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PACEMAKER

Statement of Company Capabilities & Mission

The PACEMAKER Consulting Practice provides training, technical assistance, and project management services for the purpose of enhancing organizational performance and human potential.

The Business Lines are:

**Seminars/Workshops
(Specializing in Behavioral Leadership)
Policy and Procedure Development
Public (keynote) Speaking
Project Management and Qualitative Research**

Leadership Development and Organizational Transformation

Concentrating on personal and professional mastery, including behavioral work assessment: Professional relations, sexual harassment training and successful hiring practices, time management and internal and external customer service.

Vision to Action Planning

Team Development and organizational change, assisting clients in initiating customized programs that focus on workplace issues, produce results in an organization (large and small) and promoting the vision of the organization to support the mission within real-time operational dynamics, and enabling the leadership team to function at optimal levels

Interim Leadership and Executive Project Management

Provides interim leadership for organizations, serving in an “acting” capacity for organizations. Project development and management, allowing the organization to develop resources saving money and time. This includes small and large projects of any kind and scope. The management of the project can be on a short or long term basis.

In-service Training and Development

Program development service for organizations: content development, speakers and presenters and planning of complete program.

Quality Management Program

The secret to total quality management (TQM) programs match the organization’s culture. PACEMAKER has developed an implementation process that ensures employee commitment and the achievement of management goals.

Policy Review/Manual Updates and Development

PACEMAKER develops policies, procedures and manuals that meet management needs, enhance employee-employer relations, and do not result in commitments the organization did not intend.

Retreat Planning & Facilitating

Retreats are an excellent method of ensuring there is ample time to think and plan. PACEMAKER has helped many organizations use retreats to achieve a variety of purposes: implementation of new programs, providing a platform for new CEO’s, planning and announcing important company plans, and achieve maximum employee commitment to an organization’s goals.

Team-Building Exercises

There are many indicators and exercises designed to facilitate teamwork. PACEMAKER uses a multitude of indicators (i.e., DiSC Behavioral Indicator) and exercises that build and maintain teamwork throughout an organization.

Sexual Harassment Training

“I really don’t have a clue how to handle this type of complaint.” The area of investigating and resolving employee allegations are fraught with many legal compliance issues for which one can be held personally liable. Organizations can reduce their exposure through the use of a properly structured training program. An ounce of prevention is worth a pound of cure.

Staff Development

PACEMAKER helps clients develop and maintain a workforce that accelerates the company toward its goals. How? Through a multi-phase program involving:

- *Employee Recruitment, Selection, and Placement*
- *Employee Relations*
- *Employee Training*
- *Effective Communication and Team-Building*
- *Cultural Diversity Awareness*

Following a needs assessment, PACEMAKER works to improve problem areas, revamp an existing staff development program, or develop a program that meets a company’s needs and “fits” with its own unique culture. PACEMAKER offers full-scale training for executives, managers, supervisors and employees in technical areas skill enhancement (i.e., business writing), and management development (i.e., leadership skills, change process, conflict resolution).

Strategic Planning (Facilitation)

“Competing in the marketplace is like war. You have injuries and casualties, and the best strategy wins.” Today’s marketplace is more like an all-out frontal assault fought on a global scale. The companies that fail to plan in this arena should simply plan to fail. PACEMAKER can lead the planning effort that serves to take a company over the top. A successful planning effort must focus on these fundamentals:

- *Developing a vision and establishing a mission*
- *Converting the mission into company goals*
- *Developing objectives and action plans to achieve established goals*
- *Revising and updating the plans and planning activities to create a dynamic and flexible environment.*

PACEMAKER

Representative Client List

- Lucent Technologies
- Philadelphia Community College
- Mayor's Executive Leadership Initiative - Baltimore City
- Johns Hopkins School of Management
- Mass Transit Administration - State of Maryland
- State of Maryland - Hispanic Commission
- State of Florida - Community College Leadership Program
- Johns Hopkins Hospital - Department of Medical Records
- Baltimore City Public School System
- Philadelphia Public Schools - The Clymer School and Gratz Cluster
- Fairfield University
- University of Central Arkansas
- Morgan State University
- State of Maryland - Department of Community Services
- Hazard Community College
- Kentucky Women's Leadership Network
- Northern Kentucky University
- American Management Association
- Naval District Washington
- Lutheran Immigration and Refugee Services
- National Association of Real Estate Brokers
- Clemson University - National Women's Program
- Southeastern Federal Recruiting Council
- The University of Central Arkansas
- East Baltimore Corporation
- Women in Science and Engineering
- Baltimore City Community College - BCCC
- One Point Communications
- Philadelphia Public Schools
- Johns Hopkins Hospital Centers
- Alpha Kappa Alpha Sorority
- Ford Foundation
- Albany State University - Albany, New York
- Baltimore City Public School System
- Department of the Navy
- National Institutes of Health
- American Management Association