



**PMG Incorporated**

**Partial Client List**

- A-T Mechanical
- APS (Arizona Power)
- Arizona Technology Incubator
- Arizona State University
- Arizona Manufacturing Extension Program
- Arizona Association of Managers
- Arizona Rotorcraft
- Bob Bondurant School of High Performance Driving
- The Boeing Company
- BJC HealthCare
- Castro Valley Dental Care
- Cigno Dental Care
- Challenger Worldwide
- Coding Institute
- Crouch, Farley & Heuring CPA
- Dale Carnegie, Corporation
- Dr. Sanjeev Goel
- Family Dental Associates
- Gateway Region of the United Methodist Church
- Jonathan Jones Consulting
- Lodmell and Lodmell, PC
- Memorial United Methodist Church
- Missouri Conference of the United Methodist Church
- NASA Far West Region Tech Transfer Center
- National Center for American Indian Enterprise Development
- Navajo Nation
- North Star Institute
- O'Brien-Kreitzberg, Inc.
- Palmyra United Methodist Church
- Phoenix Unified School District
- Pinnacle West Capital Corporation
- St. Louis University
- St. Matthew United Methodist Church
- Southern Arizona Endodontics
- State of Arizona
- Tanner & Associates
- Technology Management, Inc.
- Turley Dental Care
- University of Arizona
- United States Army
- United States Department of Justice
- Vestibular Technologies

## PMG-TE TSc Client List & Testimonials

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Comments from participants:

The following are comments that we received on our assessment forms from clients, and which have been included in reports to them. Our composite approval rating is 4.64 on a scale of 0 to 5. The audiences were comprised of all levels of leadership within the organizations. All participants utilized the Team Scorecard©

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- This helped me understand my role and how to approach it better.
- This helped my self-confidence. Thank you.
- Now I realize how much more I need to learn about the company before I can really motivate my team. Can you come back for another class?
- This was a good start. But I think a practicum is needed to implement what we've learned.
- I would recommend this class to anyone who will be supervision/mentoring/coaching a diverse team.
- This helped us learn a great deal about ourselves and how to make the team stronger.
- I feel like I will be able to implement what I've learned here today, but would really like a follow-up class.
- I like it, but I'm not sure that management will really buy into the concepts.
- Who knew there was so much to mentoring? I believe our primary mission is to help these people become technically proficient. The rest is a bonus.
- This course helped me to have a better understanding about my co-workers and why so many of them are dissatisfied and even leave.
- OK
- I think this is going to make my job easier.
- Good stuff. You need to write a book.
- I've been to many classes and used many consultants during my career. This is the best because you provided real solutions that I and my team can begin to implement tomorrow. Thank you.
- The information was well delivered and concise.
- I enjoyed having an opportunity to learn from others in the class as well as the instructors.
- What I like is having structure to move forward with. The Action Plan is very helpful.
- I can't wait to see where we are in 6 months.
- I think everyone should take this class.
- The information is so practical. We will be able to implement the information.
- Thank you! I feel less stressed already.
- We appreciate that you customized the training with our Team Scorecard results. It felt like you knew us so well.
- Very pertinent!
- My supervisor "volunteered" me for this. I really didn't want to come. Now I'm glad I did.
- Very helpful. Will you be offering a follow-on?

