

Wisdom Councils LLC

Lead Change with Excellence

Experts in change management, Wisdom Councils works with CEOs, Presidents and other key leaders of Fortune 500, mid-size and small companies and organizations to ensure their strategic change initiatives and improvement efforts add value, show a significant return on investment and are sustainable over time.

A management consultancy with over twenty five years of corporate experience, Wisdom Councils has advised hundreds of leaders on how to shift their organizations' practices, processes and cultures to successfully align with their companies' business strategies.

We Help Leaders to:

- Architect their platform and design a roadmap for change.
- Develop and deliver powerful communication and buy in strategies.
- Create the climate for strategic and cultural shifts to occur successfully.
- Energize, engage and enable employees to contribute effectively.
- Increase momentum by removing blocks and barriers to progress.



Jamie Conglose

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Our Experience and Clients

Over the years, we have work with Fortune 100 and 500 companies, government agencies, non-profits, new and long-established businesses. We have consulted with entertainment companies, television networks, manufacturers, high-tech companies, hospitals, human services, banks and pharmaceuticals. We have worked with the military, academic institutions, restaurants and hotels, as well as small start-ups and entrepreneurs with dreams.

We are proud to have worked with highly regarded organizations such as these:

- IBM
- General Electric
- The Vitamin Shoppe
- Morgan Bank
- Pacific Gas & Electric
- Merck
- Federal Reserve Bank
- Zurich Insurance
- University of Pennsylvania Medical Center
- Boston University
- Universal Studios
- Forum Company
- University of Michigan
- CHEP USA
- Truly Nolen
- Culinary Institute of America
- British Petroleum
- Conservation International
- Animal Planet
- Walt Disney Company
- ESPN-BASS
- McKinsey
- AT&T



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Areas of Expertise

- ➔ Change Management
- ➔ Leadership Development
- ➔ Organizational Alignment
- ➔ Performance Management
- ➔ Conflict Resolution
- ➔ Teambuilding
- ➔ Process Improvement
- ➔ Customer Centricity
- ➔ Rapid, Targeted Needs Assessment
- ➔ Executive and Life Coaching
- ➔ Retention and Morale Building
- ➔ Action Learning



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Our Approach

Whether Wisdom Councils is engaged at the beginning of the planning process or intervenes in an existing effort, we work from a position of flexibility and partnership with our clients. Our skill set is broad and deep, built over decades of experience. We apply time-tested organization principals and know not only what works, but why it works.

There is no one way to plan and implement strategic and organizational change. Experience with a broad base of client systems, coupled with our depth and breadth of knowledge in change management and leadership development, allows us to be creative and flexible in our approach. Wisdom Councils helps leaders and organizations develop customized ways of navigating change and addresses their specific challenges and business environments.

Our collaborative efforts with our clients ensure the best, most effective solutions and plans are devised and implemented effectively to meet their current challenges.

Wisdom Councils believes extraordinary leadership is a distinct competitive advantage and critical to leading significant change efforts and cultural shifts. We work closely with senior management to ensure they possess the character, skill, courage and commitment necessary to carry out their roles as change champions and as a unified team employees respect and trust.



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Ongoing Services

Retaining ongoing consulting services ensures your efforts are effective and consistent and ones that sustain focus, energy and momentum over time.

Designing and Executing Large Scale Change

More and more companies are changing their global strategies and cultures to meet the ever changing and demanding needs of their customers and the challenge of increasing market competition. This means sweeping changes in organizational mindset, practices, processes and behaviors. We provide expertise, knowledge and experience to help leaders and their employees navigate the change process and we are with you each step of the way; at the beginning, the middle and ongoing.

Aligning Strategy and Team Performance

Today, more than ever before senior teams must sustain alignment in strategy, expectations, practices and behaviors to deal successfully with business challenges. We work with senior teams to:

- Create and align strategy maps to meet business goals for each department.
- Ensure integration of strategy and performance management.
- Shift daily activities to demonstrate strategy focused, value added efforts.
- Develop a powerful plan for execution of consistent successful team performance.
- Provide opportunities for ongoing progress assessment and adjustments for optimum results.



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Ongoing Services

Rapid Targeted Needs Assessment and Execution of Solutions

Assessment and reflection leads to clarity and brings required actions into focus. When you aren't trying to boil the ocean but want to address a specific set of issues and challenges, a short concise assessment intervention is often enough. We identify needs and facilitate the planning and execution of swift solutions. Then we project manage the implementation phase to ensure long term change.

- Identify why individuals or groups are struggling in their work.
- Determine what leaders must do to successfully execute a strategy.
- Focus on a more effective set of management practices.
- Uncover better ways to make change occur.
- Clarify the best ways to use training and development funds.
- Find more meaningful and inspiring ways to coach people.

Individual and Team Coaching

When used effectively, coaching can boost an individual's self confidence and performance, leading to a more successful career. Organizations benefit from individual coaching. Even teams can profit from coaching by exploring and continuously improving how they work together.

- Help individuals understand their own motivations and how those relate to their work behaviors and performance.
- Inspire individuals find meaning at their jobs and infuse their energy into supporting business initiatives and working with others effectively.
- Motivate leaders to successfully engage with their employees to develop a deeper understanding of what inspires them towards high performance.
- Build stronger teams through identifying their shared purpose, values and unified ways to contribute with excellence.



