



Maxfield Productivity Consultants, Inc. – Products & Services

Instructional design & delivery ▪ Performance consulting & materials ▪ Facilitation

Our products and services go beyond the “what to do” to include the “when,” “where” and perhaps most importantly, the hands-on “how to do it.” We can help you achieve demonstrable results.

Instructional design and delivery

Hiring

The start of a successful organization begins with defining the responsibilities, duties, tasks, credentialing requirements, skills and attributes of each position and then organizing them in an accurate, complete and legal job description. Interviewing and selecting candidates follows easily when job descriptions are factual and up-to-date. We offer hands-on training in both steps of hiring to ensure that every employee understands not only what is required, but just as importantly, why. Clients include NASA, Atkins Americas and the Port of Houston Authority.

Orientation

If there's a more helpless feeling than not knowing what to do first in a new job, please don't tell us what it is! We create learning materials – practical guidebooks, procedures manuals and tools – customized to specific roles in your organization. These materials help associates start their jobs on the right track ... and stay there. Categorizing important activities chronologically, we provide a brief description of the nature, purpose and process of each one, followed by a worksheet, checklist or other tool to get it done. Examples include the *New Manager's PlayBook™* and *Kitchen 101™*, a bilingual orientation to working in a school cafeteria. These products were developed cooperatively with Region 4 Education Service Center and are sold in 24 states. Other products include a customer service representative program for the Independent Insurance Agents of Houston, the Lone Star College System Project Manager's Guide, the Procedures Guide for Fort Bend I.S.D. risk management employees and a new-manager training course for Region 20 Education Service Center.

Training, communications & coaching

We provide interactive programs that help people establish and maintain productive relationships, engage entry level employees in their jobs and ensure quality completion of assignments using effective communications and the principle of completed staff work. These products also help managers teach adults, develop a team of on-the-job trainers, coach for performance and present ideas and proposals effectively. Some representative clients include Murphy West Africa, Galena Park I.S.D., the Greenspoint District, Friedkin/Gulf States Toyota and Region 16 Education Service Center.



Team development

As Yogi Berra once quipped, “Getting good players is easy; getting ‘em to play together, now that’s hard!” We offer learning events that help teams a) agree on direction, b) understand and value their personality differences, c) structure their team meetings and communications for increased productivity and satisfaction and d) solve team problems using a proven process and selected tools. Clients include St. Luke’s Episcopal Health System, Region 4 Education Service Center, Friedkin/Gulf States Toyota and Total Petrochemicals USA, Inc.

Innovation tools & change management

Problem solving leads to innovation which, in turn, calls for change management. We lead training and workshops that accelerate pinpointing root causes of situations, expedite development of potential solutions, troubleshoot implications of choices, reach consensus on the best option, present it to others in a way that it’s heard and respected and then manage the changes that it brings. Some groups to which we have provided this training include the Houston Information Management System Society, University HealthSystem Consortium and the Texas Association of Symphony Orchestras.

Job aids

Busy, high stakes work settings can make it difficult for people to remember how to perform specific tasks or follow steps in a process. We offer a variety of job aids that organize information in memorable ways so make recall simple and routine. Whether it’s mapping job duties and tasks, managing a project, developing a coaching roadmap, preparing presentations, using personality differences to solve problems or simply remembering to wash hands thoroughly, we can custom-tailor the right tool to suit your needs.

Performance consulting & materials

We have partnered with global organizations such as Texaco, Marathon, Murphy Oil West Africa and Noble Energy to accelerate the development of their overseas employees learning in the United States through guide books, mentoring, training, benchmarking studies, technology transfer and project support. We have teamed locally as well, with a rapidly-expanding school district to develop and implement its ten-year vision, as well as with regional and national organizations to identify and explore opportunities, examine systems and processes, plan, innovate and improve competitive position.

Facilitation

A qualified external facilitator brings expertise that is difficult to match internally. This expertise is derived from research and experience working with clients in varied settings. We provide clients as diverse as the St. Luke’s Episcopal Health System, the Archdiocese of Galveston-Houston, the Houston Symphony League, the Greenspoint District and the Lone Star College System with facilitation services that precisely meet their needs. Those events have planned strategies, developed boards of directors, repurposed campus centers, resolved tough differences among groups and colleagues, explored opportunities and kicked off multi-countywide initiatives that affect millions of people.

Mastering the “how to” accelerates when you team with a learning and thinking partner. Let us be yours.