

**ABOUT**  
**DALTON ALLIANCES, INC.**

Our mission at Dalton Alliances, Inc. is to provide organizational America with a broad range of consulting services in the communication, management and behavioral sciences. We measurably enhance the success of our client companies by serving as:

**ASSESSMENT SPECIALISTS**

*Enabling management to meet critical objectives in leadership development, performance, team building, recruitment and retention through fully customized instrumentation including 360 Degree Feedback Assessments; All-Employee Surveys; Member/Customer Surveys; Compensation Surveys, and other sophisticated organizational and behavioral assessments.*

**EXPERT ARCHITECTS OF PERFORMANCE MEASURES**

*Helping organizations establish meaningful accountabilities measures through the application of our signature service, Metrics Based Management™. Crafting evidence-based performance measures, including quantitative and qualitative outcome statements for organizational, departmental, individual and collaborative performance.*

**MASTER FACILITATORS**

*Developing and motivating professionals through a powerful series of customized workshops, seminars and follow-up programs designed to align with your specific business objectives.*

**INTERVENTIONISTS**

*Resolving severe conflicts between individuals or groups, resulting in the constructive redirecting of skills and energies toward the achievement of specified organizational outcomes.*

**EXPERTS IN EXECUTIVE COACHING**

*Revitalizing professionalism and increasing emotional maturity. Expanding versatility and increasing managerial competence through individualized business consulting.*

## BIOGRAPHY

# *FRANCIE DALTON*

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*Francie Dalton* specializes in the communication, behavioral and management sciences. She works with organizations that want to bridge the gaps between where they are and where they want to be to increase revenues and productivity.

Francie's work in the area of leadership development has been featured in *Harvard Management Update*, *CEO Magazine*, *Investors Business Daily*, *American Way Magazine*, *The New York Post*, *MSN Money*, *NY Times*, and more. She has been a regular columnist for the *Washington Business Journal* on issues of leadership, and has appeared on CNN Financial News Network, where she was interviewed about her work in the areas of leadership and performance measures.

A veteran of the Vietnam Era, Francie was trained as a German linguist, spending four and one-half years with the U.S. Army Military Intelligence Service. She then took her Masters in Business from Johns Hopkins University, and in 1991, founded Dalton Alliances, Inc., a premier consultancy offering customized assessments, interventions, executive coaching and developmental workshops.

Adjunct faculty at the University of Maryland, Francie taught business management to doctoral candidates from 1994 -2003. With dozens of published works to her credit, she is a frequent speaker for corporations and associations, whose clients include scores of CEO's and senior executives throughout the United States.

Her new book, "Versatility: The Essential Competence" has just been published by ASAE.

## **EDUCATION & DEVELOPMENT PROGRAMS**

**OFFERED BY**

***DALTON ALLIANCES, INC.***

### **THE CHAMELEON'S EDGE: Advanced Interpersonal Skills**

**This revealing and introspective workshop goes far beyond the identification of personality types. Attendees learn how to recognize each of the eight styles (commander, attacker, pleaser, performer, drifter, analytical, avoider, and achiever), what motivates each style, how each makes decisions, and how each reacts to feedback. Attendees learn *specifically* how to optimize interactions with others, and managers learn to develop the personal versatility needed to engage and retain a highly motivated workforce.**

### **CONFLICT MANAGEMENT AND RESOLUTION:**

**Augmented by the SDI self test mechanism, this program identifies four different frames of reference that often exacerbate conflict, and clarifies the value that different perspectives bring to the conflict resolution effort. Whether diffusing your own hostile situation or intervening to help others, this session will equip attendees to lessen both the duration and the intensity of altercations.**

### **ACCELERATED PROBLEM SOLVING:**

**This workshop demonstrates the utility of imposing a structured process on the problem solving function. Highly interactive, and grounded in the priorities of attendees, this session helps bridge the gap between problem solving theory and practical application. Attendees will learn to use 6 classic problem solving tools that hasten and heighten clarity of analysis, revealing opportunities for developmental delegation, and expediting the identification and implementation of solutions.**

## **ESTABLISHING EVIDENCE-BASED PERFORMANCE MEASURES:**

*Proof of Performance or the Absence Thereof.* This course equips participants to craft quantitative and qualitative performance expectations using Evidence Based Performance Measures. Attendees will learn to articulate expectations within and among reporting relationships are both measurable and aligned, permitting a fair and objective assessment of performance.

