



# Training & Executive Coaching SERVICES

MRG collaborates with your agency to design **Training & Executive Coaching** solutions that deliver results. Our highly qualified consultants bring years of experience and diverse expertise to guiding employees—*of all organizational levels*—towards expanded professional abilities. We offer **training services** that are team-based, focused, and directed towards common goals, and **executive coaching sessions** that are personalized, one-on-one interactions with a longtime professional.

## COACHING

Coaching by an MRG consultant is a game-changer. Personal, one-on-one conversations scheduled regularly are designed to work through challenges, set goals and grow professionally. Count on MRG for coaching that has your leaders reaching their personal potential and performing at their highest level, with all the benefits great leaders deliver.

## TRAINING

MRG training sessions are highly customizable user-oriented events, centered around a specific theme or topic. Programs vary in length and schedule based on customer needs/curriculum; duration can be short as one half-day to easily implemented, once-a-month sessions occurring over a year. Courses can be held in-person, online or hybrid and are perfect for teams looking to gain new skills, communicate/collaborate more effectively, or repair dysfunction.

## TRAINING COURSES

*Implement improvements faster and more efficiently with Training Courses in which a whole department, team, or cohort can enroll. Exponential benefits arrive from multiple stakeholders learning better communication skills, process improvements and management techniques all at once.*

**LX EVOLVE** | A comprehensive leadership course developed by MRG and Claire Laughlin covering topics like **Building Credibility as a Leader, Managing Conflict, Prioritizing, Planning, & Goal Setting**, and more. An essential playbook of leadership strategies complete with opportunities to network, trouble shoot and gain valuable feedback.

**Building a High-Trust Workplace** | A course building critical group dynamic and communication skills—how to strengthen bonds to improve the workplace atmosphere, engagement, creativity and resiliency. *One of our most popular programs.*

**Coaching for Excellence** | A program designed by Claire Laughlin to improve leadership abilities through a coaching style of management. Regardless of skill level, a coaching style of management benefits both employee and organization while delivering surprising results in performance management or succession planning. *Some agencies prefer this as an alternative to traditional annual evaluations.*

*Employee retention*

*Management skill improvement*

*Goal setting*

*Innovative, creative problem solving*

*Accountability*

*Trust in the Workplace*

*Addressing conflict*

*Prioritization*

*Succession planning*

*Decision-making*

*Process improvement*

*Career advancement*

*Institutional knowledge*

*Increased productivity*

*Engagement, dedication & commitment*

*Facing change with resiliency*

*Streamlining meetings*

*Productive feedback*

*Coaching style of management*



# Training & Executive Coaching TEAM

*MRG's executive level coaches deliver the dual benefits of expert coaching skills plus years of public service experience. A Parks & Recreation leadership coachee can request a seasoned Parks & Recreation coach for experience specific to that field. We've got a coach that's a perfect match for you career and aspirations.*

**Mary Egan** is a Certified Executive Leadership Coach who specializes in working with chief executives and elected / appointed Boards to build leadership competencies and improve organizational effectiveness. Mary brings extensive public & private sector experience to her work with new and seasoned leaders to identify areas for professional and personal growth—as well as opportunities for strategic alignment with Council, organizational mission statements and governance practices.

**Claire Laughlin** is an expert in her craft, with a Masters in Communication and 25+ years experience in training. Claire's leadership development programs are the backbone of MRG's training department and are relevant to all levels of professional development. Claire is a certified facilitator for Working Genius from the Table Group, Leadership Challenge and LPI, Technology of Participation and Appreciative Inquiry.

**Lisa Alessi** is a leadership coach, career strategist and change agent. She uses the Enneagram and other psychological evaluations to improve personal leadership and team cohesion in the workplace, maximize effective communication and resolve historical tensions. Lisa is a certified coach with the Martha Beck Coaching Program, a senior member of the Enneagram in the Workplace, a certified practitioner in The Leadership Circle 360 Assessment and a practitioner of Appreciative Inquiry and Conversation Worth Having.

**Cathy Capriola** has spent 30 years as a developer of people and cities. Cathy's career as a Department Head, Assistant City Manager and City Manager provides context and understanding that enable her to help executives navigate new roles and

work complexity. As a coach and mentor, Cathy sees the potential in people and the steps to move them forward. Her passion is to support the leadership development of women executives to increase the presence of women at all levels of local government.

**Nancy Kaiser** excels in assessing the needs of individuals and groups alike and creating plans that realize those goals in a timely and effective manner. She has over 30 years of experience in providing parks and recreation services, leadership and staff mentoring. Nancy focuses her executive coaching efforts on career and leadership strategy, enhancing team dynamics and maximizing strengths in Recreation leadership roles. Her assessment outcomes ensure staff have the support and resources they need to be successful not only as an organization but also as individuals.

