

Ashley Miles Consulting

Overview of Services to develop leaders and teams in

Biotech and Pharma

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Ashley Miles Consulting LLC



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1. Who We Are

We are an independent management consultancy delivering world-class organizational effectiveness, change management and learning solutions.

Leveraging our decades of international pharma and biotech experience, we provide global expertise in executive, leadership & team development, coaching, facilitation, training and assessment, succession planning, HiPo development, HR and Learning & Development strategy.

Owner and proprietor, Dr. Ashley Miles' bio is available ([click here](#) or go to www.ashleymiles.com). Affiliates from across the US and in several other countries collectively bring hundreds of years of organizational effectiveness and learning & development experience to ensure we can meet your needs.

2. Our Goal: Improve employee effectiveness, management and professional skills in ways that work best for you and your team

We partner to clarify your needs to customize a targeted approach resulting in optimal outcomes. We achieve success by leveraging our expertise in behavioral assessment, organizational analyses, coaching, change management, program development and facilitation. We utilize these skills in collaboration with all business units from individual contributors via all levels of management to CEO.

Results are achieved in many ways. As an *independent* consultancy we are not limited to a fixed or proprietary approach to meeting your needs (as are larger consultancies and training organizations). For learning and development solutions, our highly experienced team can deliver learning solutions via classroom training in-house, or through webinars, online (e.g. Skype, GoToMeeting), e-learning and via telephone. We also provide master training for in-house trainers.

In addition to solutions meeting tactical needs, we can develop a holistic organizational change or learning & development strategies for your business

“Learning is what adults will do for a living in the 21st century”

Sydney Joseph Perelman



3. *Our Team: Depth and Breadth of Expertise*

We have led global organizational effectiveness and management development functions for Fortune 500 companies including many decades working with pharma and biotech companies

We have collaborated and studied with an extensive list of thought leaders and authors in performance management and people development

We have extensive international coaching and consulting expertise and certification

We have honed a practical, results focused leadership development approach that engages participants and improves performance back on the job

We have extensive experience using measurement tools to ensure effectiveness of learning to maximize results

Our clients encompass diverse industries and professions including pharmaceuticals, biotechnology, consumer products, finance, Information Technology, Sales, and Marketing

Based in the USA we also have extensive experience in delivering training solutions and consulting in Europe, Asia, Latin America, Africa & Middle-East, Australia and New Zealand

Our work is featured in Training Magazine's #1 Training Company of the Year Award two years in a row; won a recruitment advertising award in the UK and won a Sydney (Australia) Industry award for innovation in Learning & Development

*"Learning is not
compulsory...neither is survival"*
W. Edwards Deming



4. Assessments

Below are examples of popular assessments in our portfolio of experience (selected from leading world class and validated instruments). Many assessments and reports can be offered in several languages.

[Request Example Assessments and Reports](#)

Leadership	<ul style="list-style-type: none"> • Leadership 360 (Incl. Leadership Research Institute 360) - Tailor a multi-rater assessment of your team member or leader. Options include 180 or 270 versions. Obtain a powerful report on strengths and development needs 	Collaborating	<ul style="list-style-type: none"> • DISC - (Incl. DiSC, Extended DISC; Tracom Social Styles) assesses change readiness; leadership skills; team skills; identifies likely reasons why you find some people easier to work with than others
Capability	<ul style="list-style-type: none"> • Competencies 360 (incl. Lominger "Voices") Provides a world class validated assessment of specific competencies you identify that you need your people to demonstrate or develop 	Political Savvy	<ul style="list-style-type: none"> • Myers-Briggs Typology – Assesses motivations, decision-making preference and other behavioral preferences that impact leadership and performance in general
Change	<ul style="list-style-type: none"> • Change Readiness / Change Leadership - addressing both the process of change and emotional leadership to inspire change 	Engagement & Performance	<ul style="list-style-type: none"> • Organizational Savvy / Political Skill (Incl. the PSI - only validated instrument) - you know technical skills and emotional intelligence are insufficient to comprehend and positively manage organizational relations - in fact organizational savvy is a major reason behind leaders and senior executives' success or failure
Teams	<ul style="list-style-type: none"> • Team Performance and Motivation (Incl. Ken Blanchard Companies PERFORM assessment) - to overcome team challenges or simply to make sure you are on track and as productive a high performing team as possible 	Promotability	<ul style="list-style-type: none"> • Openness to Feedback / Transparency (Incl. JoHari Windows)
Managing	<ul style="list-style-type: none"> • Emotional Intelligence Measures one's self management skills and assesses the effective management of others. Emotional Intelligence is considered more critical than IQ and technical skills for effective management and leadership. Research shows a high correlation to promotion and career advancement 	Conflict	<ul style="list-style-type: none"> • Engagement Assessment (Experience using Gallup Q12 and similar) - Engagement of the team with key performance indicators is the best predictor of team success
Empowering	<ul style="list-style-type: none"> • Situational Leadership (Incl. Blanchard Companies LBA II assessment) - Competence to empower others to be as effective as possible 	Conflict	<ul style="list-style-type: none"> • Conflict Dynamics Profile / Effectiveness in Conflict Management (Incl. Eckerd Conflict Dynamics Profile)
		Conflict	<ul style="list-style-type: none"> • Promotion Readiness (incl. Lominger "Choices") - measures likelihood for success if promoted based on a validated instrument



