



Creating the Practices You Need to Succeed

Successful organizations need a structure that supports the results they seek to achieve. Management performance can be enhanced and staff productivity can be increased if the organization has the appropriate practices to guide the work. These include:

- Organizational Strategy and Management
- Leader Development
- Policies and Procedures

Find out how these proven techniques can help your business successfully navigate today's tough economic times.





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Consulting

Many organizations do not have the staff time or the expertise to develop the systematic practices they need to operate effectively and build accountability. In consultation with management, M. L. Hanson creates the customized policies and practices that can build an infrastructure for your organization.

The consulting relationship involves the exploration of organizational values that leads to outcomes reflecting the culture of the organization. This is accomplished by analyzing existing practices and policies, recommending changes or new initiatives, and documenting the results. Introduction of the new practices and follow-up with leadership and management after implementation completes the process.





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Practices

Board of Directors

- Policies and Governance
- Leadership Development
- Facilitation and Training
- Relations and Roles Management
- Reporting and Analysis
- Human Resources
- Assessment

Strategies

- Organization Development
- Start-up Organizations
- Business Planning and Goal Setting

Operations

- Policies and Practices
- Tactics
- Project Planning and Management





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History

M. L. Hanson's diverse career has included banking, finance and non profit management. She operates a consulting practice that advises the management and leadership of both commercial and charitable organizations. Ms. Hanson's community leadership includes board of directors positions with national and community organizations. She has been a candidate for public office, published numerous articles and is a featured speaker at local and national conventions and meetings.

Prior to founding her own business, she served as the executive director and chief executive officer of three non profit organizations. While working as a commercial banker for two large regional banks she managed portfolios totaling millions of dollars spanning a wide range of industries. She has raised hundreds of thousands of dollars for community organizations.





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Clients

The following are real-world problems, circumstances and solutions.

The Client Situation:

A national company with a dispersed work force had grown rapidly, leaving no time for the development of an organizational culture that supported the success it was experiencing. The new executive director was competent but her time was overwhelmed with hiring and training new staff and managing the growth of the business with no opportunity to focus on the work environment.

The Solution:

The problems were solved by developing human resource guidelines and adopting management practices that reflected the values of the organization and clarified expectations. On-going dialogue with the executive director concentrated on management strategies and helped her implement the new policies and solve problems. A workshop with the staff introduced the new policies and gave them the chance to resolve issues and gain a better understanding of their work situation.

The Client Situation:

A new non profit membership organization was struggling to formalize its leadership and identify its priorities. The leadership was eager to see the organization grow to the next level of effectiveness but there was no systematic method for decision making, assigning authority and establishing accountability.

The Solution:

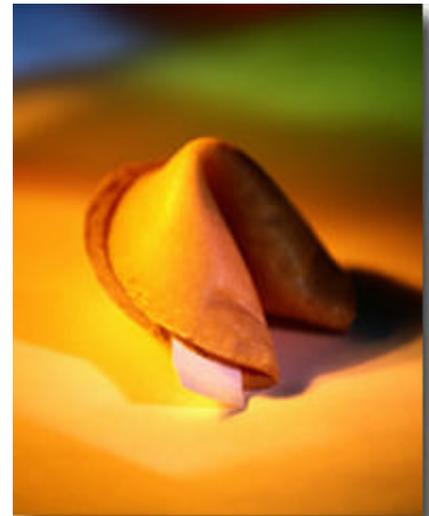
A workshop for the leaders was designed that focused three most important issues that were barriers to their growth: board development, organizational development and membership. The workshop resulted in more knowledgeable leaders with the tools to implement the specific plans they developed and the commitment to make it work.

The Client Situation:

The board of directors of a health care organization was interested in assessing the needs of the organization. High demand for its services and expansion into new areas were straining resources and creating stress between the staff and the board. There was also concern the organization might not be in compliance with some regulatory requirements and that the organization had outgrown management.

The Solution:

The organizational assessment recommended the staff and board focus on three areas: board governance, organizational structure and personnel management. Several leaders in the organization received continuous coaching to help them resolve conflicts and understand the specific practices needed for the organization to prosper. The board and staff used the assessment to set priorities and rebuild the team to become more effective in their respective roles. Weak systems were replaced, policies were developed and implemented and confidence toward each other was restored.



The Client Situation:

The local affiliate of a national organization was experiencing high turnover on its board of directors had lost track of the main purpose and individuals were unclear about their responsibilities. There was no disciplined method of planning or assigning work.

The Solution:

Educational materials were written that focused on the needs of the organization. A planning retreat was conducted to create specific roles and jobs to be accomplished over several months. The plan was published and is being used to increase achievement and accountability of the board members.

The Client Situation:

The senior management of a large state-wide organization wanted to have their staff implement three new program strategies. The strategies were to be introduced during a weekend retreat. The staff was not in agreement about the workability or wisdom of adopting the new strategies. Most believed that they were already over burdened with work and that work environment issues were more important.

**The Solution:**

Each staff member participated in surveys, exercises and discussions that directed them toward the benefits to them and the organization of implementing the new strategies. New work relationships and an appreciation for the challenges faced by people who work in other locations and on different programs were developed or enhanced. Three new cross-functional task forces were formed to translate the new strategies into plans that represented all parts of the organization.

What people are saying about M.L. Hanson:

"ML Hanson has a unique talent of probing in to any organization and determine what's working, and what's not in a short period of time. In a no-nonsense way, she can guide leadership through the maze of defining mission, reorganization or board development. Bringing in ML Hanson has had significant impact on several of the organizations that I've been a board member. Her consulting services and leadership was a smart money and strategy move for each."

*Judith Briles
The Briles Group, Inc.
Mile High Press, Ltd.*

"M. L. Hanson gets right down to it. Her no-nonsense approach to isolating the issues, identifying the correct business strategies and creating implementation plans that work puts her at the top of the game."

*Karen Meyer
Advertising and Marketing Consultant
Gilda's Club of Denver Board Member*

"M. L. not only provided a user-friendly document for human resource guidelines, she provided the expertise and advice to work through the process."

*Anne Fenske
Executive Director
National Center for Performance Assessment*

"M.L. Hanson does a fabulous job of evaluating the company and organization before the workshop. Her effective leadership and presentation skills are polished. She helped us walk away with a new sense of clarification and direction."

Rita McCoy

Director of Community Affairs, KTVD-TV

Board Member, National Center for Community Relations

"I learned from the experience. I really loved the energy, enthusiasm professionalism and knowledge you brought to the table."

Alexandra Ross

Corporate Coaching Circles

ML is an excellent listener and that is often not easy to find. She does not tell you what you need but rather helps you determine that yourself. All of this is done in a very professional manner with the utmost attention to all aspects.

T. Saltzman

Colorado Coalition



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