

TurningPointe

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We help transform government

Corporate overview for TurningPointe, LLC

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Contents

About us

Corporate profile

Why TurningPointe?

Corporate capabilities

Past performance

Contact us

About us

TurningPointe is a small woman-owned consulting firm focused on helping federal agencies leverage new media and change management strategies to engage employees and customers.

TurningPointe has worked in the federal sector since 1999 on issues related to communications, marketing, leadership, strategy, improved teaming, workforce quality and solvency. TurningPointe's founder is on faculty for three federal leadership development programs.

TurningPointe is on GSA MOBIS, contract #GS-10F-0208U.

Corporate profile

Value-add

Small, woman-owned business

Highly educated and experienced team of professionals

100% of associates with 10+ years government-specific experience

100% of associates with college degree

90% of associates with masters or doctorate degree

Stabile and enduring

Strong past performance with public and private sector clients

Core team together for 6+ years

Fresh perspective

Strong commitment to continuing education and expertise in state-of-the-art solutions

Why TurningPointe?

Multi-disciplinary solutions

We deploy high-tech *and* high-touch approaches -- most “web2.0 consultancies” don’t know how to do this. Transformation is as much about people as it is technology.

No stale assumptions + rapid and accurate assessment

Each client situation is unique. We leverage the experience and depth we’ve garnered to rapidly yet accurately identify root causes and craft a custom fit solution.

Exceptional client ratings

High marks for on-target solutions tied to our clients’ missions and business needs – especially when the answers are not always obvious, easy or popular.

Corporate capabilities

The levers of real change must include the right mix of "online" new media/web2.0 tools and "offline" strategies and actions that engage people in doing things differently. TurningPointe helps you match the right mix to your unique set of challenges.

Strategic Communications

- Web2.0 new media strategy and deployment
- Internal communications planning & deployment
- Stakeholder engagement
- Key relationship management
- Marketing
- Market research and evaluation
- Strategic planning

Change Management

- Change strategy design and deployment
- Business case development
- Organizational assessments
- Workforce quality and employee satisfaction
- Executive, leadership and team coaching
- Leadership training and development
- Facilitation

Past performance 1

National Institute of Standards and Technology (NIST) Technology Services

Challenge

Create and realize a 10-year vision to transform the customer service and product delivery arm of NIST into a web2.0-centric virtual "knowledge hub" that innovatively delivers products and services to external customers and stakeholders.

Results

To date, have worked closely with senior leadership, middle management, and Mars Team to craft NIST Technology Services Vision 2017, engage all staff, conduct a comprehensive knowledge asset inventory, benchmark world-class best practices, and launch several beta "hubs" to explore appropriate web2.0 strategies for NIST.

Services Provided

Strategic planning; market research; leadership and team coaching; stakeholder event design and facilitation; change management strategies; communications design and delivery; web2.0 strategy and content

Past performance 2

United States Measurement System

Challenge

Bring a global community of measurement standards researchers, stakeholders and end-users together to identify measurement needs, create and share solutions, and foster collaborative innovation.

Results

Launched the first ever public blog and web2.0-based website for NIST, while navigating steep organizational learning curve and IT security concerns. Currently building out interactive discussion forums, interactive measurement need and solution databases, and e-learning tools. Also addressing branding, external communications, and traffic-building strategies.

Services Provided

Strategic communications planning; leadership and team coaching; stakeholder communications; change management strategies; web2.0 strategy and content; brand strategy development

Past performance 3

NASA Goddard Space Flight Center

Challenge

In a full cost accounting environment, researchers sought ways to get their work understood, used and funded. There was a need to educate scientists, project managers, and technologists about the strategic use of relationship building, "rainmaking" skills, and professional marketing approaches in a federal research lab environment.

Results

Through classroom-based learning sessions, interim hands-on problem solving "clinics," and an online learning portal, participants steadily acquired a conceptual framework and practical tools for building a "rainmaker's" toolkit and – most importantly – mindset. An "evergreen" learning portal houses a resource-rich e-learning center, downloadable modules, templates, worksheets, whitepapers and reports, online discussion forums and access to TurningPointe's extensive online library of how-to articles, reports and tools.

Services Provided

Instructional design, facilitation, team and individual coaching, supporting materials, project planning, web2.0 content, internal communications strategy and planning

Contact us

Point of contact

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