



THE TOTAL SOLUTIONS GROUP, INC.

The New Breed in Organizational & Professional Excellence

Business Environment

In the business world today we are required to do more, better, faster with less to attain the bottom line objectives our organizations are seeking. Professionals work in various departments and industries with various responsibilities and roles. They have a premium on the time, energy and resources they have at their disposal and are seeking more fulfillment, opportunity and results for themselves as well as the companies they work with.

The Total Solutions Group, Inc.'s Focus

To bridge the gap between our optimal potential and the consistent results and overall growth we desire. Our focus is working with the key people within an organization (senior level management on down) to maximize their results and abilities while aligning that with the focus of their team and organization.

The Total Solutions Group, Inc.'s Mission

To partner with global organizations and firms to create a sustainable impact in bottom & top line results. As a result increasing overall effectiveness, performance and fulfillment of the people involved where for them it's not just a job but a lifestyle.

- We do that through clarifying key objectives and growth strategies that are critical for consistent profit, results and development.
- We then design a customized training, coaching and consulting process, second to none, to build on a client's strengths while driving new skills, strategies and action steps to further their opportunities
- Our solutions are built around what is going on with your organization, industry, team and people on their everyday and long term business issues

TSG Organizational Results Path:
Creating Elite Organizations & Growth

1. **Develop Great Executive Leadership & Mgmt:** Focus on a key balance of personal development, professional development and organizational development in how they want the organization to grow and operate.



2. **Unearth the Core Foundation™ and Unique Genius™ of our people:** Jack Welch, the CEO of General Electric, once said, "Any company trying to compete ... must figure out a way to engage the mind of every employee." Elite organizations create an environment in which their best performers can do what they excel at, over and over again while having it impact them personally as well.



3. **Align our strategy and teams for optimal results, opportunity and synergy:** To maximize where we are going as an organization we need to get everyone on the same page for our collective objectives. We need to be strategic in how those objectives will be executed while gaining commitment from all people involved as to how we will make that happen on a day to day basis. This involves communicating strategies and commitment down through the organization and also up through the organization.



4. **Have empowered employees who will go beyond expectation:** When people feel apart of something bigger then themselves, they see how what they do makes an impact and as a result makes a difference for their career. They then tap into that commitment to find the solutions and strategies to go beyond just getting it done.



5. **Have customers who see the organization as a partner in what they need, not a vendor:** Customers who see people looking to understand their needs, provide exceptional service beyond what they were looking for while being proactive to be a partner in their success will be a long-term consumer. As a result they will be multiple users of our services and they will have a high refer ability factor to expand our customer base.



