

CLIENT SERVICES

Executive Skills For a Global Workplace

Keynote; The Magic of Motivation.

Motivational talks are frequently assailed as being empty of substantive value for the audience, a temporary high, a kind of empty calorie predicated on cheerleading of noble human qualities and characteristics aided by testimonials of individual triumph and perseverance. What positive benefit, if any, accrues from hearing inspirational messages? While there is no empirical research to suggest direct performance improvement for everyone as a result of feeling uplifted, there is science to this art of motivating human behavior.

The magic of motivation is that people identify with a message that actually serves as a catalyst for behavior. Without ensuing action there is no discernable benefit. The meaningfulness of motivation occurs when the emotion of the message translates into a behavioral movement that is recognizable from a static pattern.

The HalenGroup Inc. specializes in training that is anchored in human behavioral competencies in four distinct areas that apply to human motivation. Influence and negotiation, conflict and dispute resolution, teaming, coaching and personal resilience. The motivational talks are customized to include the behavioral aspects of these topics that the audience most needs emphasized. Naturally the delivery of the message is often as important as the message in reaching the individual in ways that cause for reflection and subsequent action. The message is distinctly behavioral in that there is more than faith, belief and positiveness. There are specific actions that are addressed that aid the listener to summon the "spirit that moves us."

Consulting; Strategic Management.

Consultative services extend to a wide range of organizational, personal or interactional issues. Typically problems with communication or team dynamics require an honest broker with an eye toward constructive measures.

The services are generally utilized to provide an organized development assessment of a difficult situation. Interventions, guidance, leadership behavior and structures for process change are offered. Specific Executive Coaching on behavioral performance measures is targeted.

Expert Testimony.

Dr. Goldstein has provided expert testimony in a variety of legal cases that call for behavioral science expertise. These include situations that call for explanations of traumatic incident stress. Specifically the behavior associated with autonomic reactions to life or death circumstances.



He has testified as an expert before Congress on effects of shift work on law enforcement personnel as well as issues associated with the crisis management review in the aftermath of the siege at Waco, Texas.

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"Expert testimony" Continued from page 1

He has also participated in providing workshops for the NATO scientific affairs meeting, bar associations, the ACLU, grand juries, and has consulted on several high profile homicide and capital cases.

Executive Coaching; Building a Better Team, one Person at a Time.

This process begins with data gathering and a diagnostic assessment designed to elicit sufficient material to understand and address those selected behaviors that have been deemed inappropriate and/or contributing to ineffective performance.

Typically, performance issues that are amenable to modification can be re-mediated in a focused short-term model.

Based on preliminary information it is estimated that this would include 5-6 face-to-face meetings of approximately 2-hour duration each in two to three month period. These meetings will be supplemented by behavioral assignments and interim phone consultations as deemed necessary. The following are generally anticipated process steps.

Session # 1:

- ❖ Determine client's perceptual viewpoint, relevant history, and capacity to meet expected behavioral adjustments.
- ❖ Interview others to derive specific examples to use as controls and to ascertain baseline behavior prior to coaching intervention.
- ❖ Assess modes of interaction and materials that will most favorably affect a positive out-come.
- ❖ Determination of any possible instrumentation that might aid in the coaching and learning process.

Session # 2:

- ❖ Provide client with input on findings to craft coaching objectives.
- ❖ Mutually contract target behaviors with client
- ❖ Consensual validation of objectives and limits of confidentiality between client, coach and HR representative*.
- ❖ Design plan of action to execute and measure behavioral change.
- ❖ Behavioral assignment and complementary collateral material. (i.e. Articles/ books, audio or visual tapes)

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"Executive Coaching" Continued from page 1
Sessions # 3-5:

- ❖ Feedback on assignments and adjustments, as needed.
- ❖ On-going support and recalibration of coaching approaches and assignments as needed.

Session # 6:

- ❖ Presentation on measured behavioral change with concerned parties.
- ❖ Recommendations on steps for workplace support and ongoing self-reinforcement.

*Optional at discretion of client

Sports Performance Consulting.

What principles and skills underlie optimal performance under stressful conditions? This is the basic question confronting elite athletes who recognize that there may be better ways to mentally prepare for and sustain peak performance. Dr. Goldstein's clients have included



heavyweight boxing champions,
baseball world series champions,
national shooting champion
as well as potential Olympic swimmers
and NBA basketball team.

An additional consultative service concerns recruitment and screening protocols for the organization as well as personal development and counseling and life transition assistance for individuals.