*Invest in your most valuable asset: personnel.*

*MRG's Training & Coaching services deliver 360 degree benefits—employees feel valued through investment in their knowledge and capabilities; organizational culture benefits; heightened workplace efficiency and productivity deliver better service and bottom line.*

*Training & Coaching provides a return on investment you can count on.*



# Training & Executive Coaching TEAM

*MRG's team of coaches bring to their work experience a broad array of successful and well-known methods, processes, assessments, tools and practices. MRG matches client/need and situation with the consultants and programs that, together, deliver results.*

**Marie Knight** is a certified coach, teacher, trainer, and speaker with the John Maxwell Team. She is a certified behavioral specialist in the John Maxwell DiSC® method and has spent over 35 years building teams and coaching leaders. Marie has a proven track record of creating High Performing Teams. The focus of her professional services is developing the greatest asset of organizations – people.

**Pamela Miller** has spent over 38 years focused on developing leaders and facilitating change management in organizations. She is an effective trainer, coach and facilitator. Her passion for talent development and local government enable her to develop all levels of staff, teams and elected officials. She is an Everything DiSC® certified practitioner as well as certified in the delivery of Success Signals, designed to focus on understanding and developing communication styles.

**Mary Neilan** is a former City Manager with 25+ years of experience in local government, managing and mentoring employees to meet individual as well as organizational goals. She sees coaching as a means of supporting and developing employees who want to make a difference in their organization and sees their success as a necessary step to achieving organizational excellence. Mary believes there is value in coaching employees at all levels, from new managers to seasoned administrative and professional staff. Her coaching style draws on formal training as a Certified Life Coach as well as her own experience balancing a demanding job and growing family.

**Rick Otto** uses his 32+ years of experience in local government leadership to develop and mentor staff. His customer-centric and strategic approaches to management are key factors to his organizational development success. He understands the challenges facing today's leaders as he has navigated recessions, the pandemic, periods of political transition, and local emergencies. Rick's compassionate, collaborative, and results-oriented leadership style allows him to create and foster a positive work environment and forge excellent working relationships.

**Theresa Phillips** is a Certified Professional Coach and a trained Mediator and Conflict Resolution coach from the Center for Understanding in Conflict and Community Boards. She holds a PHR certification and is a graduate of the Association of Workplace Investigators Training Institute. Her deep HR knowledge and investigative skills enable her to provide clients with a unique perspective in coaching and performance management. Theresa's effectiveness in producing positive outcomes is due to her professional and personable approach to workplace conflicts.

*Working Genius*

*Enneagram in the Workplace*

*Reach Method*

*Leadership Circle 360° Assessment*

*Technology of Participation*

*True Colors®*

*Leadership Challenge®*

*Leadership Practices Inventory*

*Martha Beck Coaching Program*

*Appreciative Inquiry*

*Conversations Worth Having*

*John Maxwell DiSC® Method*

*Center for Understanding in Conflict*

*Success Signals*

*Association of Workplace Investigators*

*Experienced Perspectives of Elected & Appointed Officials*



# Training & Executive Coaching TEAM

*Training & Executive Coaching are game-changers for those who invest. MRG's slate of training courses and roster of competent, experienced consultants can level-up your agency's managerial competencies. The ripple effects of this investment include increased engagement, positive impacts on workplace culture, employee retention and succession planning. **Empower your people and watch what they do.***

**Dan Rich** is a former City Manager with over 30 years in the public sector who uses his experience to coach and mentor leaders, with a focus on newly-promoted managers and department heads. Dan's involvement in career development and coaching efforts of younger professionals spans a decade plus. Utilizing his strengths in organizational development, goal setting, and employee relations—as well as a keen understanding of political context and interpersonal dynamics—Dan helps clients overcome roadblocks, find consensus, and assess situations in order to achieve personal and professional goals.

**Rhiannon Surrenda** is a dynamic certified trainer who brings her enthusiasm and passion for empowering others to every engagement. She works with executives, teams, individuals, and entrepreneurs from a wide range of industries to help them succeed in their professional and personal development goals. Rhiannon is a certified facilitator of True Colors® and several other leadership training programs.

**Brian Uhler** is a public safety professional with a keen focus on peaceful resolution and a proven ability in management and labor relations. He is certified by the San Francisco Bar Association in alternative dispute resolution and mediation. His extensive background and training across several sectors synthesize into an ability to assist agencies with a variety of organizational improvement.

**Yolanda Underwood** is a leadership coach and trainer with a focus on performance management both at the individual and organizational levels. Her expertise and passion in teaching Effective Communication, Building Trust, developing Emotional Intelligence and creating High-Performance Teams builds positive and productive cultures for her client agencies.

**Helena Williams** leverages her career and leadership positions in law enforcement to develop and mentor emerging managers and women leaders. Her numerous completed training programs through the CHP and Naval Postgraduate Executive Leaders Program provide her clients with solid expertise in relevant, enriching leadership development through coaching, mentoring, and building a strong management team and culture.

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