



# Organizational Development, Training, and Coaching

## *Light for Leadership*



*ICF International has  
partnered with  
Blue Opal Consulting  
and VISION Consulting  
to provide a  
comprehensive set  
of service offerings  
tailored to meet  
the needs of  
Fairfax County leaders.*

Based in Fairfax, Virginia, ICF International offers the assets of a large firm, including more than 2,500 management consultants on staff, and the customized solutions and services tailored to client needs that often are provided only by small firms.

- We have a *passionate* commitment to our work and to helping our customers achieve compelling *results*.
- We combine deep program and industry knowledge with world-class technical *expertise*.
- We have the capability to support our customers through the entire *program life cycle*, from analysis and design through *implementation* and *evaluation*.

## Our Approach

To support Fairfax County leaders as they address current and evolving challenges, ICF has partnered with two specialized firms, Blue Opal Consulting and VISION Consulting, to provide premier organizational development, executive coaching, and training services. Our team of experts will help Fairfax County generate and implement new management models and practices for strong leaders who can realize their full potential.

**Organizational Development.** Organizational development initiatives can either correct organizational deficiencies or enhance organizational strengths. Our interventions actively search for emerging problems by monitoring key indicators of organizational performance with a constant pulse on the customer. We provide solutions that are realistic and based on a thorough understanding of internal and external challenges and opportunities facing Fairfax County employees.

For high-performing organizations, ICF provides tools and resources to continuously assess performance and devise strategies to increase productivity. For example, we have designed surveys and produced evaluation tools that can guide a County department through a process of benchmarking performance against comparable jurisdictions. Our Survey Research Center provides a full range of capabilities to design, pretest, administer, and analyze surveys of any size. Our organizational development experts have deep knowledge about, and access to, well tested, rigorous evaluation tools to pinpoint an organization's maturity and effectiveness, provide feedback, design interventions, and evaluate performance.

**Training.** No matter how well training is structured, it is only as effective as the instructor delivering the content. With instructors who have decades of public-sector experience, ICF designs training courses to address unique client needs. More than 700 subject matter experts in a wide scope of disciplines enable ICF to develop courses on virtually any topic. Over the past 20 years, we have delivered more than 550 customized training courses on a broad range of topics to more than 50,000 students.

**Coaching.** ICF's coaching relationships result in comprehensive, sustainable, positive results that can be tied to strategic initiatives. Whether coaching individuals or teams, our coaching is based on three key elements—focusing, awakening, and sustaining:

- *Focusing* sets clear coaching objectives that are established by the organization and the client. Organizational objectives may include support for strategy implementation, leadership team development, or improving operational effectiveness. The client also sets personal objectives in areas such as leadership skills, work/life balance, and leading challenging initiatives.
- *Awakening* is the discovery of purpose and passion within the client. It is the clarification of values, the alignment of personal and organizational direction, and the connection between individual journey and leading the way with others. Awakening focuses on individual strengths, breaks away limiting beliefs, and justifies powerful action to achieve results.
- *Sustaining* is the support over time in which the coach holds the client accountable for attaining the desired objectives. During the coaching relationship, the client discusses progress, confronts hurdles, and balances the great demands of leadership. The coach helps the client apply leadership behaviors through the real examples of everyday work.

We complement our coaching services with pre- and post- assessments that clearly delineate the impact of the coaching relationship and other interventions.

## About Our Team

### ICF International

ICF's experienced consultants are masters of the art and science of designing and managing a plan to acquire, engage, invest in, and retain the best available staff resources. We provide a wide spectrum of human capital management consulting services for both government and commercial enterprises. We leverage our broad public- and private-sector experience to develop effective human capital strategies. We work with senior leaders, managers, and key stakeholders to ensure that the operational strategies that emerge from this framework are aligned with your mission, goals, and organizational objectives. ICF provides the training and professional development resources to ensure that staff can effectively manage and advance human capital program and activities and establish accountability by assessing the effectiveness of implementation and the impact of the strategies on organizational effectiveness.

### Blue Opal Consulting

Formed in 2002, Blue Opal formulates customized, people-oriented solutions by integrating strengths development and positive psychology into client services. *Executive and leadership coaching* is designed to develop leaders by aligning values with behaviors in an organizational environment. Blue Opal facilitates *authentic dialogue* sessions, helping groups to gain deeper understanding of complex issues, create innovative solutions, and mitigate or remediate unproductive conflict. *Appreciative Inquiry* consulting fosters vision, strategies, and positive organizational change.

### VISION Consulting

VISION helps organizations become more successful by providing organizational assessments to identify and address strategic, process, cultural, structural, and technological issues that can advance an organization toward realizing its full potential and meeting its mission. VISION also specializes in providing strategic planning support to ensure mission, performance measures, and key initiatives are linked; process analysis and redesign to improve service delivery, eliminate inefficiencies, and reduce costs; and training design and delivery.

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## About ICF International

ICF International (NASDAQ: ICFI) partners with government and commercial clients to deliver consulting services and technology solutions in the energy, climate change, environment, transportation, social programs, health, defense, and emergency management markets. The firm combines passion for its work with industry expertise and innovative analytics to produce compelling results throughout the entire program life cycle, from analysis and design through implementation and improvement. Since 1969, ICF has been serving government at all levels, major corporations, and multilateral institutions. More than 3,000 employees serve these clients worldwide. ICF's Web site is [www.icfi.com](http://www.icfi.com).

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