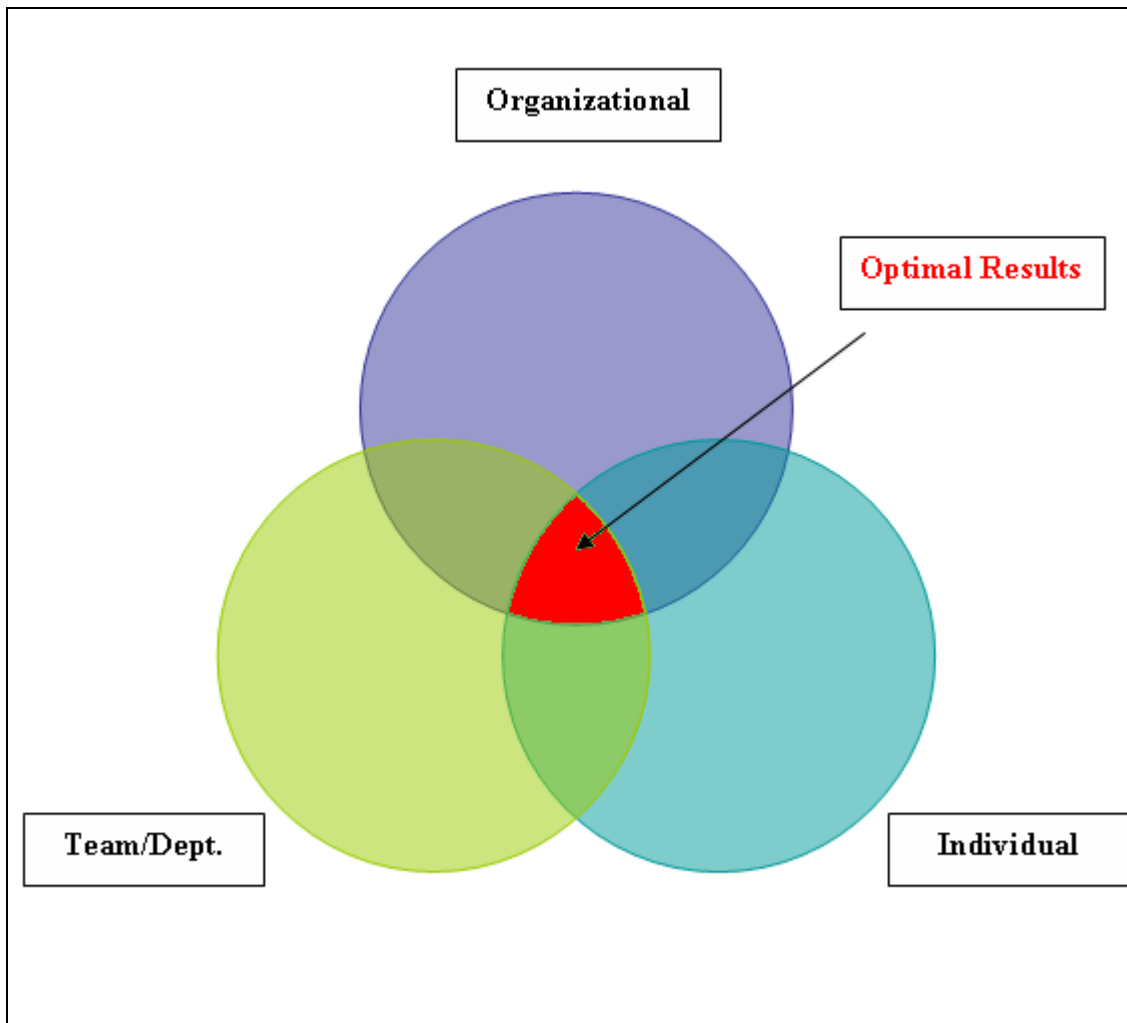
6. **Sustained Organizational Growth:** When we have an unpaid sales force, our customers, they become an advocate for our company. We are able to focus more of our resources and time on building the organization and expand both our business and clients. As a result, profits, growth and our people flourish.

Our Philosophy

The true optimal success of any organization is the alignment of three key areas.

- 1. The Organization's Primary Focus:** The direction, commitment and focus to stockholders, stakeholders and clients for the bottom line success of the company's stated objectives
- 2. The Team/Department's Primary Focus:** Those key business units or teams that make up our organization and what the primary result for that area is
- 3. The Individual's Primary Focus:** An organization is made up of individuals before it can be effective and as a result they have needs and goals as to why they are there.

When we align all 3 objectives, resources, and strategy we cultivate the synergy necessary to create a unique brand, sustainable results and opportunity:



Partial Listing of Our Services: From Foundation to Organizational Optimization

Part 1: PERSONAL LEADERSHIP

Before You Can Lead Others, You First Have to Lead Yourself™

Core Foundation Development Process™

The Revolutionary Personal Development Process & Blueprint

At this level we unlock the foundation key to lifetime fulfillment and achievement: Personal Leadership. The concept of Personal Leadership serves as a tool box containing 8 tools which when applied generate more sustainable results and opportunity personally and professionally.

The 8 Tools of the CFD Process

- **Unearthing Finder**-Understand how we operate at our core with ourselves and others
- **VMV (Vision, Mission, Values) Cultivator™**-What professionally is the direction that most empowers us to maximize our potential
- **Compelling Reason Identifier™**-Seeing the power in why something is important allows us to find the action to make it happen
- **Core Abilities™ to Unique Genius™**- Discover our true potential & results
- **Gap Awareness Clarifier™**-What are the frustrations and obstacles in our way
- **Core Principles of Personal Empowerment**-The Lifeblood of our success
- **Building your Personal Immune System**-Maintaining sustainability with our focus and results no matter the conflict or challenges that come up
- **Life Planning Process**-Bringing it all together for consistent focus, execution and fulfillment

Core Foundation Empowerment Process™

Expanding on our Core Foundation to Empowering ourselves towards success

Each dimension highlights the most powerful principles which the TSG Solutions Development Team has uncovered from the latest cutting edge human potential research. These seven core principles have been engineered into the TSG Individual & Organizational Transformation Model to create a sustainable & life changing experience for the professionals and organization.

