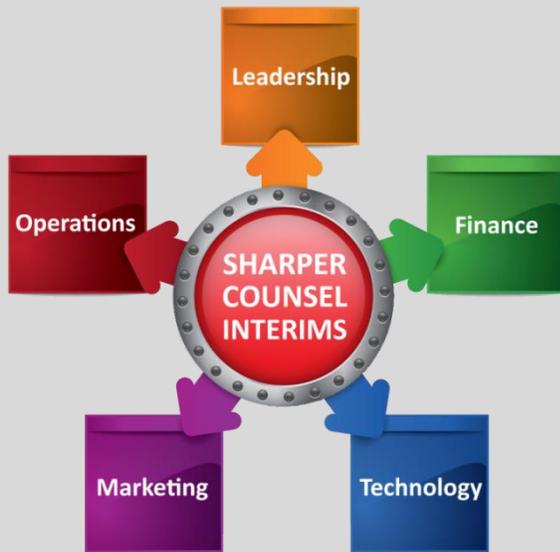


SHARPER COUNSEL INTERIMS



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SHARPER COUNSEL INTERIMS

has access to dozens of talented executives that have years of experience solving real world business issues. We are able to provide resources in fractional or full-time positions on a temporary basis and can tailor multi-disciplinary teams to meet your needs.

INTERIM EXECUTIVE LEADERSHIP:

On-demand executive resources that bring specific expertise to bear to fill holes and solve sticky problems in your business.

sharpercounsel.com

858-472-7880

San Diego California

Leadership

Sharper Counsel Interims provides leadership support to your organization in two ways.

As a provider of interim executive leadership, we help you identify and fill holes in your team with full-time or part-time temporary executives. These executives come from a variety of backgrounds and, with their in-depth experience, can hit the ground running with little or no onboarding time.

Specific disciplines we focus on are general management, operational excellence, financial prowess, strategic marketing and technology management.

A second vector for leadership support is by improving the success of the management team already in place in your organization.

Executive coaching is an area of special focus for Sharper Counsel Interims and our coaches partner with individual executives on your team. Strategic leadership conversations occur in confidential manner and lead to enhanced leadership capabilities in your current executives.

We also provide significant topical training on many HR topics and keep your organization abreast of the ever-changing HR scene.

Leadership Case Study

Leadership and operations coaching turn around call center customer service.

Challenge

The company at hand is a producer of storage devices that use vacuum packing to dramatically reduce storage size for certain items. During the company's acquisition by a larger corporation, there were shifts in leadership, strategies, and expectations. The company originally had a retail sales focus and recent growth in direct consumer sales was impacting call center operations. The company requested assistance with call center changes as well as executive leadership support during the overall transition into the new corporation.

Solution

A multidisciplinary interim team was brought in to develop improvements across both operational and leadership vectors. The company had been on the path to contract out their call center operations. Through intensive work between the interim team and the call center, processes were identified, designed and installed, protocols were defined and adopted, and technology upgrades were implemented. On the leadership support side, world-class personality assessments and effective coaching for the leadership team as they implemented and adjusted to changes in the call center. This included identifying performance goals, implementing management oversight, and providing insight into leadership team evolution in the future.

Results

The work between the company and the interim executive team resulted in retaining the call center in-house. The unique combination of operational excellence and leadership insight from the interim team led to sustainable combinations of improvements that spanned from the call center floor, through business processes, and included management. A step function improvement in performance has led to more successfully implementing direct customer sales, improving customer satisfaction and achieving required financial hurdles.

Testimonial: *"The interim company provided us with the tools and means to elevate our Customer Service department to a new standard of excellence. By providing perspectives from more than one discipline, they helped in broadening our understanding of the options and contributed to a positive outcome..."* Director of Marketing



Operations

Sharper Counsel Interims provides operations support to your organization at the strategy level and in hands-on manufacturing work.

Manufacturing
Distribution
Quality
Customer Support
Sourcing

We identify capable executives that have expertise tailored to your problem at hand, allowing our interims to hit the ground running and start making improvements immediately.

Marketing

Sharper Counsel Interims provides marketing support to your organization by providing strategic planning and tactical execution.

Corporate Communications
Brand Development
Alliance Management
Digital/Traditional
Customer Relationship Mgmt

Our marketing executives have worked in a variety of industries and company sizes. Domestic and international challenges will be met with experience and enthusiasm.

Finance

Sharper Counsel Interims can provide fresh financial experience to your business and can hit the ground running across broad issues.

Corporate Governance
GAAP Accounting
Planning/Reporting
Capital Management
M&A/Restructuring

We can fill any need in your organization with the exact talent required. This will let us crush the problem at hand, while providing insight and expertise across the finance function.

Technology

Sharper Counsel Interims provides you support by helping you architect your IT solutions and addressing ongoing operations.

IT Systems Selection
Security/Compliance
Big Data Analytics
Business Intelligence
ERP/Cloud Implementations

Our experienced technology executives can advise and manage complex projects, while rolling up their sleeves to provide real-time management on your critical business issues.

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Additional Resources



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