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CAPABILITY STATEMENT

CORE COMPETENCIES

Performance Breakthroughs, Inc. leads organizations and teams on their *journey to excellence*. There are wonderful examples in the private sector (Ritz Carlton, USAA, L.L. Bean) and a few in the public sector (US Coast Guard, NASA, Patent and Trademark Office) that have made the commitment and reaped the benefits of achieving excellence. PBI is your guide for that journey – be it an entire agency or something smaller like a division, branch, or team. If you invest in that effort, you can expect higher employee engagement/commitment, your “all stars” bringing in more high performers, your customers being delighted, and your culture, financial standing, and reputation to improve.

HIGH PERFORMANCE ORGANIZATIONS - HPO	LEADERSHIP DEVELOPMENT/COACHING	ASSESSMENT AND EVALUATION
<ul style="list-style-type: none"> Organizational Excellence Training Vision/Strategy Implementation Organizational Coaching Delivering “Customer Delight” Reshaping Organizational Culture 	<ul style="list-style-type: none"> Executive Development/Coaching Earning Employee Engagement Increasing Collaboration and Trust Building High Performance Teams Leading and Managing Change 	<ul style="list-style-type: none"> Organizational Assessment Surveys and data analysis Interviews and focus groups “Performance Consulting” Designing “measures that matter”

GUIDING PRINCIPLES

DIFFERENTIATORS

We value our clients by:

- **Delighting them** – in both the outcomes and the experience
- Being a **rock of integrity**
- **Partnering** with them to define and exceed objectives
- **Providing the capacity** to do similar work in the future
- **Documenting the outcomes** of each project
- **Referring the work** when not our expertise or interest
- **Donating 10% of our time** as pro bono/deeply discounted

- Over 200 successful engagements in our 23 years
- A proven framework for “Organizational Excellence”
- Outstanding Federal and local government experience
- An Executive and Organizational Coaching mindset
- A broad range of organizational and team assessments
- A deep and diverse toolkit (for teaching and sharing)
- Veteran-owned and verified
- A broad network of experts in their fields
- Passion to make a visible, measurable difference

PAST PERFORMANCE

COMPANY DATA

U.S. Department of Homeland Security (Prime)
Partnered with DHS HQ CHCO to create 1st Executive Capstone Program

Missile Defense Agency (Prime)
Facilitated the Systems Testing Directorate to a High Performance Team

US Coast Guard (Prime)
Catalyst for creation of the Leadership Development Center (LDC)
Led the creation of the Service’s first-ever Core Values

US Patent and Trademark Office (Prime)
Workshops on delivering Customer Delight
Provided career and executive coaching

George Mason University (Prime)
Delivered the “*Managerial Development for Organizational Effectiveness*”
5 day Certificate Program

Fairfax and Arlington Counties and City of Alexandria, Virginia (Prime)
Led the cultural transformation of the Water Pollution Control Plant
Facilitated over 40 HPO and Alumni workshops totaling 800 participants

DUNS: 108117388

CAGE: 5WCD7

NAICS:

- 541611** Administrative Management and General Management Consulting Services
- 541612** Human Resources and Executive Search Services
- 541618** Other Management Consulting Services
- 611430** Professional and Management Development Training
- 611710** Educational Support Services