The 7 Dimensions of the CFE Process:

- **Emotional/Spiritual Empowerment**-Expanding our Peace & Self
- **Physical Empowerment**-Expanding our Vitality & Wellness
- **Mental Empowerment**-Expanding our Thinking & Creativity
- **Time Empowerment**-Expanding our Results and Effectiveness
- **Relationship Empowerment**-Expanding our Relationships & Resources
- **Financial Empowerment**-Expanding our Financial Acumen & Strategy
- **Professional Empowerment**-Expanding the ownership of your career

Part 2: ORGANIZATIONAL LEADERSHIP-
Why Most Organizations Don't Work and What to Do About It™

The Organizational Leadership Development Process

This is a dynamic model of taking our organization, department and/or team and laying the foundation that is necessary to maximize our collective focus, work and opportunities. From strategic defining to critical process creation and team alignment we will work hands on with your team(s) to optimize work, strategy, focus and results.

Phase I: The Organizational VMV Cultivator™

Core Focus: Creating Your Organization's Strategic Plan

In this session participants identify their organization's/teams vision, mission and values that align with what is most important in their overall direction. They then will go through a powerful strategic planning & goal setting process to outline where they need to go.

Phase II: Current Reality & The Gap we Need to Close

Core Focus: Steps to make our Vision Happen

Now that we know where we are going we need to be crystal clear with what it will take to get there. Examine your current realities, your team's and the organizations in relation to your vision. Identify the strengths and weaknesses of your organization in relation to your ability to achieve your vision.

Phase III: The Team Results Cultivator™

Core Focus: Teamwork & Delegation

In this session the participants receive their own customized Leadership Profiler outlining their strengths and how they can better work with their team. They will also understand and apply the key components of the Team Results Process™. In the second half of this module, participants create a Team Results Delegation Plan™ for their organization/team in aligning their stakeholders' key objectives while empowering them with the ownership of what they need to do.

Phase IV: The Core Process Creator™

Core Focus: Documenting Organizational Processes & Systems

This fourth session is crucial to long term organizational/team success. In this session leaders will explore, model and create the key processes and systems that are critical to consistently execute the company's objectives while providing the operating framework to maintain our collective focus.

Phase V: The Action Cultivator™

Core Focus: Strategic Planning & Tactical Execution

Now that we have the foundation in place we need to take our goals and processes and create local strategies to make that happen. In this we will be utilizing the TSG Creative Process to first create then align our strategies with both the organization's goals and our team's goals in maximizing the outcomes of our actions. We will then revisit the RPE™ -Results, Productivity, Efficiency Time Management System to effectively schedule and maximize our tasks.

Part 3: ORGANIZATIONAL DEVELOPMENT-
Creating the Culture of, Accountability & Ownership to Drive our Strategy

Performance Results Process™-Turning our responsibilities into consistent results

Organizational Results cannot be optimized without the key departments and teams performing at their best. That can't happen unless the individuals that make up those teams are accountable to what the company needs and what they are supposed to do. Accountability starts with clearly defined performance goals. Translating an organization's business objectives into clearly defined tasks is the process side of optimal performance. We will be doing that in these 3 phases where both managers and team members will work together to plot a path and process from overall vision to measurable job/project objectives.

Phase 1: Learning & Applying the Performance Results Process™

Core Focus: Outlining Top Priorities & Projects

We will be exploring the 4 key principles of this process: clarify accountability, ownership and results and how they are critical to our success along with our organization. From there we will unearth what our strategic result categories are that are necessary for organizational and individual optimization. As a team, based on our long-term plan and current strategic framework, we will craft our 1 year plan and monthly (or quarterly) project list. This is the basis for consistent accountability and optimization of our time, energy and resources.

We will connect back to RPE™ Results, Productivity & Efficiency Time Empowerment Process to better manage our time, projects and most importantly results for our people. From there we will utilize TSG's 6 Phase Strategic and Leadership Communication Process to create a more consistent flow of communication and buy in at every level of the organization when it comes to our projects, needs and daily actions.

Phase 2: Strategic Coaching with Key Management & Team for Optimization

Core Focus: First Phase of usage and optimization

From there we will be doing a 3 month follow up process (before the next component) utilizing the Multi Dimensional Learning™ approach of results orientation and leadership success. Each month there will be two bi-weekly sessions that will target three key areas: Progress, Development & Immersion. The progress is to assess and benchmark off of the results we have achieved. In the development piece we will work hands on with the team to further own and apply the PRP Process. For immersion we will look at new tools, based on the organization, for further growth.