## **PROFESSIONAL PRESENTING:**

Attendees of this highly participative workshop will achieve tremendous self-assurance in comfortably delivering powerful presentations. Limited to 6 participants, major components of

this training include 4 video taped presentations per attendee, individual critiques, magic with visual aids, use of voice and body movement, individual and team presentations, coping with a difficult audience, and the effective use of humor.

## **INSPIRING INNOVATION:**

In this workshop, we'll work to understand the forces that prevent us from welcoming innovation, and how we can develop a more innovative business culture. Teams are tasked with identifying paradigms within their own organizations, and then work to identify how these paradigms might change. This invigorating, intellectually challenging session will reveal and challenge your existing paradigms, alter the way you experience the perspectives of others, and stimulate a new level of alertness to future possibilities

## **BEHAVIORAL INTERVIEWING:**

Specifically designed to equip interviewers with an uncanny ability to identify and isolate desired characteristics in job candidates, this course instructs, dramatizes and coaches participants toward more effective interviewing.

## **SUCCESSION PLANNING:**

Designing a sound succession plan may seem daunting, but there are really only three different options to consider. In this session, you'll learn the advantages and disadvantages of each, along with tips for successful implementation. Attendees will develop fluency in establishing the veracity of the need for succession planning and will learn how to steward and stabilize the process. This session clarifies the negative impacts of leadership ambiguities, and provides a template process for the implementation of a practical, realistic succession plan.

*Dalton Alliances, Inc.*

**A CUSTOMIZED APPROACH TO ASSESSMENTS**

Whether the mechanism you seek is an All-Employee Survey, a Member or Customer Survey, a Compensation Survey, or 360 Degree Feedback for Leaders and Managers, customized surveys from Dalton Alliances, Inc. equip you with the metrics you need to achieve your organizational and individual developmental objectives.

Our customized assessments are invaluable management tools that help you predict, prevent, remediate, optimize, and celebrate.

**“WHY SHOULD I USE ASSESSMENT MECHANISMS?”**

**TO GAIN A CLEAR DIAGNOSIS**

*Customized assessments will produce both qualitative and quantitative metrics, providing a clear diagnosis of “current state” on topics of importance to your organization. Depending upon your place in the organization, the “current state” of some topics may not be visible to you. Assessments enable managers to be more successful by revealing that which may not otherwise be visible.*

**TO GAIN A CLEAR REMEDIAL PLAN ON PRIORITY ISSUES**

Equipped with a clear definition of “current state” on prioritized topics, it’s a fairly quick and easy process to define “desired state” for each. If we know where we’re starting from and where we want to get to, all that remains is building the bridges that span the gap between “current” and “desired” states. Examples of such bridges include initiatives in training, education, coaching, development, etc. Accountability for the effectiveness of these initiatives and the relevant resource allocations is assured, since subsequent assessments will document progress.

**“WHY SHOULD I CUSTOMIZE MY ASSESSMENT MECHANISM?”**

The subject areas worthy of study, and how excellence for each of these subject areas is defined, is different for each organization. Standardized instrumentation doesn’t let you control the utility of the results – because standardized instrumentation doesn’t let you control the quality of the questions!

When members of the targeted respondent group participate in creating the instrumentation, response rates go up, results are imbued with greater validity, and commitment to participation in remedial processes increases.

