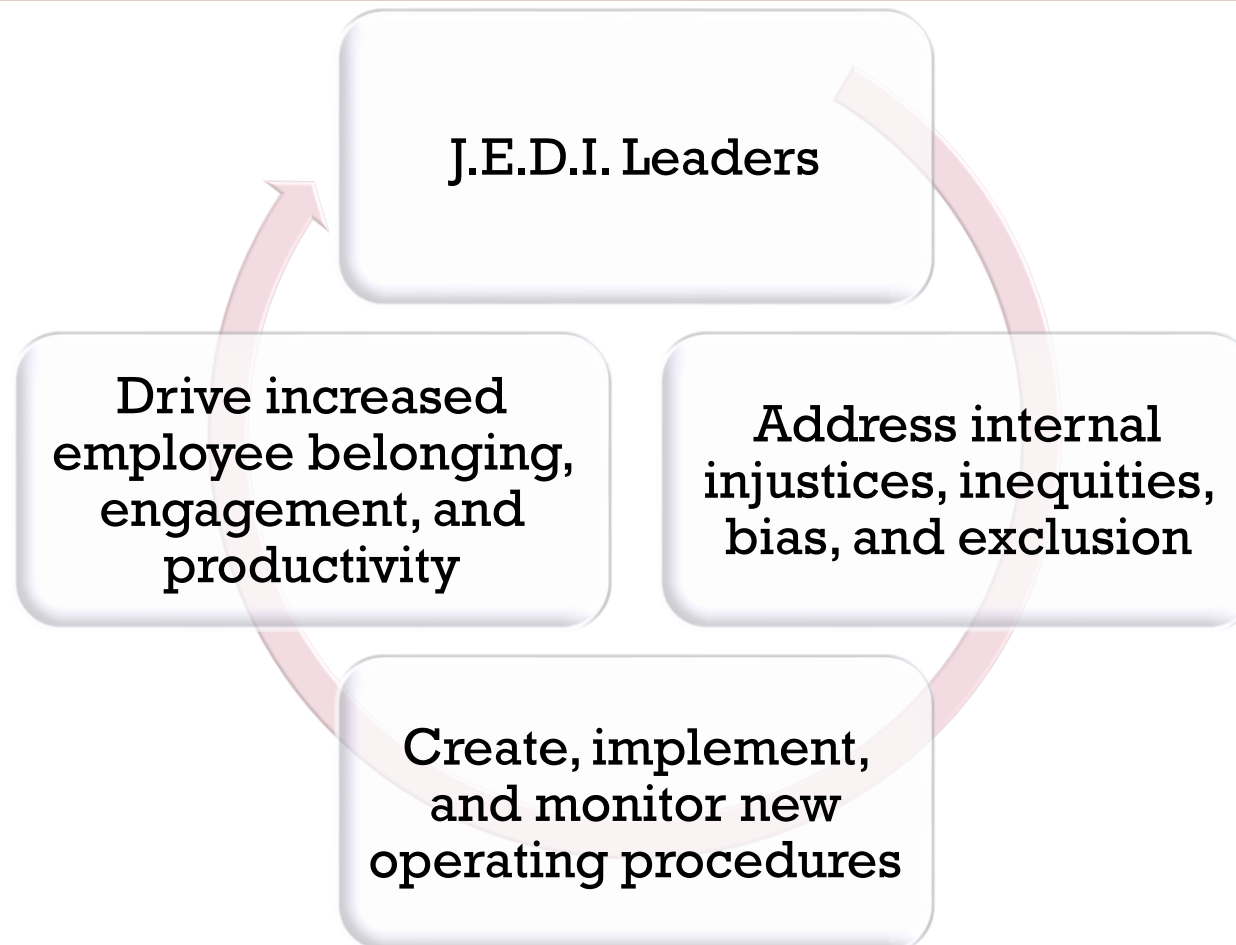
WHAT IS SERVANT LEADERSHIP?



- Robert Greenleaf coined the phrase “servant leader” in his 1970 essay – The Servant as Leader.
- In this design, leaders exist not to dictate or oversee how work is done but to serve and support those doing the work by helping them solve problems.
- Servant leaders are as concerned with individual and group development as they are with productivity and outcomes.
- They lead with trust-based influence, not ego-driven authority.

WHAT IS A J.E.D.I. LEADER?

More Value for More Stakeholders – Employees, Customers, Communities, the Environment, Shareholders





AVAILABLE MASTERCLASS SESSIONS

(SMALL GROUPS – MULTIPLE MODULES)

**The 6 D's of High
Performance Teams**

**Discovering the Servant
Leader Within You**

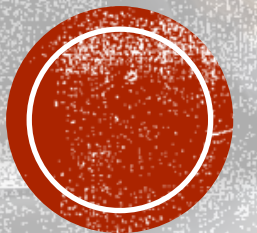
**Restoring Justice and
Equity in Our Businesses**

**Ask for
more info**





CONSULTING SERVICES





To



WHY INTENT CONSULTING?

We exist to enhance and strengthen the connection between the stated purpose of organizations and the actions taken to live that purpose.



SOLUTIONS



Employee Experience

- Attraction
- Onboarding
- Training
- Technology
- Strategy and Values
- Engagement



Managerial Effectiveness

The 6S Capability Model

- Selecting
- Sourcing
- Serving
- Supporting
- Succeeding
- Succession



Customer Experience

- Digital/Innovation Culture
- Marketing and Sales Efficiency (CAC)
- Insights to Action Model
- Platform Readiness and Intuitiveness
- Learning Organization





SPENDING MORE ON EMPLOYEE EXPERIENCE DOESN'T NECESSARILY DRIVE DESIRED RETURNS

- In 2019 companies spent an average of \$2,420 per person on efforts to enhance the Employee Experience. (L&D, office space, flexible work policies and technology, etc.)
- Only 13% of employees in the study reported being fully satisfied with their experience.



INTENT'S APPROACH TO EMPLOYEE EXPERIENCE: LESS SIZZLE, MORE STEAK!