Phase 3: Implementing the Performance Results Process™

Core Focus: Second Phase towards full usage and optimization

Utilizing our TRPI™-Total Results Process Improvement system we will look to take our existing processes, strategy and operations and refocus them for more efficiency, usage and results to make this process apart of our strategic growth. From there we will utilize the TSG Funneling Process & Action Cultivator™ to organize, clarify and focus all actions into manageable Real Action Plans. We will then use the Team Think Process™ to maximize and build on our collective strengths to grow our business and results.

Part 4: ORGANIZATIONAL GROWTH & EXPANSION
Developing Strategic Partnerships that Last, Not Transactions that Go Away
Client/Partnership Advantage™

Phase I: Working on the Business before Working in the Business:

Core Focus: Solidifying our strategy and approach with the sales & sales management team

One of the fundamental factors in organizational growth is to benchmark on our strengths, reduce frustrations and drive that towards our top opportunities.

We will be utilizing our *TRPI™-Total Results Process Improvement Tools* and organizational analysis processes to gain a deeper understanding to the critical needs and barriers that face your organization in the expansion and development of your business. This will involve observation of business activities, one on one discussions and a team needs workshop to gain the buy in, focus and understanding necessary to collectively support a sustainable strategy and process

Phase II: Strategic Sales Process™-Laying the Foundation

Core Focus: Understand the three key factors that drive our business growth

Before we can expand our abilities and performance towards our top objectives we have to become aware and able to meet the needs of the changing economy we serve. We will explore, learn and apply the three critical factors to sales growth and expansion: The New Economy (Results not Transactional), Time (Planning, Allocation & Usage), and Relationship (Partnership based and True Needs Focused).

In the time and relationship phase we will be looking at two key components that is the foundation to our sales process. Our Strategic Account & Marketing plan will help build a comprehensive approach to optimize our collective *Team & Individual Genius™*. Also our *Strategic Relationship Club™* on how to truly analyze and build on our top clients and opportunities.

Phase III: Strategic Sales Process-Building Step by Step

Core Focus: Executing our plan through a step by step approach

Most sales training falls short in integrating the solutions towards the organization and objectives we work in. This will go into a 7 step process that will focus on: relationship, needs unearthing, results presentation, gaining commitment towards partnership, objection handling, and customer loyalty and negotiating.

The focus of which is beyond a process, it is a methodology towards exceeding expectations along the way to brand your offerings as a value added component to their objectives. You will now be enhancing their effectiveness, growth and opportunity. We will also expand the tremendous opportunities to not just get the deal but expand our opportunities both within and external to our clients.

Phase IV: Cultivating Sustainable Results & Action- Organizational Solidity™

Core Focus: Getting to exceed our own expectations and results

The key to gaining results is not just learning ideas, concepts and tools its knowing how to put them into immediate towards efficiency and results. Throughout this process and in this phase we will be engaging in role playing, case study usage, real client work and team support. This will involve our 4 step one on one coaching process to provide hands on support and value to each individual's rapid acceleration and growth towards True ROI.

Part 5: Execution, Ability & Professional Development
Partial Listing of our Results Training, Coaching & Implementation Services

All of our services and solutions, including what is listed, can be customized towards
your organization's mission, values and strategic needs

Results Training

Executive Team Development Process

- Strategic Planning/Values Implementation-Aligning and communicating the company's direction internally and externally for maximum buy in
- One on One Coaching -to maximize their Core Ability™ & Unique Genius™ for themselves and their team
- Executive Leadership to Business Results Program
- Executive & Individual Follow up Implementation Process

Leadership towards Results Program™-From Front-Line to Director

TSG's 5 Core Components of Outstanding Leadership

Philosophy: To Be before you Do anything or Have the results you want

To Be...