# ***DALTON ALLIANCES, INC.***

## **Partial Client Listing**

### **MANUFACTURING**

- Bethlehem Steel
- Evans Clay
- Pepsi-Cola
- W. R. Grace
- O'Sullivan Corporation

### **EDUCATION**

- BIOSIS
- Johns Hopkins University
- Loyola College
- University of Maryland
- Towson University
- Shepherd College

### **ENGINEERING**

- Erachem-Comilog
- U.S. Generating Company
- Heery
- Phillip Brothers Chemicals

### **BANKING & FINANCE**

- CIGNA Individual Financial Services
- Columbia First Bank
- Dean Witter Reynolds, Inc.
- Salomon Brothers
- The World Bank
- Fannie Mae

### **MEDIA**

- Discovery Channel
- Public Access Television
- Putman Publishing
- Hargrove
- Montgomery County Public Television

### **GOVERNMENT**

- Montgomery County Government
- The Smithsonian Institution
- U.S. Department of Energy (DOE)
- U.S. Food & Drug Administration (FDA)
- Maryland State Highway Administration

### **HEALTH/PHARMACEUTICAL**

- AKZO
- Becton Dickinson
- Brookhaven National Laboratories
- Merck & Company, Inc.
- MedQuist Inc.
- Novartis
- Value Rx

### **ASSOCIATIONS**

- American Association of Motor Vehicle Administrators
- American Assn of Disability Evaluating Physicians
- American Association of Orthopaedic Surgeons
- American Association of Neurology
- American Geophysical Union
- American Bankers Association
- American Diabetes Association
- American Forest & Paper Association
- American Institute of Physics
- American Institute of Plant Engineers
- Advanced Medical Technology Association
- American Petroleum Industry
- American Production & Inventory Control Society
- American Society of Training & Development
- American Urological Association
- American Society of Association Executives
- American Society of Clinical Oncology
- Biotechnology Industry Association
- Council of Engineering & Scientific Society Executives
- Edison Electric Institute
- General Agents & Managers Association
- Grocery Manufacturers of America
- Healthcare Distribution Management Association
- Help Desk Institute
- International Facilities Managers Association
- National Education Association
- Newspaper Association of America
- Optical Society of America
- Pharmaceutical Research & Manufacturers of America
- Society for Human Resource Management
- Society for Neuroscience
- Special Libraries Association
- The International Society for Optical Engineering
- Women's Basketball Coaches Association

**Selected Publications**  
**by**  
***DALTON ALLIANCES, INC.***

***“Succeeding a Legend”***

**Published by Associations Now, August 2008**

***“Poisonous Passivity”***

**Published by Supervision, July 2008**

***“Botox for Problem Solving”***

**Published by Transaction World, March 2008**

***“Neutralize the Toxic Dumper”***

**Business Update, March 2008**

***“Decisions on Demand”***

**Nova Scotia Business Journal, December 2007**

***“Motivating the Unmotivated”***

**Published by the Journal of Compensation and Benefits, July/August 2007**

***“Playing Deaf Dumb and Blind to the Complaints about your Hires”***

**Published by the Minority Women in Business, April 2007**

***“Are You Ready to Assess Your Success?”***

**Published by the Fluid Power Journal, January/February 2007**

***“Pivotal Decisions”***

**Published by Associations Now – July 2006**

***“Coaching Your CEO Toward Improved Delegation”,***

**Published by Alaska Business Monthly, November 2006**

***“Neutralizing the Toxic Dumper”,***

**Published by Credit Union Management, October 2006**

***“Exposing the Inexcusable Excuses for Not Handling Conflict”***

**Published by Promotional Business Products, June 2006**

***“Harness the Power and Utility of 360 Degree Feedback”***

**Published by Partner Advantage, February 2005**

***“Working Successfully with the Seven Workplace Behavioral Types”***

**Published in the American Management Association, “MWorld” – Summer/Fall 2005**

**Selected Publications**  
**By**  
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*(Continued)*

*“Metrics Based Management”*  
Published in the “Journal of Association Leadership” – Summer 2005

*“Using 360 Degree Feedback Mechanisms”*  
Published in “Occupational Health & Safety” – July 2005

*“Delegation Pitfalls”*  
Published by Association Management – February 2005

*“Hire When Ready”*  
Published by Association Management – July 2003

*“Constructive Change Comes From Within”*  
Published by Association Management – September 2002

*“The Eight Classic Types of Workplace Behavior”*  
Published by HR Magazine – September 2000