



WWW.TOLEROSOLUTIONS.COM

ACHIEVING SUCCESS THROUGH PEOPLE

SERVICES AVAILABLE

CHANGE MANAGEMENT
Organization Development
Change Management
Organization Design
Culture Change

LEADERSHIP & TALENT
Leadership Development & Coaching
Leadership Exit Planning & Transition
Employee Retention & Engagement
Generational Differences
Diversity & Inclusion
Team Building

STRATEGY & PROCESS
Strategic Communications
Survey Design & Analysis
Process Improvement
Strategic Planning

PROGRAM & PROJECT MANAGEMENT
Agile Project Management
Stakeholder Engagement
Strategy & Governance
Risk Management

Improving Your Performance



Tolero Solutions helps you achieve success through people. We find and fix organizational and operational problems - overcoming challenges that impact productivity and profit. On average **70% of employees are unhappy**.

Every unhappy employee costs ~1.5 their annual salary to replace. Do the math. The biggest asset an organization has is their people. When the people are happy and giving 100%, the customers are happy, and the organization succeeds.

We strive to make organizations **better places to work**. We increase your human capital's speed and ability to improve innovation and deliver excellent customer service. Driving the ability to rapidly offer new products and services and increase customer service excellence – increases profits and growth.

Tolero Solutions helps you engage and retain your biggest asset – your human capital (your people). People service your customers, solve problems, and help drive innovation. **Happy people -> happy customers = increased growth.**

Tolero Solutions assists you to create an organization that is more responsive, productive, and profitable. An organization where people enjoy working and **customers enjoy doing business.**

Simply put, at Tolero Solutions our promise is **to do everything we can to help** make your organization a place where your people want to give 100%. Because when the people are happy, the customers are happy, and the organization succeeds!

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13217 New Hampshire Avenue Silver Spring, Maryland 20904-15032 • Email: info@tolerosolutions.com • Phone: 240-863-2063



ACHIEVING SUCCESS THROUGH PEOPLE

WHY HIRE US

- Decreased employee engagement
- Low innovation and lack of agility
- High customer acquisition costs
- Poor customer satisfaction
- High employee turnover
- Process inefficiencies
- Negative culture

SELECTED CLIENTS

- National Geospatial Intelligence Agency
- Department of Defense (DoD)
- American Heart Association
- US Air Force
- Capital One
- Accenture

TOOLS & CERTIFICATIONS

- Fundamental Interpersonal Relations Orientation Behavior (FIRO-B)
- Lominger Career & Team Architect
- Center for Creative Leadership Benchmarks 360
- Denison Organizational Culture Survey
- Myers Briggs Type Indicator (MBTI)
- Drexler Sibbet Team Performance
- ICF coaching MCC, PCC & ACC
- Hay Group ESCI & EQ-i)
- ORG360 Assessment
- SHL Assessments
- Winslow Reports
- Strength Finders
- Agile and Scrum
- Prosci
- DiSC

Minority Owned Small Business Enterprise
NGLCC Certified
NAICS Codes: 541611 541612 541618 541690
541720 541990 611430
DUNS #: 967124376

Rave Reviews

“An instrumental part in communicating and preparing our organization for change.”

“...Attributed to improved inter-office relationships and increased our support of the strategy for moving forward.”

“Tolero Solutions was open to learning our business and always took the time to transfer knowledge, teaching other’s skills.”

“One of the best consultants I’ve ever worked with. Should the opportunity arise, I would look forward to working with them again in the future.”

-Department of Defense (DoD)

“Tolero Solutions excelled at clearly defining the need for change and explaining new concepts in easily understandable language. It was a pleasure working with Tolero Solutions.

-NJVC

“Expertise in project management, change management and strategy were an asset to the project.”

“Excelled at turning vague new concepts into a clearly defined reality.”

“Work led to significant improvements to our eventual work processes and services. Saved time and resources for our entire team...”

“Was a value add and definitely an asset to our project. Great results, good value, high integrity!”

- Accenture

“Great ROI...kept our project on schedule.”

“Easily approachable, collaborative and open to knowledge sharing.”

“Excelled at keeping stakeholders at all levels engaged, and working toward accomplishing tasks.”

- Capital One

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