



CONSULTING GROUP<sup>SM</sup>  
the people side of business strategy

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# TiDings

## LETTER FROM TD

**A**t TD Consulting Group, we mean business. We work with our clients on real-life performance solutions, organizational development and enrichment, and business training services aligned to corporate strategies. TD's success over the last 12 years is due to our equally-dedicated clients—firms of all sizes, covering industries from financial services, to higher education, to pharmaceuticals, to non-profits, to health care.



We are grateful for the fact that our clients return to TD Consulting Group year after year and we remain ever committed to them for their faith in us and what TD can do for their organizations.

—Karen Robilotta  
—Laura Winterroth



## Salute to Clients

By Laura Winterroth, Managing Director

**I**t's that time of year again! We always like to take time to acknowledge the clients we've been privileged to work with in the previous year. You're the best!

### Adams Beverage Group

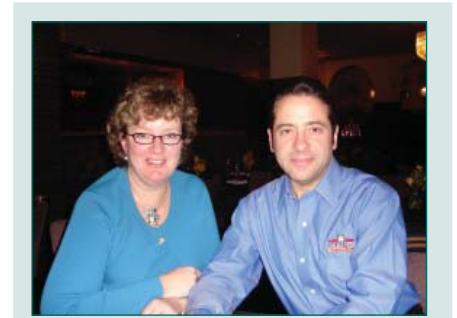
"Cheers" to Charlie Forman and the Adams Beverage team as TD's Barbara Michaud coached senior executives on developing high impact presentation skills.

### AHRC NYC

Working with Jerry Barkan, Pamela Minkoff, and all the good folks at the Association for the Help of Retarded Children, TD's Bill Buckley began work on AHRC's "bible"—a policy and procedures manual for the ages!

### BMW

Thanks to Denise Sawyer-Johnson and Elizabeth Taschler, TD's Tony Stiker "drove" home writing excellence with TD's *Dynamic Writing 1*®.



Karen Robilotta with Chelsea Piers' Keith Champagne

### Chelsea Piers

Shhh! TD launched our Mystery Shopper program at the cutting-edge sports and entertainment complex. Kudos to Greta Wagner and Keith Champagne for raising the bar on customer service excellence!

### Columbia University

TD's Barbara Michaud and Susan Sexton "made the grade" delivering *Dynamic Presentations*®. Participants enjoyed multiple videotaping opportunities—and received individual feedback from these outstanding coaches. Thank you, Gail Anderson!

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TiDbits

**Dynamic Writing 2**®. You asked for it ... YOU got it! Our long-awaited advanced writing program, *Dynamic Writing 2*®, is HERE! Everything you wanted to know about business writing—plus one-on-one coaching. Call us! 914-948-8065

**Coaching Culture, Hidden Profits**®. Haven't yet ordered Karen Robilotta's latest book? Just go to our website, [www.tdgroupusa.com/news/publications](http://www.tdgroupusa.com/news/publications) or [www.amazon.com](http://www.amazon.com).

**Top Talent Alert!** What's been one of our rapidly growing services this year? **Executive Coaching**. Find out how we can help your leaders lead! □

# Salute to Clients

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## Con Edison

Talk about electrifying! TD's Tony Stiker delivered the highly-acclaimed, *Paper Planes, Inc.*® program, to the utilities giant. This experiential team-building program has become one of TD's most sought after programs. Thank you, Lue Calandra!



*Paper Planes, Inc.*®—the team-building program—was in high demand at TD in 2006.

## Donna Karan International

Always "fashionable," our popular *Dynamic Writing 1*® seminar was a "runway success" with the staff of the famed clothing designer. As always, many thanks to Kim Crandall!

## Fashion Institute of Technology

In their ongoing drive for student satisfaction, FIT's Annette Picora and Margie Hanrahan, continued in 2006 with our customized *Think Customer Service*®, taught by TD's Stephanie Busby. TD consulted on organizational issues and learning and development solutions in the areas of staffing, procedures manual development, and executive coaching. On top of that, our talented trainers delivered *Time Mastery*, *Dynamic Presentations*® and *Dynamic Writing 1*® to help staff "get high marks."

## George Little Management

Working with Phil Robinson and Dorothy Belshaw, TD "exhibited" *Think Sales*® to the L.A. staff of the country's third largest trade show producer. This marks our 8th year with the terrific people of GLM, with special thanks to Caroline Beebe and Beth Allen.

## Ginsburg Development Companies

TD "built" skills with a complete calendar of offerings for GDC University, under the direction of Susie Patriciello. From customer service to leadership development and business writing, this real estate developer is helping its staff soar to new "heights!"

## Globus and Cosmos

Doug Duncan flew us to the mile-high city to hone sales skills at the international tour company. With the invaluable assistance of Kathy Liveris and Kim Hammang, we're pleased to report that Globus achieved a 30% sales increase in 2006—glad to be part of that success!

## Lutheran Family Health Centers

Under the leadership of EVP Larry McReynolds, Angel Laporte, Jr., and Anna Chu, TD implemented the Brooklyn-based health care group's customer service initiative, *Helping Hands*®—based on TD's *Customer Service Strategy*™ Model. To increase patient



Laura Winterroth with LFHC's Larry McReynolds

and staff satisfaction, TD worked with LFHC teams to establish performance standards, reward and recognize service excellence, respond to patient surveys, and improve communication. More than 450 staff attended the two-day *Helping Hands*® program—a customized team-building version of

*Think Customer Service*!®—with managers being "treated" to TD's *Coaching for Service Excellence*®. We extend a "healthy dose" of gratitude to Larry, Angel, Anna, and Jeff Murphy for this wonderful opportunity!

## NYC Health and Hospitals Corp.

Achieving successful teams calls for *Paper Planes, Inc.*®, our successful experiential team-building program that keeps organizations "healthy." Thanks Manassas Williams, Martin Everette, and Lena Mullings!

## Rockefeller Brothers Fund

Jacky Basile and Gail Fuller tapped into the coaching talents of TD's Bill Buckley to guide top professionals in the fine art of writing. We hope you will "grant" us many more opportunities to work with your talented staff!

## Spiegel Brands Inc

Thanks to CEO Geralynn Madonna, Susan Koste, and senior leadership, TD tapped our "catalog" of services in leadership development—from training courses to coaching consultation. We look forward to ongoing growth for the famous retail giant, giving new meaning to the phrase "dress for success!"

## TAL International

With *Dynamic Writing 1*®, TD "transported" the pitfalls of grammar, style, and organization into writing excellence for one of the world's premier container leasing firms. Many thanks to Michael Limoncelli and Lynn McGinness.

## U.S. Army

Susan Sexton rallied the troops for TD's *Think Customer Service*!® program. Many thanks to Maria Layton. And, appropriately . . . we give the Army our last Salute for 2006! □



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