

Biz Fixer

We have been nicknamed the “Biz Fixers”
Because We’re Really Good at Solving Problems

★ Leaders will inevitably come across situations without the time, skills, or perceived neutrality to fix them. ★

Workplace Problems Are Messy

If all of us were robots and 100% logical, then workplace problems would be quick and easy to solve. Every human sees the world through logic *and* emotions. The same emotions that make our company a great place to work may also cause many of the problems.

ITCB specializes in solving the messy, chaotic and seemingly impossible problems in organizations. The nickname “Biz Fixer” really describes what we do.

The Secret to Our Success

Getting to the true root cause of problems involves two things: *TRUST & TIME*.

ITCB’s processes were designed to foster *trust* at every step. We do the heavy lifting and put in the time required to locate the problem. Once the root cause is identified, we implement our specialized tools to implement a solution established in team buy-in.

The Secret Sauce is the combination of an experienced trusted advisor, systematic approach and engineered tools.

They guided us through a very complex set of circumstances, including a board with divided opinions and frustrated external constituent groups, to a solution that was ultimately unanimously approved by the board.

I witnessed first-hand Kevin’s gift, when he was called in to work with a disgruntled work group. As the group begrudgingly assembled for the meeting, Kevin described how he would like to do an exercise with them. The grumbling commenced. But, as Kevin continued to speak, he was able to put the group at ease and slowly their guard was softened. Kevin addressed each issue, one by one, probing, yet guiding the group with clarifying questions. Within a few hours, the list was narrowed from several hundred complaints and concerns to a handful of targeted concerns which could easily be managed. The entire group was beaming with the results. They all felt they had been heard, their issues were understood, and a plan was now in place to address them. They left the meeting in cheerful chatter.

“I’ve been gifted the ability to help companies find a path through extremely difficult problems that they have dealt with for years. It may be resources, staff problems, or process issues, or perhaps it’s just the need to grow in products or sales. Sometimes the owner has determined that it’s best to cut back, threatening to shut down a division or a branch and there’s a lot of fear. ITCB thrives in fixing the chaos.”





ITCB Biz Fixer Toolbox

ITCB's tools have been utilized by global organizations, industry leaders to smaller non-profits. No matter the industry, organizations have seen stellar, lasting results.



Employee Engagement Engine (EEE)

The EEE is a powerful tool in building or repairing trust and in generating buy-in.



360° x 360° Alignment Evaluation

Many focus only on a partial horizontal alignment, but ITCB's two-dimensional alignment process reveals the whole picture and presents it visually, making it easy for all to understand, from the C-suite to the boots-on-the-ground personnel.



Elephant Eater Tool

Many leaders and organizations have been tasked with making nearly impossible complex decisions. The amount of information is overwhelming, and no one can wrap their head around all of the data. The Elephant Eater was created to turn a complex situation into many simple decisions, empowering stakeholders to make the best decision possible.



Goals, Strategy, Priorities, Planning, and Process

When tasked with a big project and too little staff and funding, leaders normally choose one of two options: 1. Delay, or 2. Push harder, risking burnout. GSP's systematic approach entails a clear assessment of the situation, which allows teams to get more done in less time *without* burnout.

Kevin played a significant role in restructuring our team to improve business performance. Beyond the realignment of the organization, Kevin brought a considerable amount of business data analysis, guiding the team to better understand where improvement opportunities exist. This analysis is being fully utilized to prioritize business improvement efforts.

In difficult situations, a higher level of buy-in will occur when people are Heard, Understood, and Listened to. It is about the People and the Process.

- Growth Enabler
- Chaos Into Order
- Root Cause Specialist
- Resource Rescue