

PAST PERFORMANCE FOR NESSO STRATEGIES



We build custom training and development programs designed through client conversations and research. Every client presents unique challenges and our approach is to bring corporate best practices to meet your needs. We offer tools to help you create a high performing, accountable, innovative and communicative workforce. Our clients are pleased with their results; over 92% have expanded their contracts for further work. We are proud of that statistic, which demonstrates how our delivery is unique, powerful and consistently exceeds client expectations.

Over the last six years, Judy Hissong and Nesso Strategies have over 2,500 hours facilitating groups on a range of topics: defining mission and values, overcoming performance obstacles, communication skills, aligning management, and creating accountability in individuals and teams. Judy is a Professional Certified Coach, with more than 3,500 hours in coaching individuals and organizational teams. She adds one-on-one coaching in settings where she trains groups so that each individual is provided maximum opportunity to succeed.

Here are specific examples of our performance with clients:

Our work with a professional Association included a focus on developing collaboration across existing silos and improving task completion among 40 people. The first contract year we focused on the individual, building emotional intelligence and raising awareness of values and communication styles.

With the extension of our contract, coupled with organizational restructuring, we developed our training to guide them through shifting roles and responsibilities while efficiently completing tasks. We supplemented this training with one-on-one coaching with each department leader to explore their role and develop stronger cross-department functionality.

After achieving our goals of collaboration and communication, this year we are focusing on innovation and accountability to heighten effectiveness.

A second client is a Midwestern law firm of 150 employees. Our initial engagement was to facilitate communication and conflict management training for all staff. This was designed to build cross-functional communications and we included exposure to accountability and exploration of values.

Our first contract extension was to develop and deliver programs for eight departments and five teams, and also onboarding training for new hires. We provided the departments with interfacing, emotional intelligence, and internal client service training as well as goal setting. The teams received team development and management skills in addition to goal setting and client service training.

The end result was strong cross-departmental communication on projects and client service and improved efficiency in project management. We continue to work with this client, currently focused on accountability training to meet established goals to further their objectives.

A third client is a Southern law firm of 85 people began as a one-day, offsite retreat and expanded into a yearlong program developing client retention and client acquisition programming and individual coaching. We started with a day of attorney objectives, specifically to create connections among them and develop strategies for client retention. We coupled that with half-day training for administrative leadership, where we focused on improving cross-departmental communications and resulting in stronger client service and project successes.

Our work with the attorneys of the firm transformed into a year-long training program, including sessions with departments on best practices and accountability, and individual coaching sessions with self-selected leaders. At the end of the year our contract was extended to individual coaching with leaders, having seen much success in the accountability of the departments and the administrative team.

Our relationship with our clients evolves with their development. We build client-specific curriculum to improve the organization overall and key players within.

Please contact us for further information on the above examples and others:

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