- **A Visionary Model:** Focusing on Strategic Planning & Tactical Execution
- **An Alignment Artist:** Communicating & Empowering towards a shared direction for all key stake holders while optimizing the synergies available
- **A Change Agent:** Commitment towards challenging processes and opportunities for him/herself, their team and the organization
- **A Pillar of Action & Empowerment:** Acts and carries him/her self with integrity who is committed towards maximizing their people's best potential and resources
- **A Creator of Strategic Urgency & Recognition :** Creating an environment that provides the community necessary to gain results, fulfillment and recognition towards a seamless lifestyle where going beyond expectation is normal

RPE™ -Process-Results, Productivity, Efficiency Time Management Process

- RPE™ Principles of Synergy, Creativity, Focus, Time and Information
- The TSG Strategic Thinking Process
- The Project Results/Planning Process
- The Weekly/Daily Priority Planning Process
- Information/Client Organizer

Advanced Communication & Presentation Skills-Finding your IT Factor™

Customer Service WILL NOT GROW OUR BUSINESS, Customer Loyalty WILL GROW AND EXPAND OUR BUSINESS

Client/Partnership Advantage™-Not just new business, but Long-Term Partnerships

- Marketing Strategy
- Sales Strategy & Skills
- Trade Show/Event Results Maximization

Opportunistic Conflict & Change-Beyond just dealing with or managing it

The Negotiating Edge-Creating a Win-Win while seeing all opportunities available

Consulting

Needs & Goals Unearthing Workshop getting to the root of what an individual's, team's and organization's true needs and objectives are

*Total Results Process Improvement*TM. Maximizing the foundation that supports our objectives

- Marketing, Sales, Leadership, Client, and other business system

Keynotes

Overview:

Combining cutting edge human performance technology, with empowerment, motivation, humor and multimedia you will have one of the most valuable and lasting programs your company has ever had.

We customized and design the program to provide maximum benefit and value.



THE TOTAL SOLUTIONS GROUP, INC.

The New Breed in Organizational & Professional Excellence

Jack Gottlieb, President

Jack Gottlieb is the Founder and President of The Total Solutions Group, Inc. a strategic consulting and training firm committed to the development & implementation of the most cutting edge technology in organizational and human performance. The primary focus of the firm is forging long-term partnerships with organizations and individuals in order to drive a sustainable increase in their results and profitability.

Through his firm Jack has designed key processes and systems to partner with his client's executive & senior management team to uncover specific business needs and objectives that are critical to the organizations long-term success. He then works with his internal team of consultants to design and ultimately implement a customized consulting & training process that helps drive the organizations forward progress.

To his clients, Jack brings over 8 years of corporate business experience. Prior to starting his own firm Jack was a Strategic Consultant with Dale Carnegie Training®. His primary focus was on Corporate Initiatives & Solutions for his clients and other Fortune 500 firms. He also spent time as a PR and Marketing Consultant within the sport marketing industry.

Some of the areas Jack's clients seek him & The Total Solutions Group, Inc. out for are: Organizational Development, Strategic Planning & Communication, Leadership, Sales, Negotiating and Personal Development. A few of his clients include: Microsoft, Magla Products, Dow Jones, Comcast, JP Morgan Chase, The Wall Street Reporter and Gold's Gym.

Jack also is an adjunct professor at Raritan Valley College and a guest lecturer at Rider University's MBA program. Jack is also serves on the Executive Board of the Collegiate Empowerment Company, Inc. They are an educational firm dedicated to serving highly motivated students and student affairs professionals. Jack is a graduate of Karrass International® School of Negotiation and received his Bachelor of Science from Kutztown University in Marketing/Management and with a concentration in Organizational Psychology.

A Case Study



Comcast New Jersey is a \$1.18 billion dollar operation with over 3500 employees and is constantly expanding and creating new services, products and partnerships. With this change and growth they sought guidance and training within leadership, teamwork, communication, efficiency and performance. This included implementing a consistent approach that could sustain their objectives.

Jack designed and designed and delivered training, coaching and consulting process to support the leadership, sales and customer service teams throughout the Comcast Organization in New Jersey. He effectively implemented a 12 week process into an 8 week period to accommodate the client's needs. Having completed two phases of this training his results from a 3rd party measurement were the following:

- **85% exceeded expectation on the first phase and 100% exceeded expectations on the second phase (Both scores are above the global averages)**
- **9 promotions as a result of the training, one to a Vice President level**
- **Increased revenue, efficiency and performance**
- **Recognition at their NJ Regional Meeting for Outstanding Leadership & Training Excellence**

This has led to a national agreement with the Comcast Headquarters on training for the entire organization. Jack also implemented a mentor program @ Comcast NJ so that they will further own and apply the training to impact bottom line results. This along with other customization has increased the positive business results people are having along with making this apart of the culture of a growing billion dollar operation.