



Transformationⁿpoint P

The Art and Science of Making Transformational Choices.



DEFINE



ALIGN



EXECUTE



LET'S GET STARTED >

Executives, managers and leaders reach out to us to help them initiate and execute effective change in themselves, their teams and their organizations.

Whether the need for change is fueled by personal desire to grow, organizational recognition of actual or impending failure or the acknowledgement of the important role of properly training leaders and designing processes and systems to support them – we're able to guide them through the transformation process.

We work alongside them, using scientifically proven models, one-on-one interactions and collaborative sessions to:

- Reengage and reenergize your workforce, even in tough economic times.
- Build a resilient and agile organization capable of quickly responding to competitive challenges.
- Address projects that are struggling to deliver expected results.
- Turnaround underperforming businesses and/or projects.
- Align executive and management teams so they can focus on the real issues.
- Transition between startup, growth, maturity, and renewal.
- Integrate an acquisition in order to achieve expected value.
- Increase productivity and efficiency.
- Improve quality and customer service.
- Increase individual, team, and/or organizational effectiveness.



Kevin L. King, MBA, Ph.D. (ABD)
Founder & CEO
Transformation Point, Inc.

Kevin is a certified Birkman Method® consultant and management advisor with over twenty-five years of experience... >> [read more](#)

T-Dev Executive Training Courses

T Dev is our suite of courses designed to improve performance and productivity in a wide range of curriculum.



T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)

T Dev

Management Development Courses

(Individuals, Teams, Organizations)

T Dev is our suite of courses designed to improve performance and productivity in a wide range of curriculum.

The courses can be delivered through our staff, or be white-labeled and integrated into your larger training and development programs.

([Continue](#))

Curriculum

T Dev offers courses on the following topics (click on course [links](#) to learn more):

- [Customer Service](#)
- [Transitioning to Supervisor](#)
- [Managing in a Matrix Structure](#)
- [THINK! Leadership](#)
- [Leading Change](#)
- [Teamwork and Collaboration](#)
- [Presentation Skills](#)
- [Facilitation Skills](#)
- [Coaching Skills](#)
- [Leading Virtual Teams](#)
- [Effective Communication](#)
- [Maximizing Personal Accountability](#)

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev – Customer Service

Managing a Customer Service Department

The Challenge

Your company knows that it's less expensive and more profitable to retain a customer than it is to acquire a new customer. But, the customer service department that you're relying on to retain the customers is:

- Operating under ambiguous marketing-driven expectations like, "The customer is always right"
- Not empowered to actually help the customers that they are contacting them
- Using outdated systems for tracking interactions and following-up through resolution
- Ultimately staffed with burnt out employees

The Curriculum

In this course, executives will learn how to:

- Replace marketing lingo with concrete expectations for customer service at the executive level.
- Develop measurable goals for the team and individuals.
- Empower front line agents to truly help customers.
- Teach agents to make appropriate decisions within guidelines.
- Create systems to recognize and prevent agent burnout.
- Design processes to lessen the volume of cases escalated to management.
- Map out system requirements to better equip agents with customer, product and policy information.

Training Options

The T Dev – Customer Service course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs.

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev – Transitioning to Supervisor

Supporting Climbers on the Corporate Ladder

The Challenge

Doing the job and supervising those who do the job require two completely different skill sets. Yet, companies regularly promote individuals to supervisory roles with false hopes that their proficiency at doing the job will translate into effectiveness at supervising the team. Oftentimes, this leads to:

- Team dissention.
- Decreased productivity.
- A failed supervisory experience on the record of newly promoted individual.

The Curriculum

With this course, you can support your newly appointed supervisors as they climb to the next level, giving them the best chance to succeed. They'll learn how to:

- Avoid behaviors that can lead to resentment among team members.
- Effectively assert their authority with a team who recently viewed them as an equal.
- Use their knowledge of the job to support team members and project goals.
- Rely on their experience as a team member to become the supervisor they wished they'd had.
- Block the urge to continue to "do" the work and instead focus on a new set of goals.
- Communicate and interact within the executive/managerial circle.
- Become an ambassador for the team within the company.

Training Options

The T Dev – Transitioning to Supervisor course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs.

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev – Managing in a Matrix Structure

Fostering Collaboration Across the Organization

The Challenge

Executives are tasked with reaching goals and levied with expectations for the performance of their team(s) and projects. A strict focus on these can lead to success, but frequently result in silo-mentality. This can lead to:

- Misaligned goals across the organization.
- Political jockeying for teams and projects instead of companywide objectives.
- Disruptive or discontinued collaboration between teams.
- Ultimately a breakdown in productivity as each team shuts out the others.

