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Meeting with Richard M. Lefante 4/26/94

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About The Lefante Group

The Lefante Group is committed to fostering excellence and quality in the workplace. We believe that the success of the organization is attributable to a cohesive workforce that is commonly goal-oriented and involved at all levels in the problem-solving process. We offer tailor-made programs and strategies to enhance communication, supervision, productivity and morale in today's diverse workforce. The Lefante Group is a network of organization development consultants headed by Richard Lefante who has over twenty-five years government and private sector experience.

The Lefante Group can provide you with the following services:

ORGANIZATIONAL DEVELOPMENT

"The organization doesn't seem to be meeting our customers' needs effectively. I can't pinpoint the problem."

"It takes weeks for my office to respond to minor inquiries."

- Work process analysis and redesign
- Large and small group facilitation
- Strategic planning
- Conflict resolution

MANAGERIAL & LEADERSHIP DEVELOPMENT

"Morale and productivity are low. How can I improve them?"

"My divisions operate independently and do not see the value of working in cross-functional teams."

- Participative quality management
- Managing change
- Employee Involvement
- Facilitating executive decision-making

HUMAN RESOURCE DEVELOPMENT

"How can I improve employee performance and work habits?"

"There is a small group of employees who seem unmotivated. How can I reach them?"

- Employee skills assessment
- Establishing performance standards
- Staff development
- Teambuilding

Partial Client List

The National Institutes of Health
Office of Research Services
Division of Engineering Service
Division of Space and Facility
Management

U.S. Department of Commerce
National Institute of Standards and
Technology
National Technical Information
Services

U.S. Postal Service

U.S. Department of Transportation
Federal Highway Administration
Federal Aviation Administration

Government of the District of Columbia
Executive Office of the Mayor
Office of the Corporation Counsel
Department of Housing and
Community Development
Metropolitan Police Department

D.C. General Hospital Commission

Miller Reporting Company, Inc.

Keepers II Cafe

D.C. Lottery & Charitable Games
Control Board

The Lefante Group

Organizational
Development
Consultants

CUSTOMER FOCUSED

EMPLOYEE ORIENTED

For more information contact:

Richard Lefante

3013 Oregon Knolls Drive, N.W.

Washington, D.C. 20015

Phone (202) 244-0827

Fax: (202) 686-1756

4/26 c 11300

RICHARD M. LEFANTE
3013 Oregon Knolls Drive, N.W.
Washington, D.C. 20015
(202) 244-0827

OBJECTIVE

To determine the developmental needs of an organization and plan, design and implement programs or strategies to enhance quality and productivity

PROFESSIONAL ACCOMPLISHMENTS

Over twenty years successful experience in assessing organizational, group, and individual needs; in planning, designing, conducting and evaluating training programs and organization development strategies; in staff supervision; and in coaching and counseling at all levels within organizations.

Using the Total Quality Management approach, managed and facilitated the strategic planning efforts of several government agencies focusing on determining a vision, mission and goals; assisted senior managers in assessing the effectiveness of existing work processes.

In directing an organizational development effort within the District of Columbia Government, provided consultative services to managers in a wide range of areas including management and operational analysis, human resource utilization, management and supervisory development, conflict resolution and teambuilding.

As the human resource development officer for the Government of the District of Columbia, participated in strategic planning sessions to initiate a total quality process city-wide, the plan for which included developing and implementing a series of training programs and organization development strategies designed to improve service delivery.

Planned, designed and implemented executive development programs for local government cabinet officials and federal senior officials focusing on concepts and strategies to increase organizational effectiveness by developing a sense of "team", sharing management issues and exchanging knowledge of government-wide programs.

EXPERIENCE

1988 - 1991	CHIEF OF HUMAN RESOURCE DEVELOPMENT Government of the District of Columbia
1982 - 1988	ORGANIZATION DEVELOPMENT SPECIALIST Metropolitan Police Department, D.C.
1976 - 1982	SENIOR TRAINER/CONSULTANT Bernard Haldane Associates
1966 - 1976	TEACHER Montgomery County, MD & Arlington, VA public schools

EDUCATION

MA (Human Resource Development) George Washington University
BA (Psychology) Long Island University

PARTIAL CLIENT LIST

The National Institutes of Health
U.S. Department of Commerce
Government of the District of Columbia
Executive Office of the Mayor
Office of the Corporation Counsel
Department of Housing and Community Development
National Institute of Standards and Technology
Plant Division, Administration, Technical Support
U.S. Department of Transportation
Federal Highway Administration
Federal Aviation Administration

References available upon request



UNITED STATES DEPARTMENT OF COMMERCE
Patent and Trademark Office
ASSISTANT SECRETARY AND COMMISSIONER
OF PATENTS AND TRADEMARKS
Washington, D.C. 20231

March 2, 1994

Via Telecopy

The Honorable Kristine M. Gebbie
AIDS Policy Coordinator
Suite 1060
750 17th Street, NW
Washington, DC 20503

Dear Kristine,

It is my understanding your office is considering the services of Richard LaFante as a facilitator for an upcoming meeting you are planning. Richard has facilitated retreats in organizations with which I have been associated in the past. Specifically, Richard facilitated retreats for the District of Columbia General Hospital Commission, of which I was a member, and a labor management retreat for the Patent and Trademark Office, which I now head. Everyone associated with each of these events was impressed with Richard's work, praised his skill and performance, and would be happy to have him back again.

Sincerely,

A handwritten signature in black ink, reading "Bruce Lehman". The signature is fluid and cursive, with the first name "Bruce" and last name "Lehman" clearly distinguishable.

Bruce A. Lehman

RICHARD LEFANTE
(202) 244-0827 FAX 202 686-1756

Andrew,

As promised -
will be out of town
2/16-24. Let me
know next steps -
Richard

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