

## Joanne L. Smikle

Consultant ♦ Author ♦ Speaker

### Consulting Qualifications and Approach



Joanne L. Smikle has worked in the field of organizational development since 1989. Rather than work as a generalist, she specializes in three interconnected areas: *Leadership Development*, *Customer Satisfaction* and *Collaboration/ Team Building*. By working exclusively in these areas, Joanne helps clients improve systems and services throughout their organizations. They are able to revive every aspect of their business model that impacts the human element.

She offers a full range of customized interventions: consulting, education/training, organizational analysis (surveys, focus groups, interviews), executive coaching and facilitation. Joanne's clients benefit greatly from her understanding of the principles and best practices of comprehensive organizational development, particularly her mastery of the processes required to systematically address issues impacting performance and productivity.

There are three principles that guide Joanne's consulting work:

1. Properly aligned organizations build intentional congruence that begins with competent, committed leaders.
2. Collaboration breeds the creativity and commitment that ensure retention of the finest talent at all levels of the enterprise.
3. There is no element of the company as valuable as the human element---the people who fulfill the promise.

Each organization is different and yet there are similarities that transcend industries. Joanne crafts a unique approach for each client. You know you will benefit from her consulting services if---

- Processes, systems and services do not reflect alignment with organizational strategy
- Your business model is outdated
- Performance and productivity are waning or inconsistent
- You want to build cohesiveness among functional units
- Strategy is neither clearly communicated, nor understood throughout the enterprise
- You want to create an environment where innovation can flourish
- Customer complaints are chronic and constant
- Employee dissatisfaction is evident in the revolving door of recruitment and retention
- You want a methodical framework for maximizing management proficiency
- Your organization is unsuccessful adapting to market demands and customer needs
- The external environment is changing, but your business isn't keeping up

## Consulting Approach

Joanne's passion for organizational development is evident in her approach to consulting. She does not subscribe to one-shot, short-sighted approaches. Instead she works with clients to develop long-term plans that systematically create alignment between strategy and operations. Joanne's goal is to create sustainable, positive culture change that benefits the company long after she is gone.

Joanne tailors her approach to each client's needs. Her comprehensive system combines thorough analysis with strategic planning, leadership development and customized interventions. This approach creates systemic, sustainable change that delivers lasting results.

- Step 1:* Assessment & Analysis
- Step 2:* Strategic Planning
- Step 3:* Senior Leadership Development
- Step 4:* Middle Management Development
- Step 5:* Education & Training
- Step 6:* Programmatic Interventions
- Step 7:* Continuous Quality Improvement

She invests tremendous time and energy developing a thorough understanding of your business, your industry, and your unique needs. Joanne provides highly customized interventions. This understanding enables her to create partnerships characterized by flexibility; her objective is to exceed your expectations.

Having been in business more than 15 years, Joanne has an extensive client list. She serves organizations in business, government, industry and the association marketplace.

### ***Private Sector***

Arizona Health Care Association  
Association of American Medical Colleges  
American Honda Motor Co.  
National Automobile Dealers Association  
International Public Management Association  
Tennessee SHRM  
Allison Transmission  
Southern Nevada IPMA  
Fannie Mae  
Opis Management Resources  
Miller's Health Systems  
Colorado Association of Homes & Services for the Aging  
WJZ TV (CBS Affiliate)  
Help Desk Institute  
Securityplus FCU  
Sandy Spring Bank  
Rich Products Corporation  
Shea's Performing Arts Center  
Virginia Credit Union League  
Tennessee Credit Union League  
Florida Credit Union League

### ***Public Sector***

USDA Graduate School  
EPA Office of General Counsel  
Maryland Aviation Administration  
MDOT Motor Vehicle Administration  
National Institutes of Health  
National Science Foundation  
Richland School District #2 (Columbia, SC)  
US Marine Corps  
Federal Aviation Administration  
EPA Multimedia Division  
Essex Community College  
Cerro Coso Community College  
Maryland Transportation Administration  
US Patent & Trademark Office  
FEMA  
Maryland Department of Corrections  
Baltimore City Community College  
Iowa Department of Personnel  
DHHS Indian Health Service  
Baltimore County Public School System  
Empower Baltimore Management Committee

Minnesota Credit Union Association  
American Psychological Association  
PriceCostco  
American Gem Society  
Sioux Falls Health System  
Sales & Marketing Executives International  
Mercy Healthcare System  
Maryland Bankers Association  
California Bankers Association  
Baltimore Gas & Electric  
Copier Dealer's Association  
Florida Health Care Association  
National Correctional Industries Association  
Sales & Marketing Executive of South Dakota  
American Bus Association  
Northrup Grumman  
Genesis Eldercare  
South Carolina Bankers Association  
Arthritis Foundation  
Copelco Financial Services Corporation  
Maryland Healthcare Education Institute  
Deaton Specialty Hospital and Home  
American Psychiatric Association  
Ft. Belvoir FCU  
Business Technology Association  
PSA Financial Services

Miami Dade Community College  
Maryland Police and Corrections Training Commission  
EPA ARMSS  
Maryland Department of Human Resources