



An Introduction to CCG, Inc.

...Developing High Performance Organizations

CCG, Inc. was founded in 1979 in Greensboro, North Carolina. Its purpose is to provide organizations with the expertise and support they need to develop a state of the art, high performance leadership force and culture that is in full alignment with its strategy. 90% of strategies are not executed, resulting in poor bottom line performance. Research indicates that the cause of the failure to execute strategy is misalignment between the strategy and the culture and executive leadership force of the organization.

High Performance Organizational Development through. . .

PROChart® ...

PROChart® is CCG's unrivaled, wholly integrated, and multifaceted organizational development model designed to increase alignment between strategy and culture and leadership. CCG professionals work with an organization's leaders to custom design system wide developmental processes to develop leadership at all levels, identify and address performance barriers, plan for depth and succession, and develop the culture and climate needed to execute the strategy and increase bottom line performance as a result. Any or all of the services described below are typically included in a ***PROChart®*** organizational development intervention.

Strategy Map

CCG will facilitate a process with the CEO and the executive team to develop the organization's strategy into a Strategy Map. This is usually accomplished in an off-site session, from one to three day in duration, depending on whether or not there is already some form of strategy in place. This begins the process of organizational alignment.

High Performance Leadership Team Development through. . . .

- ***Executive Leadership Team Development Retreat*** is used to understand the effects of team actions on organizational outcomes and to create strategy and action plans for developing key teams. This is often combined with the ***Organizational Climate Study*** to provide for a uniquely effective and powerful executive leadership team development experience.
- ***Executive Leadership High Performance Team Development*** is an ongoing process of working with your executive leadership team to enhance their direction, alignment, communication, decision-making, and other elements that characterize high performance teams.

High Performance Personal Leadership Development through. . .

Self-Mastery, which requires both **Self-Knowledge** and **Self-Management**.

Leadership is not something you *have* or *don't have*; it is something you *do* or *don't do*. That is, leadership involves knowledge, attitudes, and skills, which can be learned, developed, and refined to reach higher levels of effectiveness.

Effective leaders are powerful in part, because they manage themselves better than those who are less effective. Their personal behavior and their skills enlist, engage, guide, and support others in accomplishing important goals. CCG helps leaders develop the **Self-Mastery** and specific leader skills required for higher performance.

- **DELTA Plus®** is CCG's nationally known, flagship seven-day program for senior executives and rising middle managers. The initial five days combines the presentation of conceptual models of high performance leadership and organizations with intensive **Self-Mastery** development through group and individual processes, 4D360[®] feedback, and various psychological inventories.
- **Passing the Baton: Managing the Leadership Handoff** is a three-day private workshop designed to address the primary reason strategic execution fails. It is a failure to *execute*. This workshop is designed to balance *conceptual understanding* and *practical application* by uniquely combining the roles of an internal facilitator (ideally the CEO) with a CCG facilitator. The former makes the real life connections to middle and front line managers from the leadership theory and principles provided by the latter. Psychological assessment instruments and 360[®] feedback are included.
- **Leadership Impact Studies and Executive Coaching** are two resources executives use to better understand and manage their effectiveness. The two-day *Leadership Impact Study* uses a skilled interviewer to gather rich, detailed feedback about an executive's leadership style from key managers, direct reports, and peers and to develop a plan for enhanced effectiveness. *Executive Coaching* offers periodic, objective support through one-on-one coaching sessions with a CCG professional.
- **The Executive Leadership Series®** is CCG's comprehensive, customized private program for developing executive leadership skills, ideally delivered in-house to an existing executive leadership team. This series is distributed over a period of several months, focusing on the skills executives need in strategic roles: *Shaping their leadership role to meet both current and future demands; Focusing, developing, and aligning the organization; Managing organizational change; Building High Performance Teams; and Becoming more effective in coaching, counseling, and developing others.*

High Performance Assessments. . .

- **Organizational Climate Studies** provide leaders with the qualitative data they need to determine the points of misalignment between strategy and culture, and describes the executive leadership actions that have created that misalignment. Because you hear the actual words of your employees in *their* description of the effectiveness of the organization in *their* experience, this is the most powerful organizational assessment available to you. Unstructured, professional interviews are conducted in a manner that people feel free to say whatever is on their minds. Organizational Climate Studies are best conducted after the Strategy Map has been created as it becomes a referent point for the interviews with employees.
- **High Performance Organization Surveys** help organizations assess how effectively they are performing in areas central to getting the highest possible results. Compared to standard attitude surveys, this survey enables leaders to do more focused action planning.
- **High Performance Team Surveys** provide team leaders and team members with detailed feedback on how they are performing on the characteristics of high performance teams as that relates to executing strategy. This behavior-based survey reveals what the team can *do* to maintain or improve its effectiveness.
- **4D360[®]** provides a comprehensive 360[°] assessment based on the CCG's model of Four Dimensional Leadership, depicting those leadership behaviors that need to change as one moves up the management hierarchy.
- **Other Feedback Instruments...** CCG uses a broad spectrum of personality instruments to heighten self-knowledge for professional development. The **NEO PI-R**, **Myers-Briggs Type Indicator**, **FIRO-B** and other personality and psychological indicators are frequently used in our workshops and in executive coaching processes.
- **Competency Assessment** is a process for assessing and aligning the competencies needed to support role, team, and strategic objectives.