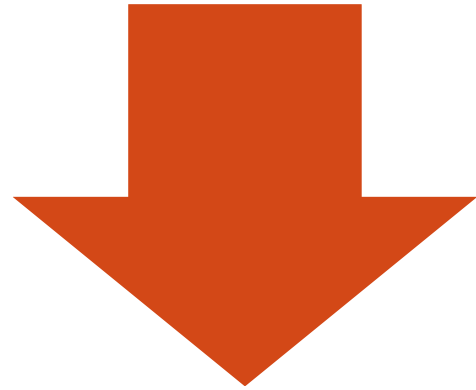
Sizzle:

- Trend following
- Office over-design
- Expensive perks
- Technology chasing

Steak:

- Right investment mix in talent attraction, onboarding, manager L&D, and employee L&D
- Strengths-based and positive psychology driven
- Interactive communications technology
- Meeting effectiveness
- Making values live



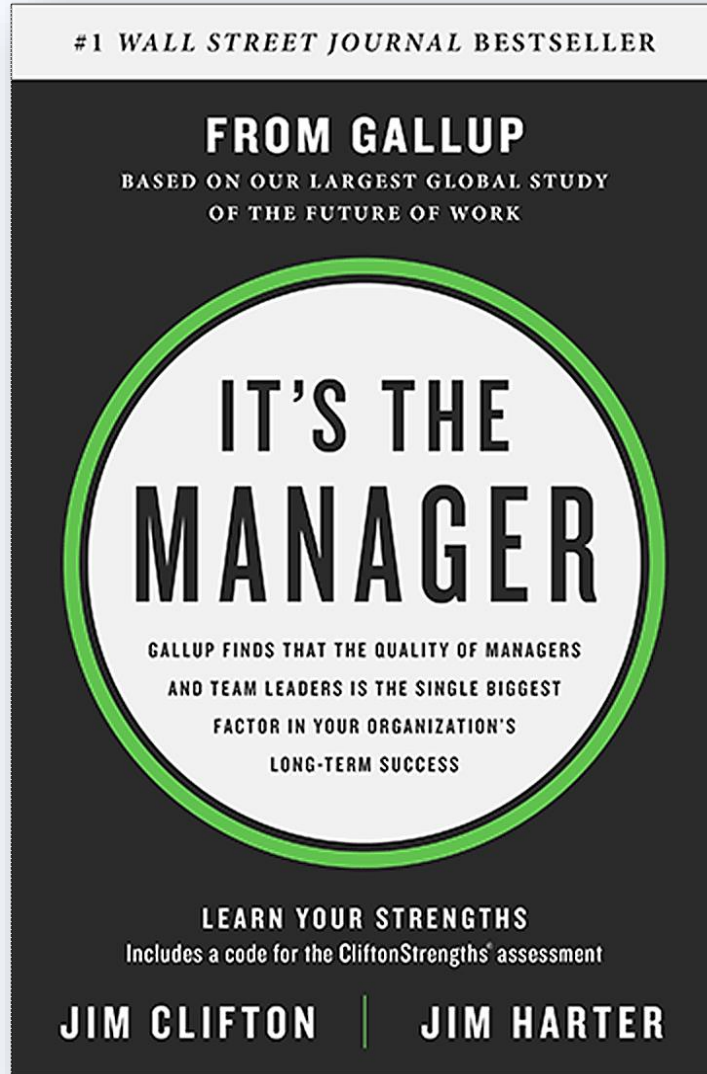


Managers account for at least 70% of variance in employee engagement scores across business units and this variation is in turn responsible for severely low worldwide employee engagement.



When companies can increase their number of talented managers and double the rate of engaged employees, they achieve, on average, 147% higher earnings per share than their competitors.





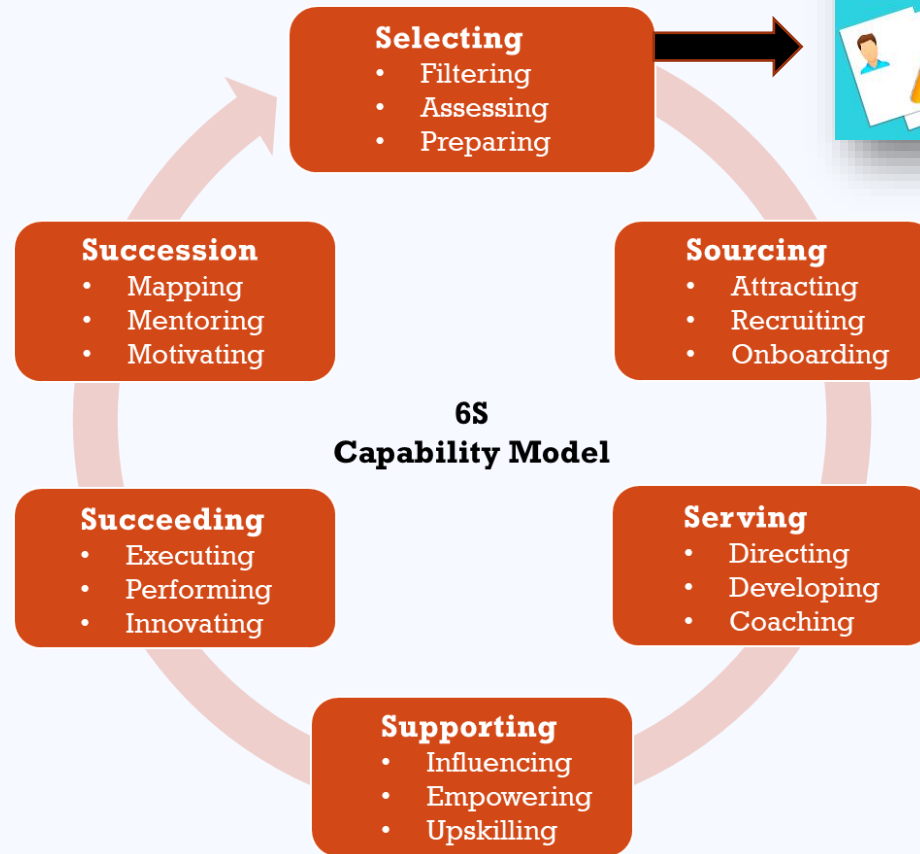
MANAGERS ARE THE KEY!