The Curriculum

With this course, executives learn how to think outside the silo of their team/department to support company-wide goals as part of a team of managers and executives. They'll learn how to:

- Develop relationships across the organization,
- Identify interdependencies, and effectively negotiate how those dependencies are managed.
- Become organizationally aware of the dynamics impacting other parts of the business
- Understand how the choices in their domain of influence impacts success across the matrix, and how choices in other areas impact their success.
- Collaborate across the matrix on priorities and how resources will be leveraged to achieve those priorities.

Training Options

The T Dev – Managing in a Matrix course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs.

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev – THINK! Leadership

Professional Development

The Challenge

True leaders understand the importance of continually improving their skills, abilities and organizational understanding. On their own, however, they struggle with:

- Identifying where they need improvement.
- Determining the improvements that would be most valuable to the organization and therefore most beneficial to their career.
- Understanding the human dynamic and how their choices affect others, and how the choices of others affect them.

The Curriculum

With this course, leaders become self-aware and gain a better insight into individual personalities and how each person approaches his/her job. They'll learn how to:

- Become self-aware.
- Improve team interactions by understanding the rules and biases that drive each individual's interactions with others
- Receive buy-in and commitment to shared team goals.
- Set expectations for themselves and others on their team.
- Accept individual personalities and understand how each person approaches his/her job.
- Use scientific data that allows you to align expectations with an individual's capacity to succeed.
- Update support systems and processes to support goals

Training Options

The T Dev – THINK! Leadership course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev – Leading Change

Efficiently Guiding Teams Through Change

The Challenge

It's simple human nature to be resistant to change. Executives dread the process of introducing transitions and managing the anxiety that develops as teams and individuals are asked to make changes. They fear:

- Lower productivity as employees spend hours fretting over the changes.
- Dissention from individuals and teams.
- Losing key team members who are resistant to the changes.
- Failure in reaching the intended goals of the changes.

The Curriculum

The T-Dev – Leading Change course will provide executives with the skills they need to efficiently guide their teams through change. They'll learn how to:

- Become aware of the dynamics that make individuals resistant to change.
- Develop approaches for introducing the concepts of change using language and stages that are easily digestible for teams.
- Gain buy-in on the goals of change.
- Offer creative ways for team members to offer feedback and suggestions to reach goals.
- Lessen the disruptive effects of anxiety and stress.
- Help their teams understand how the changes that they are making impact success across the company.
- Provide individuals with a safe environment within which to discuss their concerns and dissatisfaction.
- Update support systems and processes to support transformational objectives.

Training Options

The T Dev – Leading Change course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev – Teamwork and Collaboration

Creating a Highly-Communicative Environment

The Challenge

Collaboration can lead to better results achieved in shorter timeframes and more productive teams. But, collaboration requires an environment that promotes teamwork over individual goals and expectations. Executives who aren't prepared to support collaboration risk:

- Creating silos in which employees focus only on their individual tasks and goals.
- Resentment between team members who don't understand the roles played by their peers.
- Missing opportunities to capitalize on synergies that could be discovered between two or more team members.

The Curriculum

The T-Dev – Teamwork and Collaboration course trains executives to encourage and support teamwork and foster effortless collaboration. They'll learn how to:

- Improve team interactions by helping team members understand the rules and biases that drive each individual's interactions with others.
- Communicate expectations placed on each individual so that the entire team can appreciate the roles of their fellow team members.
- Employ systems and processes that offer uncomplicated support of teamwork and collaboration.
- Create an environment that encourages collaboration and rewards team results.

Training Options

The T Dev – Leading Change course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev - Presentation Skills

Effectively Communicating in the Spotlight

The Challenge

Public speaking consistently tops the list as the number one fear in America. Even the most confident, knowledgeable executive can be frozen by fear when all eyes in the room are on him/her. They fear that they will:

- Say the wrong thing.
- Stumble on their words, say “um” or otherwise degrade the quality of the content with their delivery.
- Not appear as knowledgeable as they are.
- Be asked questions they don’t know the answer to.
- Receive negative feedback or signs of dissatisfaction from the audience.

The Curriculum

The T-Dev – Presentation Skills course offers executives effective strategies for over coming fears and naturally communicating with an audience. They’ll learn how to:

- Prepare and rehearse their presentations.
- Connect with audience and engage them throughout the presentation.
- Present in a variety of situations including sales proposals, executive meetings and as a manager in team meetings.
- Use visual aids to guide the presentation.
- Replace “um” and other go-to words and sounds with acceptable alternatives.

Training Options

The T Dev – Presentation Skills course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev - Facilitation Skills

Advancing Projects, Individuals, Teams and Organizations

The Challenge

Effective executives are aware of their role in advancing progress by facilitating change, resource allocation and awareness of opportunities and threats. However, without proper training, they:

- Aren't equipped with an understanding of how to gain awareness for opportunities and threats.
- Don't have the skill set to facilitate change and push for additional resources.
- Can't make good decisions about which initiatives and needs deserve priority.

