

Converge Consulting Group is a consulting partnership dedicated to "aligning people, purpose and performance."

Our approach emphasises systems thinking -- applying the most recent advances in the systems approach to the problems and opportunities of our clients. Our approach is pragmatic -- driven to improving performance where the work is done. We apply a systems approach to change in corporate wide efforts as well as team development, organisation effectiveness, statistical methods, process improvement & re-design and customer research. We support our clients in making substantive change that makes a difference.

Located in Calgary, Alberta, Canada, Converge has been supporting clients across Canada, the United States, Europe and Australia for



over
twenty
years.

WHO WE ARE

HONEST

We don't tell you what you want to hear—we give you the facts—honest feedback to support evidence-based decision making.

TRANSPARENT

Openness guides our work. We don't sell magic, we sell expertise that works like magic. We believe in leaving our clients stronger than we found them.

GROUNDING

We are connected to the real world. We have our feet on the ground and ready to go to work for you.

FUN

We love what we do and it shows. Funny thing about people who love their work, they tend to be good at it.

FIVE PRINCIPLES GUIDE OUR WORK

Purposeful

All projects need to have a well defined purpose—a clear mission and aim. *A system without an aim is not a system* (Deming). The specifics will change from project to project but the common link is improvement — creating not just change, but productive change that generates value.

Process Focused, Systems Thinking

Our work is focused on improving the processes, programs and systems that define how the work is done. We seek first to understand, then improve how these systems and processes work as the means to increasing organisational performance. Doing so takes advantage of the greatest point of improvement leverage in any organisation and is essential to ensuring the change sticks.

Evidenced Based Scientific Method

We apply rigorous, evidenced-based approaches to our work. We seek quality by applying proven techniques in developing reliable conclusions and pragmatic solutions ensuring that change sticks.

Customer Driven

The first rule of business is that without customers, there is no business (Peter Drucker). Success in program delivery, process design, project management and organisational functioning is dependent on a solid understanding of what matters to customers; and delivering value effectively and efficiently. Customer centric or driven enterprise means building the *voice of the customer* into programs, products, services and projects to generate pull.

Collaborative and Engaging

Collaboration leverages the best thinking of your people. It also builds the engagement necessary for making improvement and sustainable change happen. Good things happen when people decide to work together to achieve something bigger than themselves. Which is why we will work *with* your people, building trust and pursuing lasting improvements to the way things are done.

PEOPLE

HR

- HR Culture Transformation
- HR Strategic Planning
- HR Organisation Design
- Redesign of Core HR Processes

LEADERSHIP

- Leadership Branding and Capability Development
- The Power Series™ for Front Line Leaders
- Full Circle 360 Feedback
- Performance Coaching

LEARNING

- Practitioner of Change™ Learning Journey
- Strategic Business Partnering Development
- Customised learning design
- Competency Framework Development
- Team Development
- Individual, Team & Organisation Conflict Resolution
- COATS e-Learning Development

PROCESS

PROCESS

- Process Alignment, Design and Improvement
- Survey Design and Analysis
- Business Process Analysis and Re-Design
- Statistical (SPC/DOE) Support

PERFORMANCE

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- Lean & Lean Six Sigma Improvement Science
- Performance Improvement Strategy Development
- Voice of the Customer
- Customer Market Analysis
- Performance Measurement & Dashboard Reporting
- Market Strategy and Research
- Benchmarking

ORGANISATION

- Systems Thinking and Organisation Design
- Change Design and Facilitation
- Leading Change Internal Capability Development
- Customer Focused Culture Building
- Voice of the Employee

SMALL AND MIGHTY

Dedicated to aligning people, process and performance. We specialise in building internal capability, change, organisation performance, "voice of" products for engaging employees & customers and everything "lean".

Partial Client List

Telstra Qantas AMP Goodman Fielder
Royal Dutch Shell AT & T Tervita
Rio Tinto/Diavik Talisman Energy
Suncor Energy Devon Energy
General Motors Servus Credit Union
TransCanada Pipelines City of Calgary Sobey's
CIBC ATB Financial
Alberta Health Services
Telus AltaLink
Calgary Board of Education University of Calgary



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WHO WE ARE
&
WHAT WE DO

aligning people,
process &
performance



www.converge-group.com

www.converge-group.net

www.practitionerofchange.com

www.operationalexcellence.ca

www.voiceofthecustomer.ca

www.voiceoftheemployee.com

www.thecorporatetrainingsystem.com