How effective are your managers related to the following:

- Keeping themselves and their teams aligned to company and team goals.
- Effectively attracting, recruiting, onboarding, and mapping career paths for individuals and teams.
- Identifying and removing barriers to performance for team members either via direct interventions or by influencing the broader organization to act.
- Transforming the inherent talents of individuals and teams into reliable strengths via high performance coaching.
- Quickly addressing performance issues and correcting or managing the colleague out of the organization.
- Constructing high performance culture and teams over and over again.



OUR UNIQUE AND COMPREHENSIVE APPROACH TO MANAGERIAL EFFECTIVENESS



*Companies fail to
choose the
right talent for
management
82% of the time*



CUSTOMER EXPERIENCE IS THE PULSE OF EVERY BUSINESS RIGHT NOW!



A totally satisfied customer contributes 2.6 times as much revenue as a somewhat satisfied customer, and **14 times** as much revenue as a somewhat dissatisfied customer.

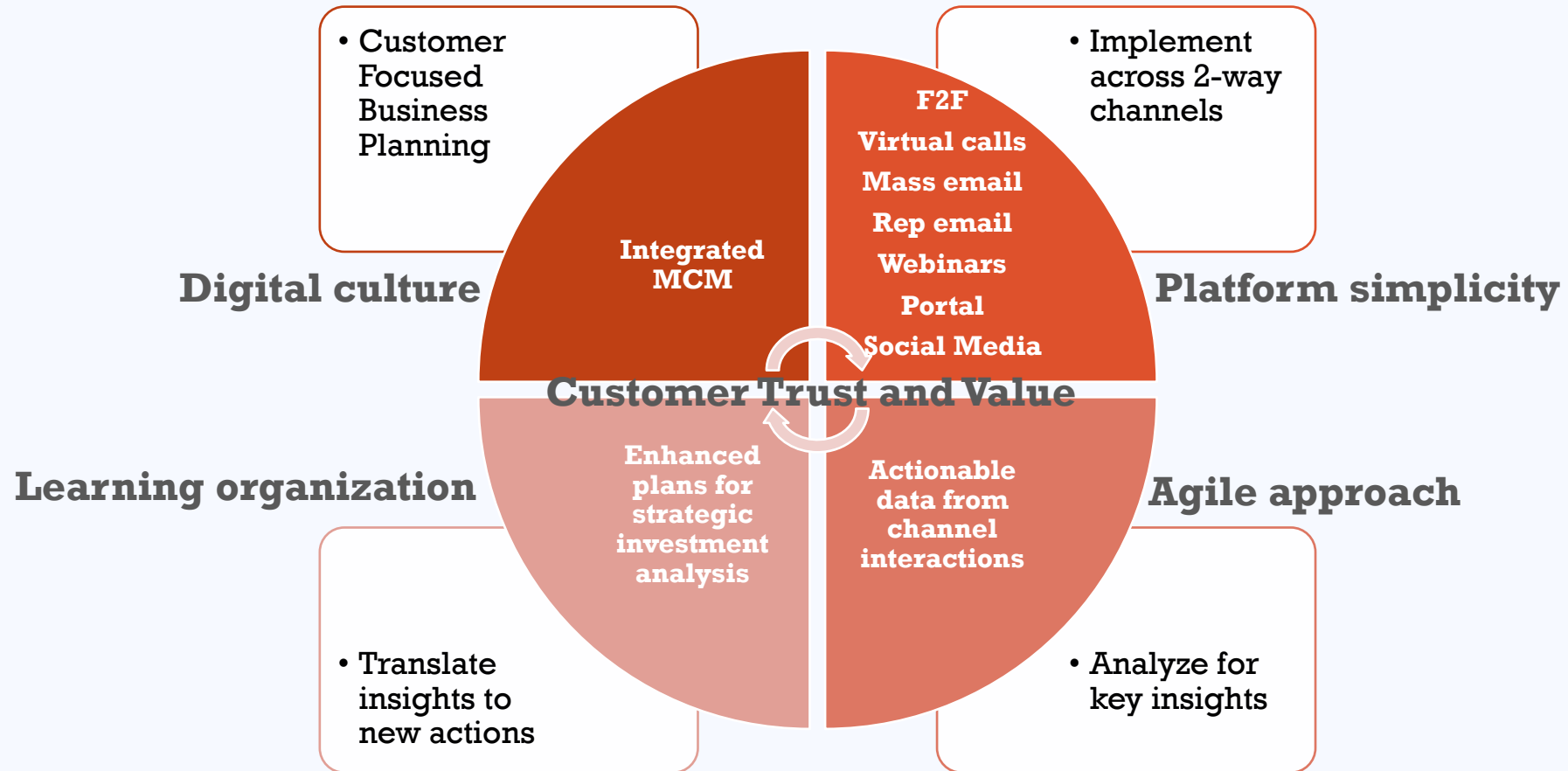


Acquiring a new customer costs **7 times** more than maintaining an existing one. Investing in your existing customers will pay off and it's only a matter of time until you see positive results.



INTENT APPROACH TO CUSTOMER EXPERIENCE

“THE WHEEL”





Justice:
Dismantling barriers to resources and opportunities in an organization so that all key stakeholders can live a full and dignified life.



Equity:
Eliminating privilege and allocating resources to ensure all key stakeholders have access to the same opportunities.



Diversity:
Capitalizing on the differences between us to drive innovation and consistent high performance.



Inclusion:
Fostering a sense of belonging by **centering, valuing, and amplifying** the voices, perspectives and styles of those who experience more barriers based on their identities.

All My Work Is Processed Through The Lens Of J.E.D.I.