5. Courses

Customized For You

We are experienced in developing and delivering learning solutions for any sized organization globally. We customize content to your needs around your time-frame and preferences for delivery (for example, classroom, e-learning, webinar or GoToMeeting)

Examples of Learning Solutions We Deliver

Managing Biotech or Pharma Teams

Using real examples and tried and tested approaches for leaders in the Biotech/Pharma industry. Useful for leaders at all levels

Stepping Up to Supervising Others for the First Time

Targeting new leaders, a course that explains how teams work, coaching, leading (incl. others who may have been peers formerly)

Advanced Leadership Skills

A program that can be customized for specific teams to address the performance and morale issues faced at a senior level (useful for Leadership Teams and Boards in particular)

Coaching Poor Performance with Confidence (Incl. certified trainers in Prof. Stowell's / Center for Management and Organization Effectiveness 8-step model). A clear and validated process and chance to practice safely

Change Management – Guiding leaders through the steps to manage change effectively and developing an action plan for (incl. renown methods by Kotter and Bridges)

Effective Team Leadership (launches, chartering, managing dysfunction) - Incl. certified trainers in Blanchard Companies High Performing Teams

Empowering Others: When and How to Delegate / Situational Leadership (Incl. certified trainers in Blanchard Companies SLII model)

“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn and relearn”

Alvin Toffler

Emotional Intelligence for Results (Incl. certified trainers in the Genos EI model)

Interviewing Skills for Confidence and Effective Selection (Incl. certified trainers in DDI's Targeted Selection & Behavioral Interview techniques)

Engagement 101 For Leaders (Incl. certified trainers in Gallup Q12 and Hewitt's "Best Employer")

Motivation 101 for Leaders

Covers all the main theories and then applies a process to make practical changes back at the workplace to address and improve motivation fast

Managing Conflict (Incl. certified trainers in Eckerd's Conflict Dynamics Profile)

Negotiation Skills (Incl. certified trainers in Wilson Learning / Ury & Fisher's *Principled Negotiation*). Popular with Regulatory teams and others who negotiate with the FDA and other organizations

Positive Political Skill for Top Leaders – Based on decades of research, the Center for Creative Leadership finds 80% of senior executives and CEO fail (lose their jobs) because of lack of skill managing politics at work and emotional intelligence ([see www.positivepoliticalintelligence.com](http://www.positivepoliticalintelligence.com))



