

**EAF**  
Employers Association Forum

# HOPS International, LLC

*World Class Leadership & Organizational Development*

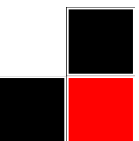


**HOPS International LLC**

*World Class Leadership & Organizational Development*

Endorsed Service Provider of  
Employers Association Forum, Inc.

Employers Association Forum, Inc.  
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# Organizational & Leadership Development

*Leadership Competency Development Programs &  
Management & Supervisory Skills training*

## Organizational Development

- Human Resources Development (HRD) Products, Support Services, and Training Interventions
- Organizational and Human Performance Improvement Diagnostic Assessment Programs & Management Support Tools
- Workforce Capacity Planning Projects
- Change Management Programs, Processes, Training, & Management Support Services
- Vision, Mission, Values, Culture, and Operational Alignment Programs & Tools
- Cultural, Operational, & Program Diagnostic Assessments
- Communication & Interaction Audits
- Business Process Reengineering (BPR)
- Business Process Mapping (BPM)
- Knowledge Management (KM) Training and Mapping Process
- Operational & Programmatic Linkage Improvements
- Organizational Change Management & Support Programs and Tools
- Quality Improvement Programs (Certified TQM/QPM Facilitator & Consultant)
- Six Sigma Management Awareness & Toolkit Integration
- Business Performance Coaching
- Strategic Planning and Strategic Intent Development Programs
- Values and Behaviors Alignment Programs



## Management & Supervisory Development

- Supervisory & Management Skill Development Programs
- Management Competency Development
- Interpersonal Communication Skills Programs
- Intrapersonal Skills Training (Emotional Maturity)
- Performance Management Programs & Training
- Personal Performance & Productivity Improvement Training
- People-Smart Skills Training
- Negotiation Skills Training
- Conflict Management Training
- Mediation & Conflict Counseling Services
- Employee Relations Counseling
- Diversity Awareness Training
- Customer Service Training Programs
- Executive & Management Retreat Development & Facilitation
- Experiential Adventure Learning Programs
- MBTI (Myers-Briggs Type Indicator) Programs, Training, & Coaching
- Situational Leadership II Training
- Mentoring Training
- Project & Program Management Training
- Team Building & Team Development



## Leadership & Executive Development

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

## Workforce Capacity Planning

The ability to define, plan, develop, and maintain a skilled competent future workforce that meets the strategic needs of the business is one of the most urgent challenges facing organizations worldwide today! This new program has been designed to assist our member organizations in meeting the challenges of effective strategic human resource planning.

The process is simple...a) develop a strategic roadmap for future human resource needs by ensuring key HR practices are in place to create a business-oriented strategic link between existing and future needs and all HR programs, processes, and practices; and b) build a plan to meet future workforce needs and thereby creating a deliberate alignment of human resource and business systems to enable more efficient and effective utilization of the existing workforce while working to increase future workforce capacity in meeting the strategic goals of the business.

## Cultural & Operational Performance Diagnostic Assessment®

Culture is defined as the personality of an organization. An organization's culture is usually reflected in how people act and react to each other and how they are seen by others, particularly the customer! Culture is always unique and is based on an established pattern of behaviors and practices that including leadership and management practices, values, methods of communication, attitudes, employee behaviors, systems and processes, and traditions, etc.

Recent and ongoing research indicates that high-performance organizations deliberately build and maintain a *winning culture formula* based on a core foundation of eight (8) cultural components called ***cultural performance factors***. The research indicates that these factors must be defined, aligned, communicated, and continuously managed with strong leadership focus and defined behaviors at all levels of the organization in order to achieve maximum sustainable performance results, regardless of industry or sector.

## 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.

***EAF members receive preferred pricing on all training and 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



**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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