



Capabilities Statement

Front Row Performance Coaching (FRPC), LLC, is a premier performance improvement consulting firm for businesses and organizations seeking to develop and increase their human capital.

FRPC knows that the key to unleashing employees' capabilities is to help them realize and achieve personal and professional success. Individuals seeking guidance will benefit from services that include life, career, management and leadership coaching. Businesses and organizations may utilize FRPC's expertise for team development, organizational development and human capital consulting.

Performance improvement is a collaborative effort, and FRPC works closely with its clients in order to fully understand the intricacies of their practices and identify the areas for improvement. Using targeted strategies rooted in organizational development practices, training programs are tailored to clients' unique needs with the defined goal of building more cohesive teams and higher-performing individuals. FRPC works in-person with clients in the DC-metro area, and via virtual meetings, emails and telephone for clients outside the region.



Coaching

FRPC's coaches transform groups of individuals into nimble, high-performing teams. Clients are introduced to techniques such as Action Learning and Applicative Inquiry, which help them tackle their most complex challenges and produce innovative results.

In order to identify measurable objectives, clients first complete a variety of assessments, the results of which are used by coaches to create programs customized to their needs. A series of meetings are then scheduled where they move through exercises designed to develop new skills and habits. Throughout the process, clients receive feedback from coaches that encourages self-reflection and shares techniques to implement and support change.

Coaching is suitable for individuals, small groups ("Learning Teams") and teams, and frequently addresses topics such as:

- ✓ Problem Solving
- ✓ Career Navigation
- ✓ Individual (Non-Supervisor) Development
- ✓ Management Development
- ✓ Leadership Development
- ✓ Team Development



Human Resource Development

An organization will only reach its goals and achieve its full potential when employees are engaged and dedicated to its mission.

FRPC provides company leaders with trainings that are customized to their needs, and also supports them in workforce activities designed to improve employee productivity, enhance customer loyalty, and encourage professional and personal growth.

Programs and workshops are interactive sessions that involve hands-on participation from all employees. Facilitators utilize a variety of experiential learning activities – such as audio and visual aids, communication activities, and role-playing exercises - to create cohesive, effective and efficient teams.

Each topic listed below is tailored to a client's specific requirements:

Employee Development Programs and Workshops

- Individual (Non-supervisor) Development
- On-boarding

Leadership Development Programs and Workshops

- Leadership for Managers and Supervisors
- Leading Organizational Change
- Creating and Managing High Performing teams

Management Development Programs and Workshops

- Basic Training for Managers
- Advanced Management Techniques
- Managing the Virtual Office
- Performance Management, Assessment and Feedback



Talent Management/Workforce Planning

Organizations, much like individuals, require a thoughtful, multifaceted approach to improve internal functions and employee output. *FRPC works with organizations to develop innovative strategies for boosting productivity, managing change, and cultivating cooperation to achieve common objectives.*

FRPC's organizational development efforts focus on assessing, planning, and designing appropriate interventions, and then evaluating the results.

Focus areas include:

- Strategic Planning and Consultation to Organizational Leaders
- Organizational Assessment
- Organizational Design and Development
- Change Management



About Neal

Neal Henderson founded FRPC in 2013. He has spent over 30 years creating successful organizations that are grounded in organizational and leadership development practices.

A former Navy Master Chief Petty Officer, Neal's extensive public and private sector experience ranges from developing leaders and managers, leading complex change efforts, and increasing human performance. With expertise in Management and Leadership Coaching and Development, he works with both individuals and teams on career management/development and facilitates group trainings.

Neal began his career in the Marine Corps before moving to the U.S. Navy in 1986, where he ultimately reached the position of Master Chief Petty Officer. During his 28 years with the U.S. Navy, he taught sales and sales management, and served as HR Advisor to the Commanding Officer of the Atlantic Fleet Career Information Team. Neal also did two tours as a Chief Recruiter, during which time he led over 200 sailors and civilians throughout 4 states and the District of Columbia, and managed the merger of the Active and Reserve recruiting commands. After leaving active service he joined the Department of the Navy to develop and implement human capital policy for the Navy's enlisted forces.

Neal received a Master of Science in Organizational Development and Knowledge Management from George Mason University. He is currently certified as a Global Professional in Human Resources (GPHR) and Senior Professional in Human Resources (SPHR), and is a Certified Success Coach.

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Certifications and Assessment Tools

- ✓ Certified Success Coach
- ✓ Myers-Briggs Type Indicator
- ✓ EQ-i^{2.0} (Emotional Quotient Inventory)
- ✓ EQ360
- ✓ Workplace Stars Organizational 360
- ✓ FIRO-B



Contracting Information

Front Row Performance Coaching, LLC. is a small, Service-Disabled Veteran-Owned Business (SDVOB). FRPC is also a SAM and VETBIZ registered firm.

Primary NAICS Codes:

- ✓ 611430 - Professional and Management Development Training
- ✓ 541611 - General Management Consulting
- ✓ 541612 - Human Resources, Organizational Development, and Personnel Management Consulting

SIC Codes:

- ✓ 8299 - Education and Training
- ✓ 8742 - Management Consulting Services
- ✓ 8748 - Business Consulting Services

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Contact Us

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