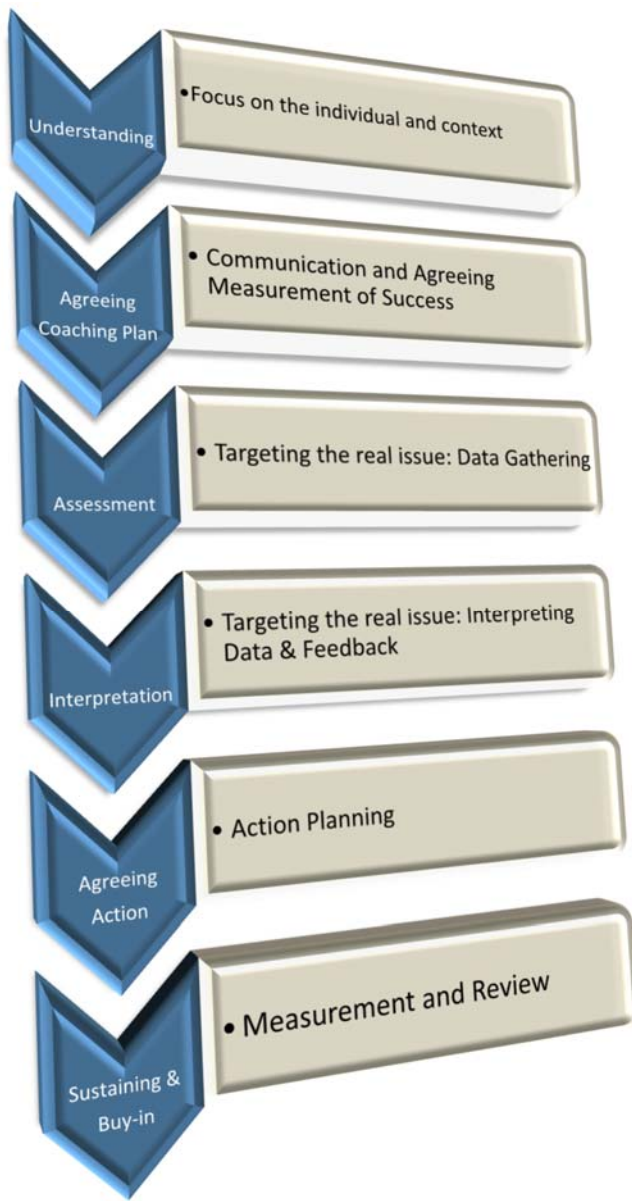
6. Coaching and Consulting

Coaching - Our Approach

Each person is different in their needs around coaching. It is critical that the coach aligns with the needs of the coachee. With decades of global experience as master trained coaches of leaders at all levels, we are well placed to meet your needs.

Examples of coaching solutions include:

- One-to-one meetings (in person, with coachee, manager, team members etc. via telephone, online e.g. Skype or GoToMeeting)
- Assessments - individual perception only, team assessment, manager assessment, or 360
- Specific conflict-management and behavioral assessments
- Guided one-to-one individual feedback based on results
- First 90 Days (specific coaching process to empower those new to the role or organization)
- Work pair coaching (e.g. to address conflict and improve performance between two colleagues)
- Team coaching (with anonymous assessments)
- Completion of Individual Development Plan
- Team Chartering
- Guidance around performance standards, criteria and measurement
- Conducting periodic measurements and review against standards of improvement
- Reporting on coaching effectiveness (e.g. to manager / sponsor)





Consulting - Our Background

Our clientele encompasses a wide array of organizations (Fortune 10 to small organizations). Ashley Miles Consulting and affiliates are highly trained in coaching and consulting skills and has partnered with clients globally over decades.

We have competence and certification in coaching and consulting individuals, project/matrix teams, departments, leadership teams and CEOs.

Examples of consulting projects include:

- Change implementation (growth, downsizing, start-up, turnarounds and merger & acquisition)
- Developing and implementing leadership training programs
- Implementing organizational assessment and improvement around employee engagement
- Team performance challenges
- Developing and implementing core competencies
- Developing and implementing performance management processes (incl. online systems)
- Organizational Network Analysis

...or multiple other needs, we will tailor solutions to your needs and development budget

7. Launching & Maintaining World-Class Teams

Biotech and Pharma today is characterized by matrix organizations, even across regions and countries. Virtual teams are not uncommon. We have extensive proven experience in this environment facilitating team launches, implementing team health checks, overcoming team dysfunction and building high performing teams. We offer:

- Team leader coaching
 - Team leader assessment (incl. team effectiveness, emotional intelligence, political skill, DISC team behavioral assessment)
 - Team assessment
 - DISC Behavioral assessment of entire team with strengths and weaknesses with development solutions
 - Team Performance and Motivation assessment (Blanchard PERFORM assessment)
 - Managing team dysfunction
 - Proven coaching of leader and facilitating team health check and solutions to get your team back on track and achieve results
- Cultural & diversity training, facilitation or coaching.

8. Contact Us

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