Intent Consulting Approach to J.E.D.I. Work

Right people in the right jobs and empowered to act
(Executive leaders, DEI leaders/HR, Line Managers)

Assume that issues related to justice, equity, diversity, and inclusion are present in the business and if unchecked will lead to significant business risks (talent attraction, innovation, legal, etc)

Apply the 6 A's (awareness, acceptance, appreciation, alignment, activation, advocacy) at relevant aspects of the 3P's (People, Products, Processes)

Implement a comprehensive restoration system to ensure that J.E.D.I. issues of today and tomorrow are constantly monitored and actioned against with appropriate controls and new operating procedures created and implemented as necessary with a clear bias towards demonstrable impact and minimized risk



SPEAKING





[CNN/Headline News](#)

[Black News Channel](#)

[Roland Martin Unfiltered](#)

[Leadership Harrisburg Area Graduation](#)

[Courageous Conversations podcast](#)

[Looking for AND podcast](#)

[Leadership on Purpose podcast](#)

[International Institute of Leadership Innovation Speaker](#)

[A Server's Journey podcast](#)

[Rising Leaders 21 Conference](#)

[Love Ideas Summit](#)

[WPXI NBC News](#)

[National Black Book Conference](#)

[Helping Organizations Thrive Podcast](#)

[Human Capital Innovations Webinar](#)

and many more...

MOTIVATIONAL SPEAKING TOPICS

The end of the
boss: 7 rules of
modern
leadership

Thriving
despite VUCA

The shadow of
the leader

Doing well by
doing good

Becoming
J.E.D.I. leaders



THE END OF THE BOSS: 7 RULES FOR THE MODERN LEADER

With global employee engagement rates consistently in the low 30%'s and the recent Great Resignation in 2021 post the COVID-19 pandemic, it is time for a reinvention of the practice of business leadership.

Specifically, in this talk, participants will learn:

- Why the Boss archetype is leading to a global employee engagement crisis
- Why influence is far more powerful than authority in getting things done
- The 7 Rules for Modern Leaders





THRIVING DESPITE VUCA

As Jim Collins predicted in *Great by Choice*, the only certainty we can predict is that uncertainty will be the prevailing trend. Therefore, leading through change is not a nice to have leadership skill anymore – it is a must have.

Specifically, in this talk, participants will learn:

- What is VUCA and how does it impact leaders and employees alike?
- The mental challenges of leading through change and models to address these
- The emotional challenges of leading through change and models to address these
- Effective change management models to succeed despite VUCA



A 3D illustration of a person standing in a maze, symbolizing a complex path or challenge. The person is a small, dark blue figure standing on a light gray path that leads into a dark gray maze. The maze is composed of many interconnected rectangular blocks, creating a complex network of paths and dead ends. The lighting is dramatic, with strong shadows and highlights, emphasizing the three-dimensional nature of the scene.

THE SHADOW OF THE LEADER

People don't leave companies, they leave leaders – so what do today's leaders need to do to ensure that people grow with them and not against them?

Specifically, in this talk, participants will learn:

- What top leaders have in common
- The importance of self-awareness
- Why purpose connects people together
- How to eliminate unconscious bias
- The power of leading with humility and empathy
- The personal effectiveness acronym: M.H.T.
 - Mindset
 - Habits
 - Tracking





DOING WELL BY DOING GOOD

The standards for organizational leaders continue expanding and it can be difficult to keep up. Broadening leadership acumen beyond customer centricity will be key for the executives of today and tomorrow.

Specifically, in this talk, participants will learn:

- The difference between bosses and leaders
- Why eliminating the Ego is the key to modern leadership
- How Maslow's hierarchy of needs applies to stakeholder engagement
- What Stakeholder Capitalism is and Why it Matters
- What Each Stakeholder Needs and How To Exceed Expectations





BECOMING J.E.D.I. LEADERS

What a leader believes in consciously or unconsciously is transferred into everyone around them. When injustices, inequities, lack of diversity, and exclusion prevail in an organization, employees check out and this can lead to disastrous consequences for businesses.

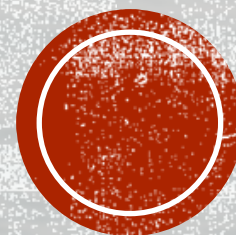
Specifically, in this talk, participants will learn:

- Why J.E.D.I. and why now
- What are the business risks linked to injustice, inequity, uniformity, and exclusion
- How eliminating Injustices and eradicating Inequities boosts productivity and performance
- How to harness the power of Diversity and Inclusion
- Introducing the J.E.D.I. – Restoration System





