

# EAF

Employers Association Forum



## HOPS International, LLC

*World Class Leadership & Organizational Development*

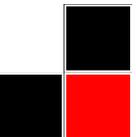


HOPS International LLC

*World Class Leadership & Organizational Development*

Endorsed Service Provider of  
Employers Association Forum, Inc.

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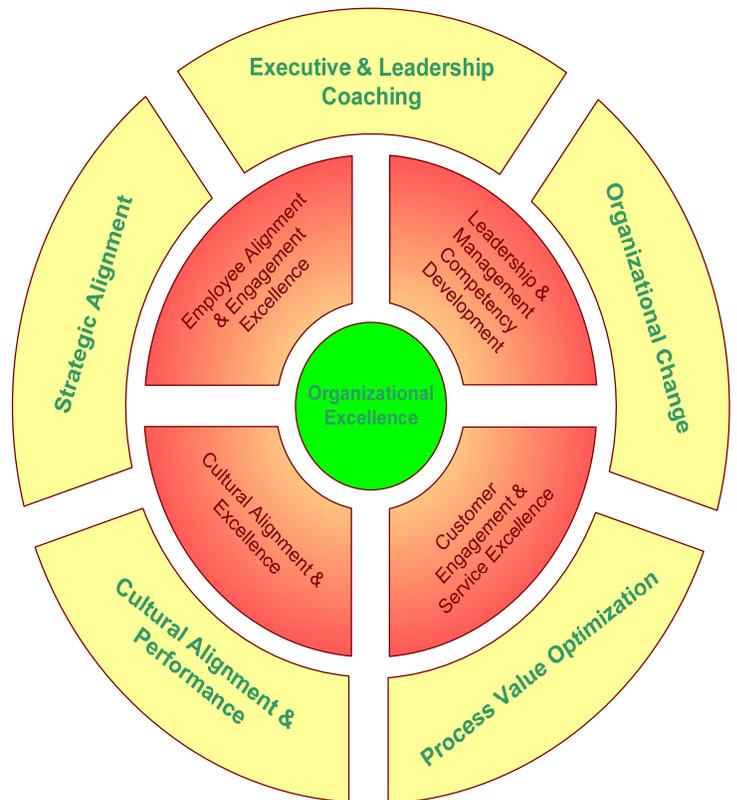
# Building Organizational & Leadership Excellence

**HOPS International LLC and The Center for Organizational & Leadership Excellence** provide a progressive approach to building sustainable organizational performance through its holistic and balanced approach to Organizational and Leadership Development. In guiding and supporting our global and domestic clients in addressing continuous evolving changes and challenges of the 21<sup>st</sup> century, we utilize innovative state-of-the-art assessment and diagnostic approaches that effectively analyze individual, group, and organizational components that impact performance and ultimately the sustainability of the organization.

Through the selection and application of integrative, cost-effective, and customized applications of organizational and human performance improvement methodologies, tested in multiple worldwide applications, HOPS International LLC does more than just provide a mechanical approach in identifying and resolving any organization's level of excellence and bottom line performance - we help our clients and create realistic strategic, operational, and cultural alignment by targeting integrated linkages beginning with the critical components of an organization's core ideology.

Through the identification and development of frontline goals, objectives, actions, and results, we guide our clients towards full strategic and operational alignment! As such, our approach to Organizational and Leadership Development is holistic and complete, avoiding "band-aid" and off-the-shelf solutions that simply do not increase organizational performance nor build a culture of excellence.

With a globally acclaimed organizational and leadership development focus highlighting major achievements in both the public and private sectors, HOPS International LLC and The Center for Organizational and Leadership Excellence provides all of our clients with a personalized consultative partnership approach to increase effectiveness and efficiency of performance by analyzing not only how employees perform their jobs, but why, what they think, and how they feel, thus humanizing relationships between management and employees throughout all levels of the organization. Our approach is based on the core practices model illustrated above incorporating the appropriate selection of those components and targeted solutions that best fit the needs and challenges of our client organizations.



**HOPS International LLC and The Center for Organizational & Leadership Excellence** offers an integrated variety of *supervisory and management competency-based development programs* balanced to provide our members and clients with customized approaches to skill development.

