

Gilman Performance Systems, Inc.

# GPS Directions

## Greetings!

Recent times have brought both challenges and great opportunity into our industry. Whether it is being more creative with budgets, or learning how to best use outside partners and suppliers, we have to work through these challenges to grow stronger and more effective.

At GPS, we have developed new web based applications for learning evaluation, reinforcement, and participant managers' involvement making our products more accessible and user friendly.

We look forward to serving our clients while expanding to meet their own specific needs.

Thank you to all who have referred us — our success and expanding client base would not be possible without you.

We wish everyone a happy and healthy holiday season, as well as a great start in the New Year!



## GPS West



Left to right: Michael Banks, Jagruti Shah, & David Gilman

GPS is very pleased to announce the formalization of two west coast, northern California based consultants. Michael Banks and Jagruti Shah!

Michael has been affiliated with GPS in a variety of ways for the past 20 years. He brings extensive experience in facilitating meetings, leadership development, and particularly individual, executive, and team coaching.

Michael has a proven track record with American Express, Goldman Sachs, Merck, Juniper Networks, Time Warner, and many other firms.

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Jagruti Shah brings a wealth of experience with an engineering background at Cisco and Motorola. She is PMP (Project Management) certified and has used facilitation and training to help many teams become high performing.

Jagurti and Michael are based in the Silicon Valley/San Francisco Bay Area.

# Accountability

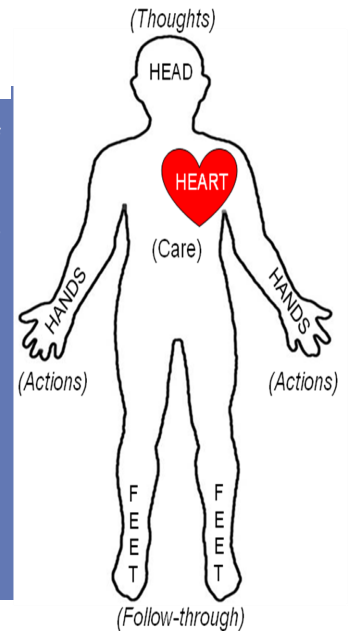
GPS has designed a very valuable program specifically around accountability, focusing on oneself and for managers, focusing on their direct reports/teams.

This past year GPS rolled this out to a three hospital healthcare system where all 300+ managers to attended this half -day required program.

The results were very valuable across the board. Managers were provided with coaching , assistance on inclining issues, and ideas on how to raise the bar for performance.

Some highlights of the program include

- Results-focused not task-focused
- Raising awareness that people often do only their part of their task or question, without following through for true results



# Impactful Learning Process



GPS is privileged to have to been chosen by a financial services firm to provide a unique learning process specific to performance improvement.

Groups of 10-15 managers each participated in 2 hour workshops that emphasized two frameworks, and video clip models for skill building. Managers returned the following week in “trios” for a 90-minute video taped practice of what they learned. Each manager was able to practice a difficult conversation on performance improvement using the manager-employee observer format. Observers were given a detailed sheet that turned into an action planning development goal.

For the top 50 managers attending the workshop, each received a one hour one-on-one session with a GPS consultant. During this time, they were further prepped for their performance improvement discussions with their employee, reviewed their video practice, and received coaching as needed.

The total time each manager invested in the process was approximately 4 ½ hours. This included a uniquely formatted workshop, separated skill practice, and one-on-one coaching. This learning process was extremely valuable and allowed no one to be away from their job for more than 2 hours!

# Charity Based Team-Building

Despite our busy lives, it is important for all of us to take the time to give back to the communities we live in. GPS is pleased to offer a variety of team-building activities that allow your organization to have fun and learn, while giving back.



**CANnection:** Help your community re-stock local food banks and shelters by designing and building structures (representing the firm, customers, patients, departments, ect.) out of cans and boxes of food.

**Bicycle Building:** Put your project management skills to the test while collaborating with team members to build brand new bikes to be donated to a child who needs it.

**Team Build-a-Bear:** Design, stuff, and dress your bear while improving communication and problem solving skills. Each bear is built to be donated to a local children's hospital or charity of your choice.

Participants work together in teams from design to implementation., promoting:

- Creativity / Innovation
- Community Awareness
- Team Work

Most recently, a major Fortune 25 company has taken full advantage of GPS's bike building activity. In October, GPS, conducted a team-building workshop in which 25 children's bikes were built and distributed to students at Jefferson Elementary School in New Haven. In December, GPS worked again with this company to build 12 more children's bikes that were presented to members of the Lower East Side Girls Club of New York.

Major Connecticut newspapers such as the *Connecticut Post*, the *Danbury News Times*, and the *Stamford Advocate* have taken notice of GPS's charity team-building events. The article cites one participant who describes the overall sentiment at the conclusion of the event:

*"Everyone had fun and they were all moved to see the children receive their bikes. So many people came up to me afterward and said they were in tears watching the kids. It was definitely one of those moments they will be talking about for a very long time."*



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*Your full service provider for individual,  
team, and organizational effectiveness.*

## 360° Surveys In-House!

GPS is pleased to offer clients the use of a robust 360° system. Our 360° web hosted application allows clients to administer and print reports on their own! Surveys are specific to a firm's competencies, models, ect.

The 360° survey process has been completely developed by GPS's IT director, Sharon Gialo. The program, hosted by GPS, eliminates the need for active IT involvement.

360° surveys in-house saving companies money, and providing real time access as needed.

GPS also provides surveys on:

- Styles
- Influence
- Meetings
- Conflict
- Leadership
- Management