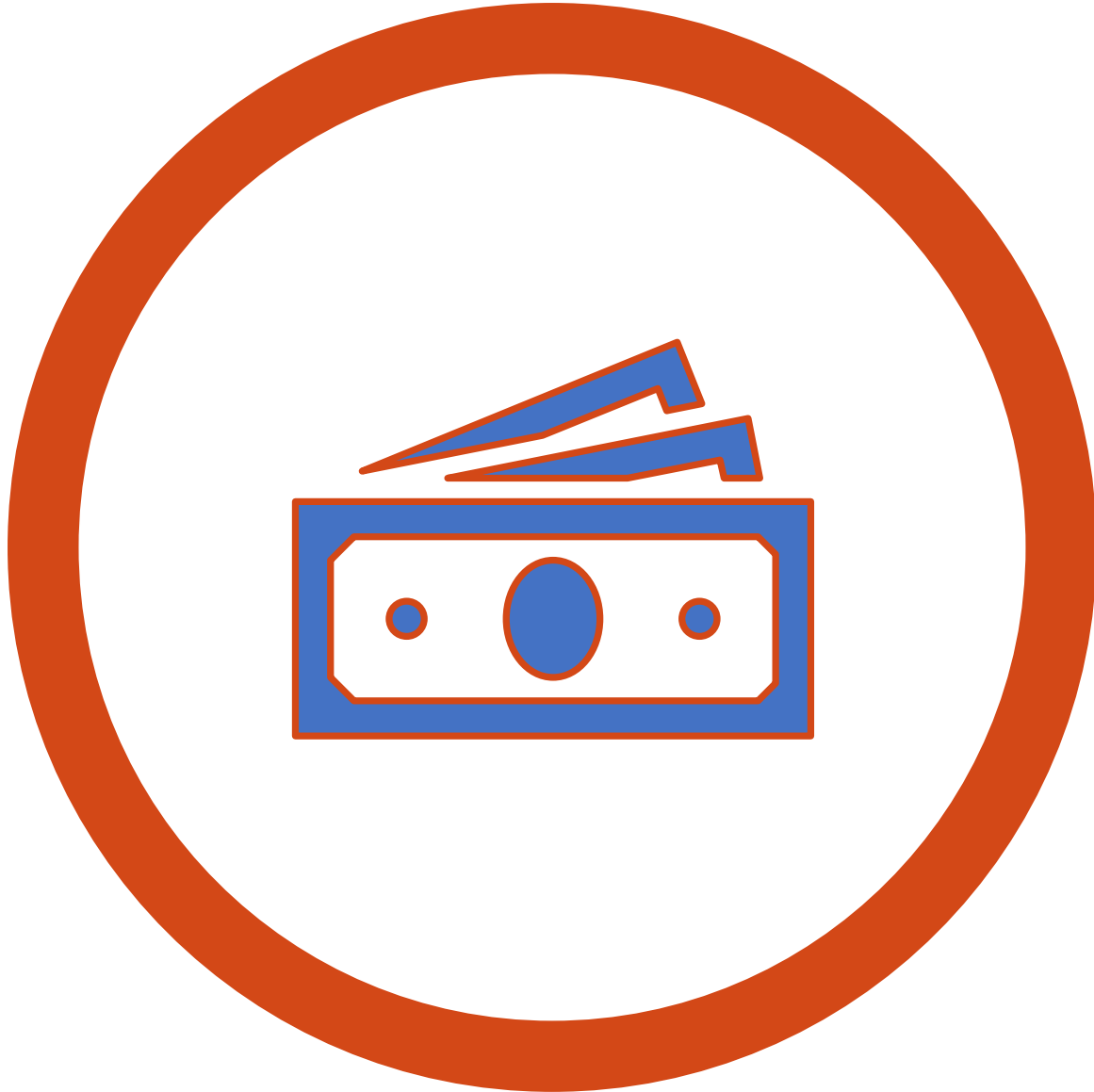
COACHING



COACHING APPROACH — INDIVIDUALS, TEAMS, ORGANIZATIONS

Self Discipline /Belief	Increase	self-awareness of unique talents, blindspots, and potential strengths
	Define	purpose
	Eliminate	self-limiting beliefs, habits, and actions
Team DNA/ Vision/ Mission	Augment	team and situational awareness
	Enhance	credibility, consistency, and professional intimacy while minimizing self-orientation (aka Trust)
	Build	multidirectional influence
Actions and Results	Activate	purpose
	Manage	volatility, uncertainty, complexity, and ambiguity
	Achieve	goals and continuous improvement



