



We help individuals and organizations to thrive  
in the face of rapid change, risk and uncertainty.

## CONSULTING SERVICES

### WE CATER TO THE FOLLOWING CLIENTELE

- ▲ Companies and corporate divisions
- ▲ Small business owners and entrepreneurs
- ▲ Trade and professional associations
- ▲ Charities and other organizations in the non-profit sector
- ▲ Federal, provincial and municipal governments
- ▲ Educational institutions

### Strategy Formulation and Implementation

- ▲ Preliminary research, questionnaires, and interviews
- ▲ Collaborative approach to formulation of strategy and/or policy
- ▲ Detailed implementation planning with built-in accountabilities, milestones and performance measurement
- ▲ Follow up consultations and performance auditing to mark progress and compliance

### Performance Improvement

- ▲ Setting performance objectives, gaining buy in, collaboration and leverage
- ▲ Collaborative planning of projects and initiatives

*"Richard Martin help(ed) us in rationalizing our training programme by identifying recurring savings of over \$ 1 million as well as a 25 % reduction in total human resources input, all while maintaining the quality of instruction!"*

Colonel Michael Jorgensen  
Canadian Forces

- ▲ Design and implementation of new processes and organizational structures
- ▲ Skill transfer and training to ensure ongoing success

### Building the Adaptive Organization

- ▲ Developing situational awareness and business intelligence
- ▲ Identifying and prioritizing opportunities and threats
- ▲ Creating innovative solutions to leverage opportunities and contain threats
- ▲ Leading change at all levels of the organization

### Building the Robust Organization

- ▲ Crisis management systems, exercises, and training
- ▲ Emergency preparedness and management
- ▲ Active identification and mitigation of risks and vulnerabilities
- ▲ Command and control for emergencies and crisis

*"We were able to create a clear strategy to make Kingston (Norman Rogers) Airport a more viable and self-sustaining element in terms of long-term growth and development. In particular, defining market segments, formulating precise goals with measurable targets and identifying the means to deliver performance..."*

Shirley de Silva  
Airport Manager, Kingston (Norman Rogers) Airport