The Curriculum

The T-Dev – Facilitation Skills course prepares executives to become an effective facilitator. They'll learn how to:

- Recognize viable opportunities for advancement.
- Identify areas in need of change or additional resources and develop plans to facilitate the changes and additions.
- Recognize interdependencies within their team across the organization.
- Become organizationally aware to discern the priority of each opportunity or threat.
- Understand the matrix within which they operate and distinguish the best routes for gaining awareness and facilitating change.
- Develop relationships across the organization.
- Gain support for their initiatives from others in the organization.

Training Options

The T Dev – Facilitation Skills course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev - Coaching Skills

Guiding Teams and Individuals to Success

The Challenge

From designing “plays” and providing motivation to teaching fundamentals and encouraging growth through practice, executives assume the role of “coach” to their team(s). Without strong coaching teams can experience:

- Leadership confusion and goal misalignment as strong personalities on the team battle to be in control.
- Complacency in doing the job, rather than motivation to work as a team to “win”.
- Awkwardness and a loss of productivity as new members join the team and struggle to determine where they fit.
- Opportunity costs in not recognizing key team players and their abilities to affect project and team success.
- High turnover rates as members transfer to other teams or leave the company to seek more challenging, collaborative work.

The Curriculum

The T-Dev – Coaching Skills course prepares executives to guide new team members, revive struggling teams and help successful team members advance in their careers. They’ll learn how to:

- Effectively communicate strategies, or “plays”, to the team and guide them as they execute the plans.
- Introduce new members to the team and guide them as they are integrated into the culture and workflow.
- Identify breakdowns in execution to help struggling team members perfect their skills, and determine when it’s best to pull a player out of the game.
- Become a trusted mentor that the team admires and wants to please.
- Recognize “A” players, utilize their talents within the team, and assist them in advancing their individual careers.

Training Options

The T Dev – Coaching Skills course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev – Leading Virtual Teams

Bridging the Distance

The Challenge

Outsourcing strategies and live-anywhere, top-talent acquisition initiatives are leading to more and more teams that are geographically dispersed and culturally diverse. Today's manager has the added complexity of:

- Managing individuals they may have never seen in person.
- Understanding cultural differences.
- Facilitating collaborative conditions with team members who may be thousands of miles from one another.
- Developing ways to be available to support team members who can't simply walk into his/her office.
- Measuring productivity and engagement.

The Curriculum

The T-Dev – Managing Virtual Teams course arms executives with the skills they need to manage teams that sit miles apart and live in very different worlds. They'll learn how to:

- Communicate project goals and individual expectations across the team.
- Use technology to stay in touch, provide support and monitor productivity.
- Create an atmosphere of teamwork to foster collaboration regardless of the inability for in-person meetings.
- Set standards for regular contact to keep virtual teams engaged and organizationally aware.
- Better understand the new cultures that are infused into the team and learn the distinctive characteristics that impact the culturally diverse team members' behaviors.

Training Options

The T Dev – Managing Virtual Teams course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev – Effective Communication

Be heard. Be understood. Be successful.

The Challenge

An executive's job relies on his/her ability to clearly communicate goals, expectations, initiatives and other messages to their teams, clients, vendors and fellow executives. Ineffective communicators risk:

- Not receiving support for their initiatives because they weren't able to properly communicate the need and/or opportunity.
- Misspeaking or appearing unqualified to present.
- Insulting others with improper use of communication technology.

The Curriculum

The T-Dev – Effective Communication course offers executives the words and approaches they need to deliver clear, comprehensive messages in presentations, meetings and team and one-on-one interactions. They'll learn how to:

- Collect thoughts, research and analysis before communicating in order to be prepared and feel confident about the topic of conversation.
- Speak clearly using comfortable language and an inviting tone.
- Communicate in written form.
- Get their point across and elicit support to advance their initiatives.
- Participate in meetings, presentations, lunches/dinners, networking situations and other business interactions.
- Avoid common communication mistakes when using modern technology for business communications.

Training Options

The T Dev – Effective Communication course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



T Dev – Maximize Personal Accountability

Keep Moving Forward

The Challenge

Every now and again, an executive will find himself/herself working harder and harder to dig out of a hole, only to fall deeper and deeper into that hole. Without a sense of personal accountability they risk:

- Further dissent as they decide to “work harder” and continue digging.
- Making futile attempt to control the situation.
- Blaming others for the situation.