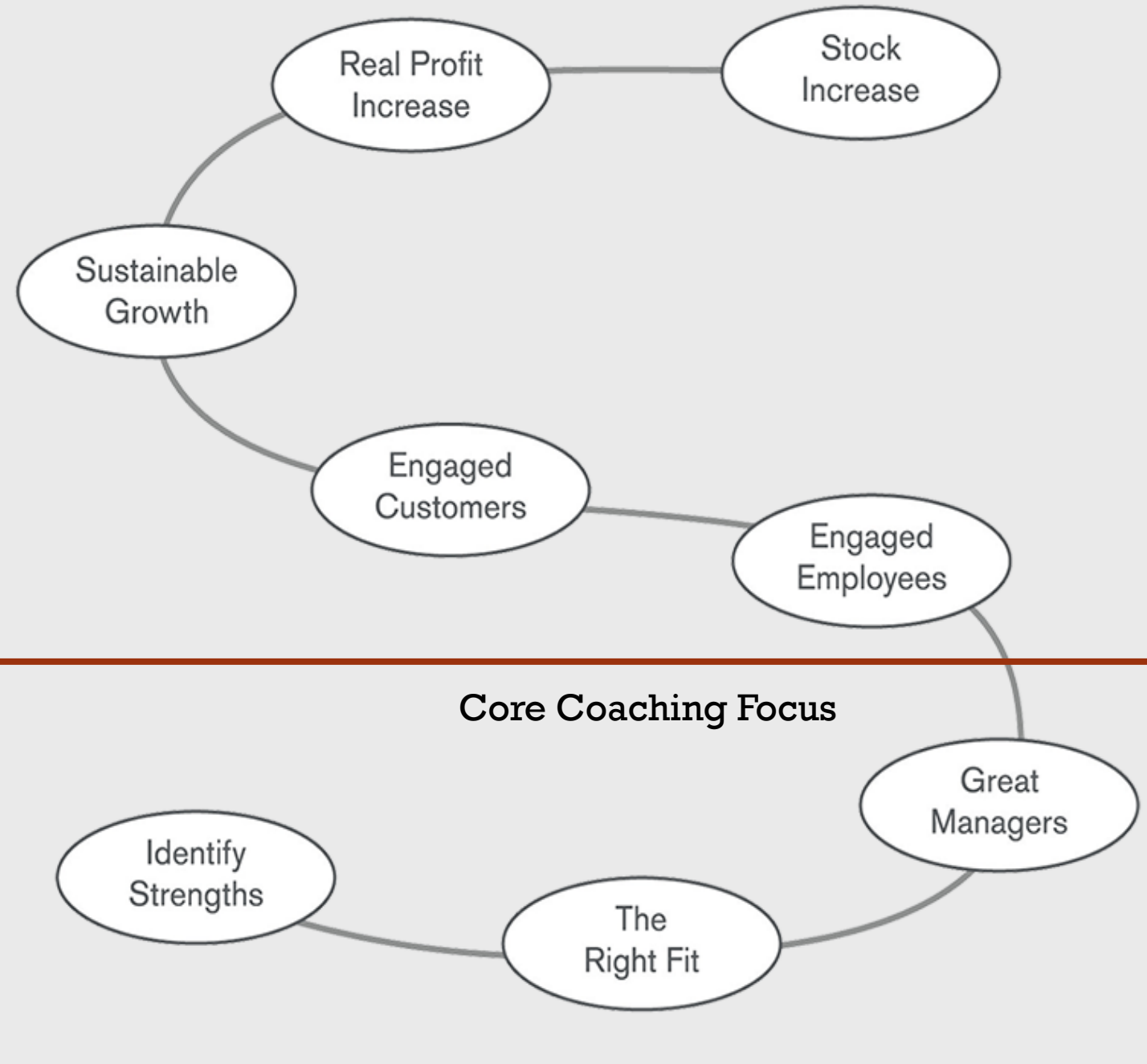


**A DISENGAGED
EMPLOYEE COSTS AN
ORGANIZATION
APPROXIMATELY
USD\$3,400 FOR EVERY
USD\$10,000 IN
ANNUAL SALARY.**

GALLUP®

Microeconomic Path

A behavioral economic-based model for organic sales growth



GALLUP'S Q12 SURVEY FOR EMPLOYEE ENGAGEMENT





The 12 Elements of Great Managing

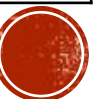
To identify the elements of worker engagement, Gallup has conducted thousands of interviews in all kinds of organizations, at all levels, in most industries, and in many countries. These 12 statements – the Gallup Q¹² – emerged from Gallup's pioneering research as those that best predict employee and workgroup performance.

- | |
|--|
| 1. I know what is expected of me at work. <i>50% agree globally.</i> |
| 2. I have the materials and equipment to do my work right. <i>33% agree globally.</i> |
| 3. At work, I have the opportunity to do what I do best everyday. <i>33% agree globally.</i> |
| 4. In the last seven days, I have received recognition or praise for doing good work. <i>25% agree globally.</i> |
| 5. My supervisor, or someone at work, seems to care about me as a person. <i>40% agree globally.</i> |
| 6. There is someone at work who encourages my development. <i>30% agree globally.</i> |
| 7. At work, my opinions seem to count. <i>25% agree globally.</i> |
| 8. The mission or purpose of my company makes me feel my job is important. <i>33% agree globally.</i> |
| 9. My associates or fellow employees are committed to doing quality work. <i>33% agree globally.</i> |
| 10. I have a best friend at work. <i>30% agree globally.</i> |
| 11. In the last six months, someone at work has talked to me about my progress. <i>33% agree globally.</i> |
| 12. This last year, I have had opportunities at work to learn and grow. <i>33% agree globally.</i> |



WHAT TODAY'S EMPLOYEES NEED...

Strengths-Based Leadership Attribute	In other words...	Why it matters	How it shows up	How we rate ourselves today?
Trust	Your honesty, integrity, and respect for people.	<p>Without it – chance of engagement is 8%</p> <p>With it – chance of engagement grows to 50%</p>	Keyword: Authenticity	
Compassion	Your degree of caring for, friendship with, and concern for their happiness.	When present employee retention significantly improves, customer engagement improves, productivity improves, profitability improves	Keyword: Positivity	
Stability	Your ability to create a culture of security, strength, support, and peace.	These are table stakes. When employees have high confidence a company's financial condition, they are 9 times more engaged than employees lacking this confidence.	Keyword: Transparency	
Hope	Your ability to give others a sense of direction, faith, and guidance – make them feel enthusiastic about the future	69% of employees who feel enthusiastic about the future are engaged at work versus 1% of employees who don't	Keyword: Enthusiasm	



