

The Sinclair Advisor



E-News for our clients, prospective clients, and Associates

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Welcome to *The Sinclair Advisor*, a monthly electronic newsletter for clients and Associates of The Sinclair Advisory Group LLC. The Sinclair Advisory Group is a leading provider of strategic planning, leadership development, and expert advisory services to government agencies and private industry.

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NEW IDEAS PRESENTED TO ENSURE SAG'S GROWTH

Last month, we introduced you to one of Sinclair Advisory Group (SAG)'s new interns, Siddharth Rajagopalan. Siddharth recently produced a report for SAG leadership offering several strategic recommendations and ideas to continue the company's growth. To prepare the report, he performed extensive market research and analyzed the competitive environment in the federal sector and consulting industry.

One of Siddharth's primary recommendations is that our company should increase its presence on the Internet, because the overwhelming majority of decision makers use the web to find service providers. One way we can do this, he believes, is by improving the look and feel of our website; another is by creating new and unique content, including webinars. This will provide us with a channel to highlight our expertise and ability to deliver personalized service for our clients.

He also suggested that we consider attending more networking events; that we align with more professional organizations in the consulting industry; and that we implement new metrics to collect better data on the work we do. In addition, he suggested that our company begin to develop more corporate relationships, while not neglecting our Government programs and services.

As we continue to build our consulting organization, we will keep Siddharth's report and ideas in mind, and plan to adopt many of them. We'd welcome our Associates', and our clients, thoughts on his proposals. In the meantime, we're grateful he has chosen to work with us to obtain his internship experience. Thanks, Siddharth!

SAG TRAINS NEW GENERATION OF VBA LEADERS

"It's been truly a blessing to have this experience"; "Thanks for all your help, it's been wonderful"; "Please keep the program going." These were some of the comments from Veterans Benefits Administration (VBA) employees following the completion of the third and final session of SAG's VBA coaching and leadership development program in Boston on July 15.

Taught by Stan Sinclair since 2005, this unique program is targeted at GS-13s through GS-15s whom VBA has identified as having the potential to be the future leaders of the organization. The program is designed to improve attendees' interpersonal skills, make them more aware of their personal leadership styles, and provide them with a better understanding of the organization for which they work.

The course is an integral part of VBA's Leadership Development Program, which seeks to ensure the Administration continues to have an outstanding workforce with excellent leaders by cultivating and developing those leaders from within their own ranks. The three sessions, which together include 48 hours of classroom instruction (three two-day, eight hour sessions), are supplemented with twelve one-on-one coaching sessions Stan personally conducts with each of the 24 participants.

"This program is a powerful tool for developing leadership skills," Stan said recently. "Every year, we build in new topics to meet VBA's emerging needs. And our evaluation scores prove that we're right on target."

This year's scores, according to Stan, were "phenomenally high." All participants in the course evaluated the program for content, the course's ability to meet its stated goals, and for the materials they were provided. On a 1-5 scale, the lowest score received was a 4.41; several aspects of the program received an exceptional 4.91 rating. Many of the narrative comments, like the ones above, were glowing—and reaffirmed that attendees intended to quickly apply what they had learned in their workplaces.

If you're interested in obtaining more information about the program, contact Stan at Stan.Sinclair@sinclairadvisorygroup.com.

DR. STEVE LEMONS NEW SAG ASSOCIATE

Dr. Stephen (Steve) Lemons is one of SAG's newest associates, specializing in coaching services for the Department of Veterans Affairs and other government agencies.

Dr. Lemons, who will soon begin providing coaching services to a VA facility that is undergoing a leadership transition, has credentials for the work that are exceptional: before his recent retirement from Federal service, he was Network Director for VA VISN 2 in upstate New York, beginning in 2006. From 1997 through 2006, he was Director of the Salem VA Medical Center.

From 1996 through 1997, Steve was VA's Deputy Under Secretary for Benefits, the capstone of a twenty-two year VBA career that included service as the Director of the Waco VA Regional Office and the Regional Director for VBA's Central Area. (Steve is almost certainly the only person who has served as both a VBA Regional Director and a VHA Network Director.)

Dr. Lemons received his Ed.D. in Counseling from Indiana University in 1974; is a fellow in the American College of Health Care Executives; and attended both the John F. Kennedy School of Government in Harvard University and the Federal Executive Institute. He is a three-time Presidential Meritorious Rank Award Recipient, in 1993, 2004 and 2009.

JULY BLOG POSTS

Here are the articles that appeared in our *Sinclair Speaks* blog in June. Check them out, and all our posts, at <http://sinclairadvisorygroup.blogspot.com/>.

- *Holding Federal Employees Accountable*, by Ev Chasen. A recent USA Today article cited statistics to show that Federal employees were more likely to die on the job than to be fired or laid-off. Here's why that's not a good state of affairs—and what government managers can do about it.
- *How to Conduct Successful Negotiations*, by Seth Sinclair. Democrats and Republicans alike can learn something new from these helpful tips on successful strategies that can be used in any negotiation.
- *Defining the Customer Experience*, by Chris Domergue. Customers don't care how your organization is structured, or how it is run. They want their needs and expectations met. The second in Chris Domergue's series on customer service (the first was his May 26 blog post) offers real world tips on improving your customers' experiences with your organization.
- *Three Lessons for HR Practitioners*, by Terry Hannigan. Act quickly when you find a significant problem; there is no substitute for experience; and keep the perspectives of senior leadership in mind are the three main lessons Associate Terry Hannigan has learned since his transition from a Federal manager to a consultant. Read his blog to learn more from his experiences.

Got an idea for a future blog post? Want to write one yourself? Email Ev Chasen at Everett.Chasen@sinclairadvisorygroup.com.

ASSOCIATES' AREA

No news to report this month: hope all of you are having a wonderful summer! If you haven't done so already, though, don't forget to follow us on Twitter at #SinclairAG, and to friend us on Facebook, at our Sinclair Advisory Group page. Thanks!

THE LAST WORD

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Sinclair Advisory group is located at 13665 Dulles Technology Drive, Suite 200, Herndon, VA 20170. Our telephone number is 703-885-8180. We are a Veteran Owned Small Business, an Equal Opportunity Employer, and a GSA Contract Holder (Contract Number: GS-10F-0272V.)

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