

# CPC Q&A on Consulting



ELLEN COOPERPERSON'S  
CORPORATE PERFORMANCE CONSULTANTS

People • Productivity • Profit

**Q - Cost-cutting is an important part of any responsible fiscal plan. Why hire an outside consultant when we've got a good team doing a good job?**

It is often said that the best solutions to problems come from fresh eyes. Calling a professional expert from outside your organization to assess situations and recommend solutions can result in an enormous ROI. CPC will not take on a project unless we can demonstrate that the investment you make in our services will pay back to your organization many times over.



**Q - The internal makeup of every organization is different. How can an outside consultant possibly understand the workings of our organization well enough to give us advice?**

While it is true that every organization is unique, there are practical, real-world solutions to problems that can apply and be adapted to any organization. CPC is known for amazing our clients with how quickly we pick-up the culture and language of their organization.

**Q - What can a CPC consultant do differently than our own team to save us money and sustain and grow our business?**

Frankly, if your team is fully addressing the issues your organization is facing, you would not need to call in CPC or any consultant. That doesn't mean your team is not talented, unqualified or unprofessional. It typically does mean that your team has run out of ideas for solutions. They have suggested and tried all that they know based upon their experience, knowledge and skill level. It is time to bring in experts who can look at the issues with fresh eyes and who can communicate solutions in a way that can engage and enlist the backing of the internal team.

**Q - If we become more efficient, would that lead to a cut in quality?**

It would be pointless to reduce quality to save costs. Doing so would jeopardize client/customer relations and negatively impact the long-term survivability of your organization. Cost-cutting must be achieved and can be achieved without sacrificing the quality of your product and services.



**Q - If CPC discovers that an employee is not managing their job function effectively, how would CPC handle the situation and what's the impact on the organization?**

The first step is assessment. What specifically is the issue and what is the cause? Often the issue that the client presents and the solution that is requested are not on target and will not solve the problem. An issue with an employee (if it is not a systems problem) can be: - Can do? (skills), - Will do? (motivation),- How fit? (Personal Style and Attitude). The solution to each is different and can involve training, coaching, managing/ supervising, restructuring of the job, transfer or removal of the individual. The organization not only benefits from this methodology with regard to improving performance or eliminating the problem but it is a learning process for the organization in how to manage these situations better in the future.

**Q - How does CPC come into a company? What's the process and what involvement is necessary from employees?**

The initial step is to speak with the client to identify and flush out the presenting issue. Next we conduct an assessment utilizing in-depth interviews and assessment questionnaires. We speak to employees at all affected levels to get a 360° perspective on the issue. We then analyze the information and offer the client recommended solutions. In many cases the solutions are implemented with the help of CPC.