



***Solutions for a  
Happier, Healthier &  
More Productive Team***



## **ABOUT US**

Knights Consulting Group (KCG) is an employee engagement consultancy focused on enhancing workplace culture through strengthening leaders and teams. Through our coaching, training, and consulting services, we partner with organizations to implement innovative people-centered initiatives to meet organizational goals.

*Transform your team from  
AVERAGE to A+!*



## **FOUNDER & CEO**

Laura E. Knights, LCSW is a speaker, licensed therapist, and executive coach that has been developing personal and professional development programs for the last 15 years. Her expertise and background in business, human resources, and social work uniquely equip her to teach others how to deal with both the "head work" and "heart work" required to succeed at work and in life. She firmly believes that enhancing staff emotional intelligence improves profitability, productivity, and enjoyment in the workplace. Laura is the lead trainer and coach for KCG.

# THE URGENT PROBLEM

Team development and training is often viewed as something "we should do...sometime in the future." While even the most effective teams need to continually prioritize the development of its members, signs that your team may need some support to become high-functioning include:

- *Unresolved conflict and poor communication has created a tense and stressful work environment*
- *Dysfunctional team behaviors are causing you to lose out on contracts*
- *Employees are disengaged and the work just isn't getting done*
- *You are stuck mediating conflicts and putting out fires instead of focusing on strategic initiatives to meet big goals*
- *The risk of losing good people is a real threat as employees want to do and be more*

**A lack of human capital development can negatively impact an organization's productivity and profitability. Let us help!**

## OUR SERVICES

We are passionate about helping organizations create happier, healthier, and more productive teams. Our services include:



### Executive Coaching

- Manager Coaching
- Family Business Coaching
- Learning Circle Facilitation



### Speaking & Training

- New Manager Essentials
- Communication Skills
- Personal Leadership
- Conflict Resolution Skills
- Change Management
- Coaching Employees for Success



### Team Development

- Pre-Employment Screening & Hiring Processes
- Job Description & Evaluation Development
- Team Building Facilitation & Retreats
- Core Values Index Assessment & Debrief
- Team Audits & Action Plans
- Employee Onboarding Process Development

# SPEAKING

As a speaker and trainer, Laura connects with audiences to inspire them, strengthen leaders and teams, and find common ground to lead them on a path of learning and self-discovery. Her engaging, fun, and down-to-earth communication style has been described as “enlightening,” “engaging,” and “transformational.”

Laura’s presentations have ranged in size from small groups of 10 people up to large audiences of 300 for organizations including women’s organizations, churches, colleges and universities, businesses, non-profit organizations, and governmental departments. Topics can be presented in-person via keynote presentation or interactive workshops; or virtually as a webinar. Custom speaking topics are available upon request.



## PERSONAL DEVELOPMENT TOPICS

- Work-Life Balance
- Embracing Change, Forging Success
- Strengthening Your Emotional Intelligence IQ
- Creating Goals that Stick
- Leading from Within: Cultivating an Attitude of Personal Success
- Find Your Voice, Use Your Power: Assertiveness Skills for Life
- Replenishing the Well: Self-Care for the Professional
- Conquer the FEAR Factor
- The Power of Intention Vision Board Workshop

## LEADERSHIP DEVELOPMENT TOPICS

- Creating Your A+ Team (Assessment, Awareness, Action & Accountability)
- Managing vs. Leading: Developing Your Personal Style for Both
- Energizing Your Employee Engagement Plan
- Learning to Lead: Supervision Skills for New Managers
- Coaching Others for Success: Strategies to Empower the Team



## TEAM DEVELOPMENT TOPICS

- Understanding Work Styles
- Collaborative Communication
- Conflict Management Skills for the Workplace

## BOOK LAURA TO SPEAK

Contact us at [info@knightsconsultinggroup.com](mailto:info@knightsconsultinggroup.com) or 888.661.7104 for additional details and to inquire about booking Laura to speak.

# TESTIMONIALS

*"Laura provided a dynamic and life changing 'Assertiveness in the Workplace' training that engaged our members in discussions focused on using assertive communication in their professional and personal lives. The interactive exercises and discussions in the training encouraged participants to adapt assertive behaviors to strengthen integrity and gain respect among colleagues."* - Jennifer Jones, Coordinator, AmeriCorps Project More

*"Laura did a phenomenal job of sharing her perspective on 'Embracing Change & Forging Success.' She provided tangible examples for dealing with change and didn't hold back on sharing relevant examples. The presentation was full of life. We will definitely have to invite her back!"*  
-Natalie Morrow, Manager, PricewaterhouseCoopers

*"We invited Laura to facilitate our board retreat. She was excellent...As a result of the retreat, we have identified more effective recruiting sources for program volunteers and staff, streamlined programs, and developed a plan to diversify funding."* -Tiffany Fincer, Executive Director, Aspirations of Life



## PAST CLIENTS

Laura has worked with various clients in the for-profit, government, and non-profit sectors.

Some past clients include:

- PricewaterhouseCoopers
- Washington University in St. Louis
- AmeriCorps
- Family Focus
- DePaul University
- University of Illinois at Chicago
- One Hope United
- Partners in Community Building, Inc.
- Various Chicago Public Schools
- Holy Family Ministries
- eWomen Network

# THE A+ TEAMS PROGRAM

The A+ Teams Program is a more detailed consulting solution for organizations experiencing team performance challenges. Using our A+ Teams™ Four Point plan, we partner with your organization to develop a customized action plan to address team issues.

1. **ASSESSMENT** - We conduct an initial audit to get to the heart of the issue by examining team roles and the levels of function and dysfunction in the areas of trust, conflict, commitment, accountability and results.

2. **AWARENESS** - Using the Core Values Index assessment, we help you understand team personalities that must be managed, their conflict strategies, and motivators for change.

3. **ACTION** - With this foundation of understanding the problem and your unique team, we create your customized A+ Teams Action Plan.

4. **ACCOUNTABILITY** - We infuse management coaching sessions to help leaders hold the team accountable, maximize the momentum of the action plan, and lead effectively moving forward.



## TAKE THE NEXT STEP

Visit [www.knightsconsultinggroup.com](http://www.knightsconsultinggroup.com)

to schedule your complimentary consultation today.

200%

68%

#1

The estimated total cost of turnover is 90 - 200% of an employee's annual salary. (Society of Human Resources Management)

68% of employees are disengaged. Engaged employees make more money for the company & provide better customer service. (Gallup, 2015)

2/3 of executives say that "leadership development and succession management" is their #1 "human capital priority. (McKinsey Consulting, 2016)



## CONTACT US

---



### Address

16260 Louis Ave, #1124  
South Holland, IL 60473



### Phone

888.661.7104



### Email

[info@knightsconsultinggroup.com](mailto:info@knightsconsultinggroup.com)



### Website

[www.knightsconsultinggroup.com](http://www.knightsconsultinggroup.com)

