

J. BROOK ROLTER Associate

Brook Rolter is a management consultant with over 20 years of professional experience assisting organizations to design, develop, and implement strategic and operational changes. He utilizes a comprehensive approach combining both management consulting and organization development expertise to incorporate management, employee, and customer perspectives for delivering practical programs to improve organizational performance. Mr. Rolter has guided and facilitated client organizations through the design and implementation of major change programs. He has served as a consultant and coach to clients for developing new organizations, evaluating and analyzing organizational performance, integrating technology solutions with business needs, and integrating performance and management. Brook has been a LEAD Alliance associate since 1997.

KEY SKILL AREAS

- Organizational Performance Management & Measurement
- Organizational Analysis, Assessment, and Development
- Process Management and Improvement
- Business Process Re-engineering and Productivity Improvement
- Managing Organizations through Significant Change
- Strategic Planning
- Team and Management Facilitation
- Project Implementation & Management
- Culture Change
- Employee Empowerment and Teamwork

CONSULTING AND FACILITATION ENGAGEMENTS

- Develop and facilitate the implementation of an integrated management and performance system for a new federal, multi-agency organization.
- Facilitate interagency strategic planning and implementation effort.
- Guide and facilitate federal agencies through the design and implementation of major improvement and change program, including strategy development, performance management and measurement, business process re-engineering, new technology application, restructuring, productivity improvement, activity-based costing, process management, and other enterprise-wide change programs.
- Facilitate executives through strategic planning and implementation efforts including creating a vision, developing strategic goals and objectives with specific actions, and measuring organizational performance.
- Coach and advise consultants and clients on approaches, tools, and techniques for organizational analysis, implementation, and managing change efforts for large organizations.

EDUCATION AND CERTIFICATIONS

- MBA: Strategy, Finance & Real Estate, Anderson School at UCLA, Los Angeles, CA
- BSME: Mechanical/Biomedical Engineering, Cornell University, Ithaca, NY
- Organization Development Certificate, Georgetown University, Washington, DC
- National Examiner, Malcolm Baldrige National Quality Award, NIST

RECENT CLIENT LIST

National Counterterrorism Center
Central Intelligence Agency
National Geospatial-Intelligence Agency
GTE Web Solutions, GTE Billing Centers
Department of the Interior/Inter-agency and
Inter-bureau Projects
U.S. Geological Survey
U.S. Department of Agriculture

American Board of Genetic Counseling
American Society of Medical Genetics
American Society for Human Genetics
HHS/Centers for Medicare & Medicaid
(CMS, formerly HCFA)
National Aeronautics and Space Administration
Phillips Publishing International
GSA – Public Buildings Service

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