All of our programs are available for customization and on-site facilitation for our clients and member organizations. The following are among our skill development offerings including webinars, workshops, and custom consulting support services including full train-the-trainer certification with full portable training facilitation kits:

- Supervisory & Management Skill Development
- Management Competency Development
- Interpersonal Communication Skills Programs
- Intrapersonal Skills Training (Emotional Intelligence)
- Performance Management Training
- Personal Performance & Productivity Improvement Training
- People-Smart® Skills Training
- Conflict Management Training
- Mediation & Conflict Counseling Services
- Diversity Awareness Training
- Workplace Harassment & Discrimination
- Customer Service Training Programs
- Leadership & Executive Coaching
- Executive & Management Retreat Development & Facilitation
- Experiential Adventure Learning Programs
- MBTI® (Myers-Briggs Type Indicator) & DiSC® Programs, Training, & Coaching
- DiSC Work of Leaders Programs®
- Conversational Intelligence Coach®
- Situational Leadership II® Training
- Mentoring Training
- Project & Program Management Training
- Team Building & Team Development

We also offer an innovative *progressive building-block approach* from pre-supervisory through executive leadership skills development. This provides our clients and members a total competency-based skill-development approach for building an integrated supervisory, management, and executive leadership team!

This Competency Development Model is used to illustrate our approach to building a high-performance organization through a more holistic, integrated, and competency-based development of lead, frontline supervisory, middle management, and senior to executive leadership. Core skill-based curriculum under each category can be customized to address specific client skill development needs.

**HOPS International LLC Progressive Leadership Development Model**



**HOPS International LLC**  
World Class Leadership & Organizational Development

HOPS International LLC offers a variety of products & services in direct support of Core Competency Programs, including State-of-the-Art Best Practices, Interactive Blogs, White-papers, Webinars, Public & Private Custom Workshops, and Supportive Consulting Services.

# Leadership Competency Assessment®



The **Leadership Competency Assessment** is a comprehensive web-based 360-degree audit of leadership and management practices that provides organizations with a composite profile of leadership strengths and development needs based on customized core competency and skill evaluation. At the option of the client organization, the process can include self, management, peer and employee inputs.

The instrument captures key leadership and management competency and skill requirements across eight (8) *Leadership Competency Performance Areas*. Inputs are collected via a web-based access and analyzed to establish key benchmarks for core leadership and management performance. Each *leadership competency area* contains specific skills and practices deemed appropriate for 21<sup>st</sup> century leadership excellence and strategic direction for effective management performance.

A total of 65 *Leadership and Management Practices* have been defined across the 8 *Leadership Competency Performance Areas*. Both the *Leadership Competency Areas* and the *Leadership & Management Practices* can be customized for individual organizational needs. When assembled into a composite leadership competency profile and incorporated into appraisal and developmental processes, these core practices will provide any organization the tools necessary to support current and future strategic direction. The 8 Core Leadership Competency Areas include:

- Leadership Foundations
- Managing People
- Interpersonal Communication
- Emotional Maturity & Self-Awareness
- Group Influence & Teambuilding
- Managing Organizational Process
- Managing the Culture
- Workplace Basics

Please contact us for samples of the assessment and options for individual and team profiles:

**HOPS International LLC**  
**Charles T Walsh – President**  
**11 Sleepy Hollow Cove**  
**Longwood, FL 32750**  
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[www.hopsintl.com](http://www.hopsintl.com)

# Strategic Leadership Development Coaching®

Effective personalized executive performance coaching is vital in today's turbulent times to ensure that management's natural talents, strengths, capabilities, and capacity for influence and impact are recognized, unlocked and applied towards sustainable results. The need for executive coaching has significantly increased during the past several years as organizations strive to maximize human performance through increased leadership capacity. To address this evolving need, HOPS International LLC and its founder Charlie Walsh have been providing innovative approaches for personalized executive coaching since 1985, enabling individuals and organizations worldwide to capitalize on existing strengths while targeting developmental strategies that complement the organization's needs. Charlie Walsh utilizes a blended approach to leadership coaching and post-coaching leadership development through certification and practice in several developmental and performance coaching processes including The Center for Creative Leadership's Looking Glass® and Benchmarks® programs, MBTI Advanced Level II, DiSC Profile Work of Leaders, Covey's Principle Centered Leadership®, and multiple custom leadership competency profiling instruments including Life Values®, Personal Domains®, and Life Spheres® Developmental Assessment processes. Subsequent focused development training is linked directly to HOPS International's acclaimed Leadership Competency Profile 360 Assessment Process® which is based on CCL's Benchmarks Competency Definitions.