Strengths- Based Coaching Pillars

A SERVANT LEADER LED APPROACH TO EMPLOYEE ENGAGEMENT, PRODUCTIVITY, AND WELL-BEING



YOUR PERSONAL
EFFECTIVENESS



YOUR INFLUENCING
CAPABILITIES



YOUR POSITIVE,
IMPACT ON OTHERS



YOUR ABILITY TO
COACH

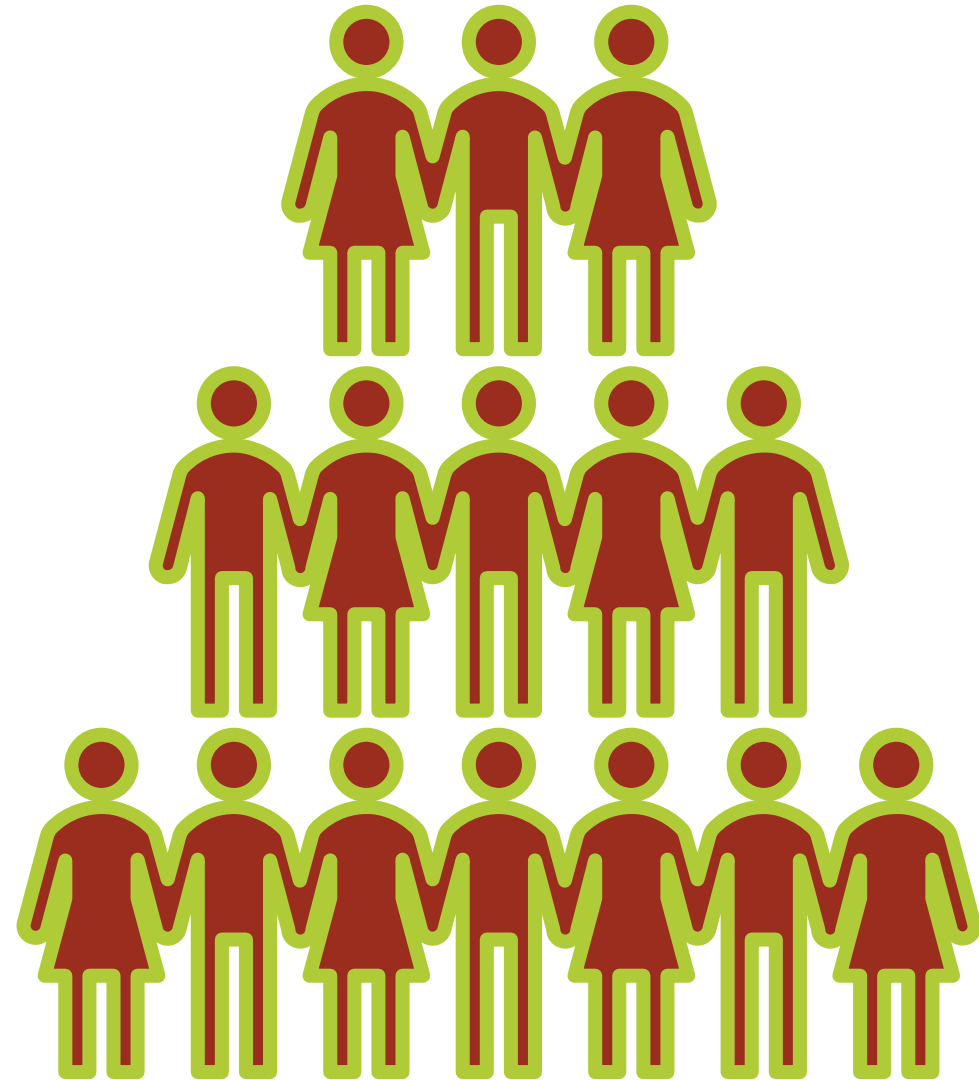


YOUR FOCUS ON
STRENGTHS AND
EMPLOYEE
ENGAGEMENT



YOUR ACUMEN IN
CREATING HIGH-
PERFORMANCE
TEAMS

**MANAGERS FOCUS ON
THE PROCESS,
COACHES FOCUS ON
THE PEOPLE**

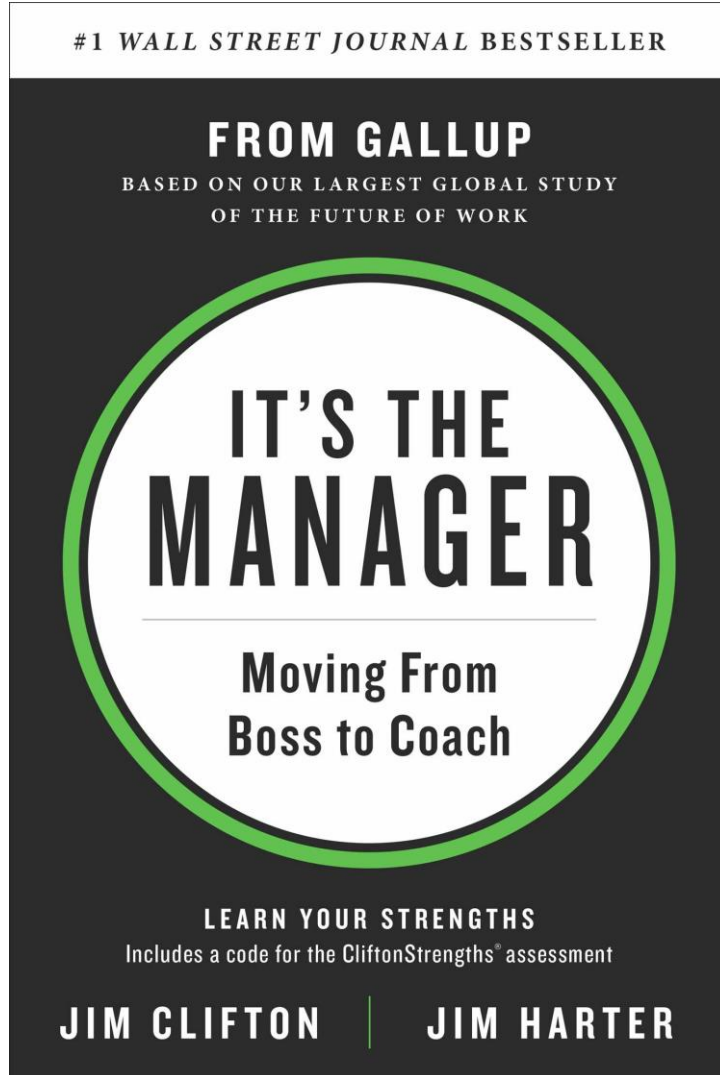


THREE RULES OF COACHING



1. Establish Expectations
 - (only 30% of employees experience this)
2. Continuously Coach
 - (Can triple employee engagement)
3. Create Accountability
 - Achievement oriented, fair, accurate, and focused on development





THE 5 COACHING CONVERSATIONS

1. **The Expectations Conversation (with new joiners or when role changes):** get to know each other, build trust, set clear expectations, discuss communication styles.
2. **The Quick Connect Conversation (daily/weekly):** provide positivity, any updates, touch base, give positive or constructive feedback.
3. **The Check-In Conversation (twice a month):** monitor progress and identify support needs.
4. **The Developmental Conversation (at least every quarter):** strengthen bonds, track developmental progress (demonstrated or improved competencies, skills, knowledge), identify development opportunities for the next quarter.
5. **Progress Reviews (at least twice per year):** compare performance to personal progress, celebrate success, goals for the next quarter, discuss growth opportunities.

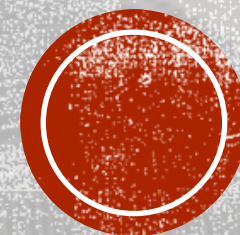


**LET US CUSTOMIZE A
COACHING EXPERIENCE
FOR YOUR
ORGANIZATION TODAY**





TRAINING AND FACILITATION



ON DEMAND TRAINING

Becoming a True Servant Leader

- This groundbreaking program was designed for managers across the experience spectrum struggling with or seeking to avoid employee engagement issues.
- The program exists to create high engagement, high performance cultures within teams and organizations.
- Key benefits:
 - Created by a Gallup certified strengths coach and leveraging proven principles of positive psychology and servant leadership
 - Makes the transformation from current style to servant leadership attainable
 - Will dramatically improve the leader's influence and ability to drive sustainable results



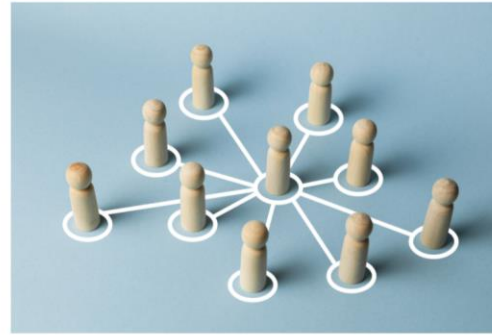
Module 1: What is Servant Leadership?