The Curriculum

The T-Dev – Maximizing Personal Accountability course prepares executives to become personal accountable for these situations and take the necessary measures to lead themselves and their teams through them. They’ll learn how to:

- Accept the situation and decisions and actions that lead to it.
- Recognize the hard work that was expensed to get to this situation.
- Be conscience of the hard work it will take to get out of the situation.
- Not make the mistake of trying to control the situation, but instead understand the situation and determine the best way to move forward.
- Identify and maximize opportunities that may have inadvertently arisen.
- Lead themselves and their teams forward.

Training Options

The T Dev – Maximizing Personal Accountability course can be delivered to your executive team as a Transformation Point program -or- we can customize the materials to incorporate them into your broader training and development programs

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)



About Kevin King



Kevin L. King, MBA, Ph.D. (ABD)
Founder & CEO
of Transformation
Point, Inc.

Kevin is a certified
Birkman Method®
consultant and man-

agement advisor with over twenty-five years of experience improving individual, team, and organizational effectiveness.

He is the author of THINK! Change Your Story, Change Your Life, a book focused on maximizing personal effectiveness.

Kevin has also authored Transformation Point's flagship leadership program, THINK! Leadership®. This unique program is designed to dramatically increase leadership effectiveness and team performance.

Speaking Topics

Kevin speaks about the methodologies and practices that he employs to guide individuals, teams and organizations through effective change.

These include:

- Dynamics: Understanding, appreciating and managing human and process dynamics and their affect on individual, team and organizational success.
- Strategy: Evaluating, reformulating, and deploying business strategies.

- Facilitation: Facilitating individuals, teams, and organizations to breakthroughs.
- Transformation: Defining business transformation plans and change management strategies to maximize employee engagement, team performance and project results.
- Alignment: Aligning performance management systems and human capital to business strategies.
- Infrastructure: Deploying program management infrastructure and methodologies.
- Motivation: Coaching individuals, teams, and organizations to higher levels of performance.

Audience Benefits

Those who attend Kevin's presentations will gain valuable insight into the human dynamic and how individual personalities fuse together as teams in the workplace.

His sessions are appropriate for:

- Teams striving to foster collaboration and benefit from the synergies created through teamwork.
- Leaders (and aspiring leaders) seeking personal growth and the knowledge and skills to implement transformational ideas that can advance their careers.
- Executives struggling to engage and motivate teams behind a set of aligned goals.

Clients and Testimonials

Kevin has extensive experience working with and for "Big 4" consulting firms to deliver strategic engagements and drive transformational change.

He has helped facilitate effective, profitable change across large organizations including:

- GE Healthcare
- GE Capital Solutions
- Ingersoll Rand
- Molson-Coors
- Ernst & Young
- U.S. Army
- U.S. General Services Administration
- U.S. Department of Homeland Security
- U.S. Forest Service
- U.S. Department of Agriculture
- State of Colorado
- Texas A&M
- Cascade Financial Management
- WellDyneRX
- Micromedex
- CyberTrails
- Webroot
- Aljon
- Clinton Aluminum
- The North Highland Company
- Republic Financial Corporation
- Mountain States Employer's Council
- Mi Casa Resource Center

"Kevin, of Transformation Point, is one of the smartest people I have ever met. His value exceeds all expectations. I would recommend him to any organization that needs a talented resource to drive performance improvement. His demeanor along with knowledge enables him to raise the performance level of any team."

– **Scott MacDonald, Account Manager, Cap Gemini Ernst & Young**

Kevin, of Transformation Point, is a fantastic communicator, who can bring reality to situations. A consummate professional who has the ability to transform interpersonal relationships, executives, and organizations. I highly recommend Kevin. Please contact me at anytime to discuss Kevin."

– **Margaret Reich, Chief Operating Officer, Republic Financial Corporation**

Inviting Kevin to Speak

If you'd like to extend an invitation to Kevin to speak at your event, please contact us [here](#)

Contact Info:

1624 Market Street, Suite 202
 State: Denver, CO
 Zip Code: 80202
 Country: USA

Telephone: +1 303 952 5050 Ext 104
 Toll Free: +1 866 988 7444 Ext 104
 Direct +1 303-952-5050 Ext 104
 Mobile +1 303-881-6228
 Fax +1 303-952-5050

Kevin.King@Transformationpoint.com
www.TransformationPoint.com
www.TransformationPoint.com/blog
www.twitter.com/TheHumanDynamic

[Back to top](#)

More About Transformation Point Services

Our suite of **T Services** provides several options for identifying and addressing individual, team and organizational needs for change and implementing effective strategies to meet those needs.

T-SERVICES ARE FOR:



Individuals



Groups/Teams



Corporations/Organizations

[MAIN](#) • [ABOUT KEVIN KING](#) • [CONTACT](#) • [CLICK HERE TO LEARN MORE](#)

