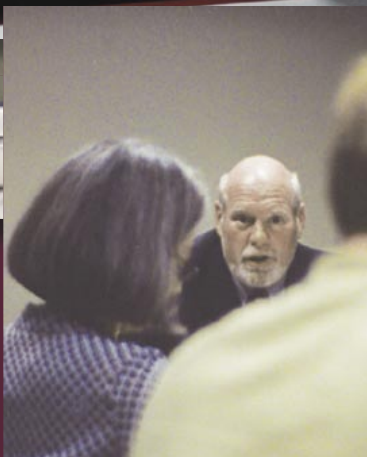
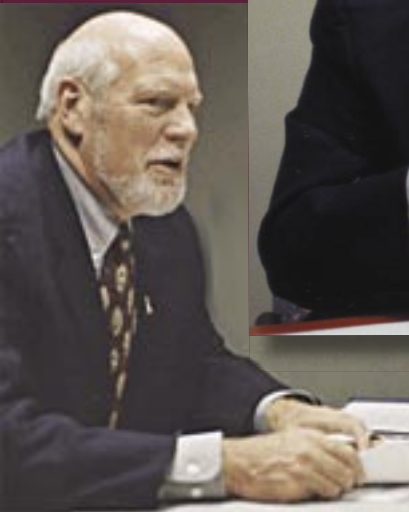


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Let SPENCER show you how.**



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Spencer Solutions

Providing Solutions That Enhance Organizations, Careers, and Personal Success™

“SPENCER Solutions is a breath of fresh air and a beacon of hope. Everyone took away something that improved personal performance and morale.”

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Our Qualifications

Since 1978, regional and national companies and organizations have employed the unique talents and capabilities of the SPENCER Solutions Team to improve their corporate and personal performance.

With 40 years of combined experience in management, instructing, and coaching, the SPENCER Solutions Team has developed a proven approach that yields a high-impact return on your investment.

Donald E. Spencer, Ed.D.

Don Spencer, Owner and Chief Executive Officer, has more than 20 years' experience in business management, operations, managerial development, strategic planning, performance management and productivity.



In addition, his clients enjoy the substantial benefits of his comprehensive background in the financial, insurance and healthcare industries, as well as the academic arena.

A Mott Fellow, former professor and dean, Whitworth College, Spokane, Washington, and former director, training and development, for MARSH, Spencer is a member of the boards of directors for the Rotary Club of Spokane North and the Krista Foundation for Global Citizenship. He has been published in the Seattle University Law Review.

He has lent his expertise as a member of the Executive Committee of the Governor's Advisory Council on HIV/AIDS. Spencer also has served as a member of the board of directors of the Better Business Bureau, is a past member of the board for Leadership Spokane, and is a founding board member of the Inland Northwest Society of Consulting Professionals.

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- proactive
- flexible
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*“Don helps staff members achieve their best--
and recognize what their best really is.”*

— CFO



We'll Take You to the Next Level

The experts at SPENCER Solutions can help you and your key people to focus on performance and improve it.

SPENCER is your solution for potent, high-performance services that produce results:

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- *Team Development*
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Leverage our unparalleled skills and experience to enhance and reinforce your organization's improvement program. Or, use us to help your human resources team create and implement your own employee development program.

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Drawing on our in-depth, interdisciplinary knowledge and skills base, SPENCER creates integrated solutions to performance dilemmas.

For example, our **4R Performance Improvement Tool** is fundamental to driving high-performance teams. Executives use it as a key time management tool, and managers use it when coaching subordinates. Moreover, it serves as a guide for those who handle customer service issues. Every time **4R** is used, the result is a fast and highly effective actionable plan.

This is just one instance in which SPENCER's unique, integrated approach to problem-solving can help you drive your organization forward on the road to greater success.



The SPENCER Process: A Unique and Powerful Resource

Here is the promise of the SPENCER Performance Improvement Process:

It is incredibly powerful. It is easy to use. **And results are immediate.**

There are other, disconnected ideas around, but only the SPENCER Solutions Process offers you a comprehensive and complete set of actionable tools for planning, decision-making, communication, and performance analysis that integrate into a mutually reinforcing tool set.

The Process is easy to learn in training; easy for an organization or group to use; and is easy to communicate to employees and senior staff.

Moreover, the SPENCER Process provides a common, easily understandable language that everyone in the firm will use successfully every day.

And the results are immediate.

Employ the SPENCER Solutions Process—and drive forward to new levels of success!

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“Any organization that wants to reach the next level of accomplishment would be well served by SPENCER Solutions.” — Chief Administrator



“The material was relevant, the delivery engaging, and the overall content inspirational while being practical at the same time.”

— Senior Vice President

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SPENCER's reach is regional — from Spokane to Phoenix.





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