

## What People Are Saying About Crosby & Associates

### Project Planning Sessions

"The sessions were not a factor (in us hitting on 6 R&D projects this year up from 0 the year prior) they were THE factor." - Clive Copsey, Global Director of Technology, Alcoa CSI

"Not only does Crosby & Associates have a proven and effective process, but they necessarily apply their techniques in new situations with new people. Watching them in such a setting is like watching fine jazz musicians come together for the first time to improvise, with all their tools, a fine new arrangement. Their approach doesn't just work; they make it work." - William P. Bishop, Defense Programs for the Department of Energy

"I'm very impressed with how you handled the obvious conflict within the group...good job." – Bohai China Expansion Project

### Process Improvement

"Our spare parts on-time delivery, of 2400 part numbers in total, went from about 45% to over 90% after working with Crosby & Associates. To date we have maintained the improvements."

Tom O'Conner, Operations Manager, CST Storage

### Tough Stuff Trainings

"Although Sound Transit employee engagement survey results are some of the highest I've seen... there's always room for improvement...so we experimented with a number of courses and the results are in: **the leaders that went through Tough Stuff showed statistically significant improvement in all dimensions of the survey**, but particularly, in how their teams rated them as supervisors."

Valentina Zackrone, Chief HR Officer, Sound Transit

"My employee grew more in one week of Tough Stuff than he has in the previous 24 years I have known him."

"Powerful work – doesn't matter where you are in your journey – I believe anyone can benefit from these strategies and trainings. Thank you!"

"I went through this almost 20 years ago at PECO Nuclear and it is the only training that has ever stuck with me. I use the skills and concepts every day." – Nuclear Industry VP

"I truly enjoyed the workshop – the interplay of lecturing about theory & then practicing in skill group was extremely helpful."

"I just wanted you all to know that the work you all did with us was extraordinary. It got me to thinking very differently than I had previously been used to. Barriers that before I thought seemed insurmountable are not so anymore. Maybe you won't always have the answers right away but at least you can work through situations and before you know it there's the answer."

"My experience with Crosby & Associates made me look at the people I work with in a different light. It also made me look at myself in a different light. It changed my life." – Union Steward

"I came into the class with high hopes due to other employees' responses that have been to the class. I was not let down! This course is very helpful to work and is extremely useful at home. I have learned a lot about how people view me and how I view myself. Thank you."

"I think this could well be some of the best money spent on training for most individuals. I have already benefitted!"

"I've been here 25 years and this is the best training I've ever had. It's the only one that's ever really made a difference." – Nuclear Industry Participant

Below are participant ratings from a joint Management and Labor Tough Stuff in a manufacturing plant that had just laid off 170 people, leaving only 500 remaining:

**APPLICATION TO WORK:**

NONE										CLEAR FIT
1	2	3	4	5	6	7	8	9	10	
							<b>2</b>	<b>4</b>	<b>5</b>	<b>12</b>

**APPLICATION TO LIFE:**

NONE										CLEAR FIT
1	2	3	4	5	6	7	8	9	10	
					<b>1</b>		<b>2</b>	<b>4</b>		<b>16</b>

**IT Implementations**

"This is the best project I have ever been part of in Alcoa." - Charles Smiley, Plant Manager

“I have never been so involved in a system intervention.” - Tony Horman, Warehouse and Logistics Manager

### **Goal Alignment Sessions**

“Nothing helps reach record numbers better than having all employees at your location aware of their goals, the big picture of the organization, and what they have to do to reach those goals. After working with Crosby and Associates we broke all previous records at our plant. The sessions weren’t the only reason but they helped us start the year with direction, determination and, most importantly, employee buy-in!”

-Charles Smiley, Plant Manager, Olive Branch, Mississippi

### **One Day Workshops**

“This was one of the best training days I have attended. Again! Again!” – Library Coaching Skills Participant

### **Human Factors E- Newsletter**

I love Human Factors! It always has timely, practical information for me and provokes a lot of thinking about practices. Thank you! - Nuclear power subscriber