The HOPS International approach to executive coaching and developmental training is based on a blended application of multiple developmental processes and tools, collectively creating focused holistic and integrated development for mid-to-upper level management by focusing on individual strengths in creating specific strategies that expand both capacity and capability for leadership excellence. Beginning with initial consultation to identify critical leadership coaching needs, HOPS International provides customized diagnostic evaluation of an individual's performance development requirements utilizing a combination of structured guidance, self-awareness diagnostic tools, and creation of a personal leadership development plan.

The process is deployed through a series of seven (7) progressive steps delivered via 4 – 6 individual sessions – spread over time – culminating in a descriptive **Personal Prescriptive Development Strategies Report** for the individual executive. The **Personal Prescriptive Development Strategies Report** is developed from combined inputs and consultative conduct of the first six (6) progressive steps of the process. Step 7 provides a personal plan to maximize leadership impact and performance. The seven (7) sequential steps include the following and are always customized to fit client-specific requirements:

- Creating a Personal Leadership Perspective
- Creating a Personal Leadership Mission Statement
- Developing a Personal SWOT Profile
- Personal Life Values® Exercise
- Creating Balance: Exploration of Personal Domains® and Life Spheres®
- Targeting Dimensions for Prescriptive Improvements
- Personal Prescriptive Development Strategies Report

The seven-step process is driven by building-block one-on-one consultation sessions (*may also include group or team meetings where a full corporate team is actively engaged in the coaching process*) engaging individual executives through a comprehensive self-awareness and reflective process based on diagnostic consultative discussions around personal and work values and both work and life balance issues. Additional supplemental steps, based on progress and discovery, can include the MBTI Personal Impact Profile Assessment, DiSC Work of Leaders Assessment and Best Practices Profile, and multiple custom proprietary assessments including HOPS International's custom Interpersonal Dynamic Profile®.

The ***Personal Prescriptive Development Strategies Report*** blends all assessment data to provide an integrated holistic individual development action plan, based on a combination of progressive inputs, collective analysis and interpretation of combined responses to each progressive part of the process, including observed conduct of combined diagnostic outcomes and coaching sessions. Final targeted improvement strategies are usually based on an alignment of one-on-one consultative sessions, observations during structured individual and group activities, responses to situational and circumstantial events, ongoing dialogue, and diagnostic assessment results. Specific inputs drawn from multiple sources for analysis purposes include Personal Mission Statement, Personal SWOT, Life Spheres & Personal Domain Assessments, Values Exercise, and Target Development Behaviors. The final strategies are intended to support those specific behaviors identified as developmental targets in Step 6 of the process. These can be integrated into the results a Leadership Competency Profile 360 Assessment Process® at the option of the client.

The ***Personal Prescriptive Development Strategies Report*** is driven by 3 to 5 select targeted leadership development competencies, related descriptive effective leader behaviors, an organizational impact roadmap, specific career stallers and performance blockers, and specific prescriptive solutions or strategies for the individual executive. A personal development action plan is also included for progress and measurement purposes. This is linked, at the option of the client, to HOPS International's Leadership Competency Profile 360 Assessment Process®

#### **Options:**

At the client's option, expanded focus can include a web-based *executive leadership competency profile* exploring over 65 core leadership competencies and specific behaviors that serve to enhance personal and professional performance. The optional Leadership Competency Assessment can also be linked to existing performance management systems. Because of the scope of constructive developmental performance coaching, HOPS International recommends a minimum of six (6) 1-hour sessions depending upon the severity and potential implications of both individual and collective leadership performance issues.

Additional options include a full spectrum of individual and organizational diagnostic assessment instruments including all aspects of the 2018 DiSC Profiles and DiSC Work of Leader Assessments, Training, & Coaching; MBTI Level II Diagnostic Assessments, Training, & Coaching, and Conversational Intelligence Assessments.

#### **Leadership Development:**

**HOPS International LLC** offers an integrated variety of executive and leadership development programs balanced to provide our clients with customized approaches that address individual and team needs. The following are among our varied Executive & Leadership offerings:

- Executive Performance Coaching & Development
- Leadership Competency Assessment Programs
- Management Performance Coaching
- Leadership Competency Development Programs (Custom)
- Leadership Team Development & Team Building Initiatives
- Leadership Foundations Training
- Situational Leadership II Certified Facilitator & Counselor
- Leadership Performance Coaching & Counseling
- Developing Leadership Courage

While we are proud to offer a solid record of achievements across all those products and services listed, our most recent initiative for Executive & Leadership Development is based on customized solutions for each client driven by an initial assessment utilizing the following Leadership Competency Model. We work with each client to build custom learning events following a diagnostic assessment with our acclaimed **Leadership Competency Assessment & Development Profile®**

# Organizational Development: Driving Excellence through Strategic Alignment

Organizational Development practices utilized by HOPS International LLC provides our clients with an assurance that they can be prepared to take on the challenges of delivering sustainable results against defined business goals and strategies in an ever-increasing competitive environment. We believe that a deliberate strategic alignment approach is best for the changing and challenging environment of the 21<sup>st</sup> century. Our Organizational Development focus provides a truly holistic and integrated approach through a process we call ***Vision-to-Results Strategic Alignment***.