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- I found the concepts of Red/Blue Behaviors and types of effort especially useful. I also liked how you illustrated them. I'll use that with my staff.
- Some concepts were not new to me. It was good to hear them again, though. Also, you presented some interesting new ideas.
- Good idea to have us work on an plan to take back to work. I'm more likely to DO something with this information.
- I think that I will be better at motivating my group because I feel more motivated myself.
- I never gave alignment any thought. That may be something that is really missing in the company.
- You didn't put me to sleep. That's saying something.
- This makes me feel more able to deal with a variety of situations. People have always told me I need to get tougher, but you have shown how to get others to do what I want them to do without changing who I am.
- I am already doing many of these things. Didn't know I was such a good leader.
- Thank you for reminding me that I need to be more consistent. Especially when it comes to communication.
- I like "Facilitated Learning". It was great.
- What I liked best is that now I realize how much info is not flowing down from the top to my level. At least I know what to ask for now.
- This was good. Thank you.
- I never thought of myself as a leader until now. Thank you.
- The discussion was great!! I learned a great deal. It's nice to hear what others are doing and what is or isn't working.
- I liked the "Measure for Success". Never realized that could make such an impact.
- Good. I don't think any changes are needed.
- I like that you recognize that we have a lot of experience and intelligence. You never talked down to us as many instructors do. Rather you let us express our ideas and learn from each other.
- Thank you for helping me to develop a solution to a problem.
- This just might make my job fun again. Thanks!
- Good class. Thank you.
- Liked the ideas on how to implement.
- I would definitely recommend to others
- One thing I will take away is how to help others know it's ok to make mistakes. How to create a safe environment for continuous improvement.
- I would tell others about how you make leading others make sense. I like the tools and the concepts.
- I think most people think that red behavior is normal/acceptable. I don't like it and I appreciate having a way to show the outcome and ways to avoid the red.
- I think this will help me with my family as well as my co-workers.
- Where have you been all my life?? This was really great.
- Lots of information in a short period of time. Never boring.
- Thank you for creating a safe environment to discuss ideas/issues.
- Well organized. High energy.
- I liked your ability to go with the flow and still accomplish all of the objectives.
- The hands on interactive approach to the session was good.

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- I had fun and came up with a course of action.
- I learned a lot from you. I'm grateful for the training.
- I feel much more comfortable about expressing myself.
- This was a great open, informal, helpful way to learn and look at ourselves.
- You are great coaches. I like the Scorecard as a foundation for the training because everyone sees how to make changes.
- I will tell others about this.

*"After working with numerous practice consultants, I can honestly say that working with Pinnacle Management Group has been the most positive influence on my operation to date. They provide me with tools that allow me to OBJECTIVELY manage all aspects of my practice and it has been directly related to developing the most positive team culture that I have experienced since starting my career. The process has made my team more engaged in our entire operation. I would most enthusiastically endorse and recommend the services of Pinnacle Management Group."*

*Dr. James Turley, Billings, Montana*

*"This has been the best consulting experience I have ever had. The Team Scorecard and your training gave us real solutions that we could implement now not just theory. Thank you."*

*Dr. Gregg Benanti, Family Dental Associates*

*"You are great! Thank you for assisting us to define our opportunity for enhancement and then to help us achieve our goals. This process has made life easier for all of us, and we are much more productive now."*

*Linda Lang, AZ Association of Managers*

*"This (the Team Scorecard) is exactly what we have been looking for."*

*Dale Carnegie Corp.*

*"The Team Scorecard allows the team to objectively measure the activities in order to make real enhancements. This makes our training dollars much more effective. This is particularly great for those who need more concrete data to understand the human aspects of productivity."*

*Dr. Allen Atkins, Vice President The Boeing Company*

*"You know how I feel about you and your process. What I don't understand is why everyone doesn't use you. I guess I'm glad, though, that our competitors don't."*

*Dr. Joe Whitehouse, Founder, World Congress of Minimally Invasive Dentistry*

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*Great class! I want more.*

*Bob Bondurant, Bondurant School of High Performance Driving*

*“Thank you for making our team more effective and productive. I’m not usually a big fan of “soft skills” but I must admit that the Team Scorecard and your training have made a big impact on my company.”*

*John Melk, A-T Mechanical*

*“Pinnacle Management Group has developed a wonderful tool – the Team Scorecard – that measures various aspects of behavior within an organization. This instrument provides insights into what is impacting performance, and effectively shows cause and effect with a correlation between the prominent communication preferences. This is much more effective than a “climate survey” because it truly allows the participants to understand their impact on the organization, and provides a path to improvement. Additionally, the Team Scorecard is an ideal tool to utilize in conjunction with training because it assists in lowering resistance, and makes application more meaningful to students.”*

*Dr. Deborah Banks, University of Arizona*

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