INSIGHT BUSINESS WORKS
LEADERS. TEAMS. **RESULTS.**

Psychologist-led coaching and organizational development that resolves the human behavior challenges blocking performance.

CAPABILITIES NARRATIVE

Insight Business Works, Inc. helps federal, state, and municipal leadership teams solve the human-behavior challenges that stall mission execution — conflict avoidance, decision-making stalemates, and communication and process breakdowns that block strategy execution and talent performance. As a psychologist-led firm, we diagnose root behavioral causes other consultancies miss, then design evidence-based coaching, leadership, and organization development engagements that resolve them — delivered to public-sector, healthcare, education, and private-sector clients nationwide and internationally for nearly four decades.

CORE COMPETENCIES

- **Systemic & Leadership Team Coaching**
  - EMCC-accredited team coaching, facilitated team development.
- **Executive & Leadership Development**
  - Individual executive coaching, leadership development and performance coaching, and management development and coaching.
- **Organization Development & Change Management**
  - Culture, structure, and change management strategies that help to align the organization with the strategic direction.
- **Assessment & Talent Optimization**
  - Including but not limited to Five Behaviors, Everything DiSC®, Hogan, EQ-i 2.0, 360 assessments for individuals and teams (such as LPI and the TC360), adult development assessments, talent selection assessments for senior leadership positions
- **Additional Experience**
  - Provided executive coaching for 150+ leaders and technical professionals nationwide.

PAST PERFORMANCE

NIST | Leadership & Team Development

Challenge: Mission-driven highly technical federal division needed stronger communication, decision-making, and change navigation.

Approach: 18-month systemic team coaching and leadership development, embedded with the leadership team.

Scope: 18 months; Division Chief + 10 Group Leaders; federal.

Result: Stronger cross-agency collaboration and research partnerships; Division Chief called the work "mission critical." CPARS evaluation both years was "exceptional."

Pulaski Academy & Central School | Leadership & Team Development

Challenge: Amid COVID, new and veteran leaders weren't yet functioning as one team.

Approach: Behavioral preferencing and team level assessments, ongoing team and individual coaching, and annual reassessment over a 5-year period.

Scope: 5 years, ongoing; Superintendent, Principals/Vice Principals, other administrators in a rural community.

Result: Recognized as the top district in the county and a "high reliability school"; self-reported increased trust and psychological safety amongst leaders districtwide; School Board commended progress.

Helio Health | Executive Leadership Team Development

Challenge: New CEO after 20+ years needed a culture and leadership transformation — to increase trust, productive conflict, accountability, shared decision-making, all supporting their capacity to manage rapid growth.

Approach: Behavioral preference and team-level assessment; team and individual coaching to build collective leadership capacity in order to shift from command-and-control to trust-based leadership.

Scope: 2022–present; CEO + 21 senior leaders; statewide nonprofit behavioral health provider.

Result: Team KPIs and shared purpose, working team agreements, and early momentum toward a team-of-teams approach statewide.

WHY CLIENTS CHOOSE US

- **Psychologist-led:** science-based insight into team and leadership behavior, reducing the risk of coaching that treats symptoms instead of root causes.
- **EMCC-accredited Systemic Team Coaching:** a credentialed, repeatable process, with consistent, measurable results.
- **Outcomes-focused, custom-designed engagements:** measured against the client's own objectives.
- **Trained in clinical, consulting, and industrial/organizational psychology:** pairs behavioral-science rigor with deep experience in leadership and team dynamics.
- **Nearly four decades of cross-sector experience:** less ramp-up time and fewer surprises for a new client, including federal agencies.
- **National and international delivery:** on-site or virtual, scalable to multi-site or distributed teams.
- **Multi-credentialed affiliate coach bench:** capacity for larger or multi-team engagements without losing continuity, and to ensure coach-client compatibility.

ACQUISITION & CONTRACTING

Registered in SAM.gov (current) and ready to support federal engagements as a prime or subcontractor — served as prime contractor for NIST project described above, with an exceptional performance rating. We welcome teaming inquiries from primes seeking a credentialed team-coaching and organization development subcontractor. Certified WOSB and NYS MWBE.

Point of contact for capture and contracting: **Dr. Christine Allen, President.**

CAGE: 7TUE6 **UEI:** G263RPJ8Q9N4
NAICS: 541611, 541618, 541990, 611430
Gov POC: Dr. Christine Allen, President
201 East Jefferson Street, Suite 302, Syracuse, New York 13202