Your journey to modern leadership begins here!



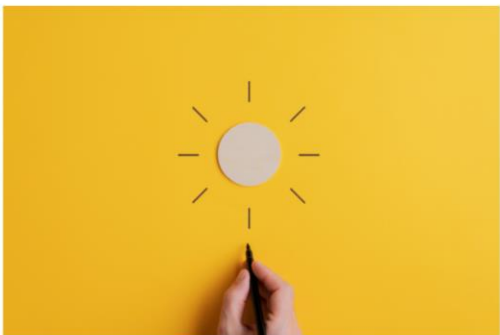
Module 2: Manifesting Personal Effectiveness

To lead others one first must learn to lead oneself.



Module 3: Influencing, Not Dictating

How enhancing trust enhances influence.



Module 4: Leveraging Positive Psychology for Success



Module 5: Leading with Love

Ask for
more info



AVAILABLE LIVE TRAINING WORKSHOPS

Enterprise
Leadership

Hiring the
Right
W.H.O.M.

Creating a
90 Day Plan

Finding
your team
WHY

From
Forming to
Performing

Team DNA

Servant
Leadership

J.E.D.I.
Leadership

Ask for
more info



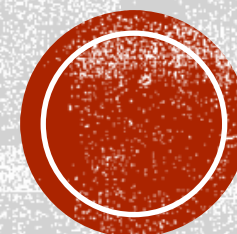
**ALSO AVAILABLE
FOR CUSTOM
FACILITATION**



Let's talk!



TECHNOLOGY



A close-up photograph of several hands of different skin tones stacked together in a supportive gesture. The hands are resting on a dark wooden surface. One person is wearing a blue long-sleeved shirt, another a grey long-sleeved shirt, and a third a red, white, and blue plaid shirt. A large black hexagonal graphic is overlaid on the left side of the image, containing white text. A smaller black hexagonal graphic is positioned in the center of the stacked hands. At the bottom center, there is a white hexagonal graphic containing a blue triangle and the word 'TYMPO' in red.

*Inclusion is about
respect,
engagement,
and integrity.*

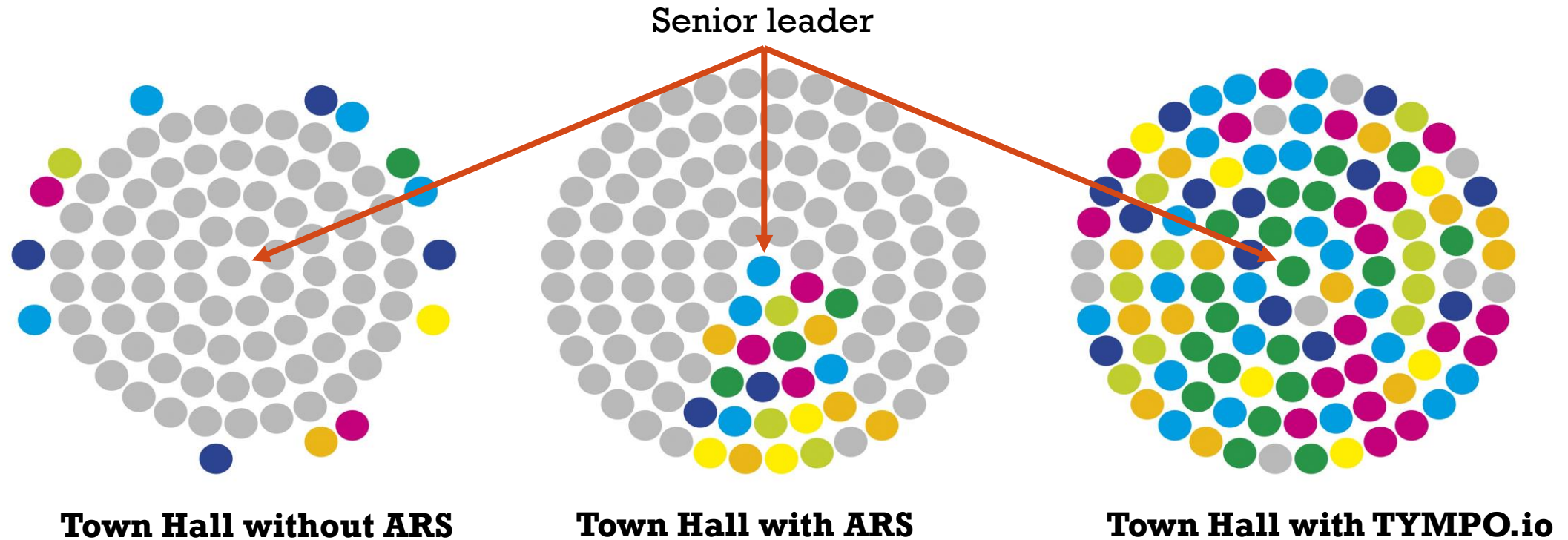


Why **TYMPO** ?

- Equity, Diversity, & Inclusion is gaining prominence in corporations
- Leaders need to lead from the front with new tools that enhance the inclusion of every constituent in the organization
- Key inclusion moments are keynotes, townhalls, and meetings with 50 or more participants
- With the rise of virtual working, inclusion may be negatively impacted without specific efforts to encourage and engage all stakeholders



WHAT IS TYMPO.IO



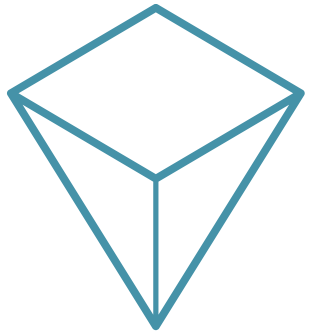
- Technology that shifts key corporate forums (annual conferences, town halls, etc) from one-way exchanges into strategic inclusion moments
- Gauge employee understanding, agreement, and alignment and gain key insights as to why
- Enhance inclusion by visualizing anonymous demographic sentiment in real-time
- Transform unresolved issues into transparent workflows





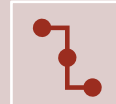
WORKING WITH US - THE INTENT CONSULTING EXPERIENCE





**Intent
Consulting**

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