***Strategic Alignment*** is not a one-time event or a program. ***Strategic Alignment*** is a deliberate leadership process that builds employee commitment and connection to the organisation's business strategies while ensuring that employees understand how to contribute towards achievement of any strategy and they willingly do so. Strategy can refer to any single or combined planned change made and specific actions taken to enable an organization to fulfill its intended objectives. It may include any combination of the following:

- Reach its Vision and/or fulfill its Mission
- Achieve defined business strategies & goals
- Create, increase, or maintain market share
- Build customer & employee loyalty
- Create strategic alignment through active employee engagement
- Improve operational performance

Today any business strategy must be management's total game plan for strengthening the organization's position, pleasing employees and customers, and achieving balanced yet sustainable performance outcomes – whatever they may be. Our distinctive approach to effective and sustainable Organizational Development through Strategic Alignment is driven by client application of the following model and related processes:



## The HOPS LLC Solution for Holistic Strategic Alignment:

While we offer the full spectrum of Organizational Development interventions and practices, our current strategic alignment initiatives include the following, driven by increasing client requests:

- **Cultural Performance Assessment & Improvement®**
- **Leadership Competency Assessment & Development Profile®**
- **Dynamic Leadership Competency Development Program®**
- **Workforce Capacity Planning®**

Please contact us for more information on our innovative solutions for your organization's competency and cultural development needs:

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**Charles T Walsh – President**  
**11 Sleepy Hollow Cove**  
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[CharlieWalsh@hopsintl.com](mailto:CharlieWalsh@hopsintl.com)  
[www.hopsintl.com](http://www.hopsintl.com)

*EAF members receive preferred pricing on all training & organizational development services from HOPS, International LLC*

If you would like to speak with a representative, contact EAF at 407.260.6556 or [info@eafinc.org](mailto:info@eafinc.org).

### **HOPS INTERNATIONAL LLC**

**Charlie Walsh**, Founder, President, and Sr. Organizational Development Consultant with HOPS International LLC and endorsed Sr. EAF Associate and leading provider of Organizational Development, Leadership, Management, & Supervisory Skills Development Training & Consulting Services. He has worked in over 26 countries in both private and public sector organizations and throughout the U.S. Embassy network of the State Department. His Senior Leadership Development Initiatives have received exceptional praise from executive management at the U.S. State Department, including former Secretary of State, General Colin Powell and Condoleezza Rice. He was asked to serve on a Presidential transition team because of his recognized international work in leadership capacity building in the countries of Zimbabwe, Sudan and Bangladesh. He currently serves on the International Development Board on Building Democracy and has also been selected to participate in the Forecasting World Events Project. Charlie is also the Founder of the "Center for Organizational Leadership Excellence". The "Center" will be the international hub and "think tank" for promoting organizational leadership excellence around the globe.



# EAF

Employers Association Forum

**Your People Experts...**  
**Advice & Research**  
**People Development**  
**Connections**

## Value of Membership

### Hotlines Consultation

Value - \$3,500

- HR, Legal, Safety & Cyber Security
- No Fees or Caps
- Answers from Certified Professionals or Attorneys
- Same Day or 24-48 Hour Response Time

### HR Library

Value - \$2,000

- News & Trends
- State & Federal Laws
- Job Description & Performance Review Software
- FMLA, ADA, & White Collar Advisor

### Publications

Value - \$3,500

- Surveys (Benefits & Wage)
- Recordkeeping Guide
- HR Self-Audit
- Forms & Policies

### Training

Value - \$6,000

- 10 Online HR & Safety Courses
- Briefings & Webinars
- 22 Training Kits

**TOTAL VALUE - \$15,000**

Corporate Annual Dues Range from  
\$425 - \$3,150/yr.

The examples shown are based on calculation of the **FREE** EAF member services. If you also take advantage of our member discounted seminars, in-house training, on-site consulting or insurance programs, you are realizing tremendous additional returns.

If you need any assistance in calculating your actual ROI, please contact EAF at 407.260.6556.

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