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Ongoing Services

Organization Development Services

Small and mid size companies often need organizational development expertise ongoing but cannot justify the expense of a full time internal resource in their organization. We offer customized retainers to provide organizations with a full range of services.

This service includes, but is not limited to:

- Change management design and execution
- Performance development system design and implementation
- Executive coaching
- Team building
- Conflict Resolution
- Crisis Intervention
- Strategic communication
- Organizational redesign
- Project management
- Employee retention and morale building
- Design and facilitation of meetings



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Services: The Workshop Basics

A range of additional topics are designed and delivered upon request

Teams; Improving Our Relationships and Ways We Work Together

- Explore the strengths of personal work styles
- Identify individual conflict modes and strategies
- Assess strengths and weaknesses as a team
- Develop opportunities for improvement

Unifying Our Team for Business Results

- Align understanding of vision, mission and strategies
- Understand the talents and competencies needed to work here
- Clarify our roles, accountabilities and how we help one another
- Commit to clear specific behaviors and practices to meet customer needs and support team members

Performance Coaching for Managers of People

- Understand performance management and your role in it
- Identify how your personal management style and conflict mode helps and hinders you
- Learn tools to motivate, coach and develop your people successfully
- Know what you must do to hold people accountable
- Create ways to energize and retain great employees

Creating a Customer Focused Culture

- Understand the mindset of customer centricity
- Identify the key ways customers assess great service
- Determine the ways you can exceed customer expectations
- Plan ways to stay ahead of the competition
- Commit to ways that demonstrate commitment customer excellence everyday



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Services: The Workshop Basics

Resolving and Preventing Conflict

- Learn conflict resolution strategies
- Practice effective dialogue skills
- Identify the biggest sources of conflict in the workplace
- Determine appropriate actions for crisis conflict interventions
- Design conflict prevention strategies

Polishing Your Problem Solving Skills

- Brush off the tried and true basics
- Learn new approaches for contemporary times
- Refocus on influencing and expanding your resources
- Practice the art of asking and making requests
- Make innovation a practical daily skill

Thriving During Chaos; How to Manage During Change

- Understand the psychological stages of change
- Learn coping strategies to support you during change
- Determine how to help others through stress and uncertainty
- Develop a plan for navigating change



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Client Testimonials

“I worked with Jamie on an employee retention initiative when I was Senior Vice President of Operations at Universal Studios Florida. Our task was to bring people together from around the company to analyze issues, develop and test hypotheses and create solutions. Using collaborative methods and dialogue skills we became a dedicated confident team capable of meeting effectively with and sell our ideas to senior management. The experience was personally enriching from a leadership development perspective. I continue to use lessons learned and value Jamie’s refreshing ideas and recommendations as I proceed on my leadership journey.”

*Don Potts
V.P. General Manager
Orange Lake Resorts/Holiday Inns*

“Jamie’s exceptional skills and talents cover a broad spectrum of capabilities in the organizational effectiveness arena. During my tenure at Walt Disney World she was a lead consultant for us in major culture change efforts and worked with the senior team to develop a transformational leadership mindset and skills to prepare us to address sweeping changes and growth in our company. She is a master in bringing together teams with differing and competing agendas and engaging them in efforts to solve complex problems together. An engaging coach and thought partner, Jamie was instrumental in helping me clarify my own leadership values and strategies and in developing a plan for sharing those with others in key leadership positions.”

*Lee Cockerell
Sr. V.P. Operations (retired)
Walt Disney World
Author , Creating Magic at Disney*

“Jamie is an extraordinary executive coach and trusted advisor. Her decades of experience have equipped her with the knowledge and confidence to size up a situation quickly and provide effective recommendations. She offers deep insights about complex dynamics and unique perspectives and solutions for contentious issues. A dedication to her clients’ success and well being and genuine involvement in their leadership goals keeps them coming back year after year.”

*Andrea Weiss
CEO, Tabi International
Member of Board of Directors,
Cracker Barrel and Chico’s FAS, Inc.*

Additional Client References Available Upon



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Jamie Conglose: Founder

For over 25 years, Jamie Conglose has consulted with leaders of Fortune 100 and 500 companies in the field of organizational development and leadership effectiveness. Her focus and expertise is in advising and working alongside corporate leaders to architect frameworks and design long-term rollout plans for global and systems-wide change efforts. This includes educating and mobilizing senior management to champion change strategies, managing cross-division strategic business initiatives, and developing and implementing effective tools, processes and practices to facilitate and sustain shifts in corporate cultures.



Jamie's current focus involves partnering with key leaders to address ever-changing challenges of increased customer expectations, the arrival of new competitors on the scene, and the reality of the difficult economic and environmental climate. Her work includes strengthening organizational infrastructure and processes to deal effectively with uncertainty and setbacks, developing customer centric leadership training and coaching vehicles, unifying top senior teams to lead effectively in these contemporary times, and providing support and strategies for employee retention, engagement and productivity.

Jamie is formerly a program director with Executive Challenge, an award-winning outdoor team-building program run by Boston University School of Management's Executive Programs. She holds a Masters of Education in Counseling, Family and Groups from the University of Missouri and has completed post-graduate work and training in conflict resolution and mediation. She received her undergraduate degree in Social Work from the University of Vermont and since the age of nineteen, has held jobs in a wide variety of settings; always working to help develop the potential of individuals, groups and teams.

Contact Jamie for a detailed professional biography



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