

## ABOUT ACCOUNTABLE FOR CHANGE

Accountable for Change helps business leaders diagnose issues, define priorities, determine the step changes that need to occur, and deliver results that lead to companies that demonstrate sustainable success.

Built on [Sue Groszkiewicz's](#) decades of experience in professional services senior level management, her no-nonsense approach goes far beyond coaching. Sue's proven methodology helps clients identify where they (and their businesses) are now, where they want to go, and how they can make changes to get there. Then she is there to help facilitate the process, serving as a sounding board as you prioritize the steps to take, an accountability partner to ensure you keep moving forward, and an advisor to help you adjust if roadblocks arise.

In addition to her wisdom and experience, she leads whiteboarding sessions and shares a myriad of exercises and worksheets to help you along the way. She turns change management from something amorphous and vague into defined, actionable steps, always moving forward toward the goal you defined. By taking a customized, structured approach to change, it is easier to make difficult decisions and have uncomfortable conversations because it is just one step of the larger process. And with Sue in your corner, you have someone holding you accountable and encouraging you the whole way toward success.

## WHY WORK WITH SUE

I am known as a loyal dissenter and a strategic problem solver. My clients appreciate the level of knowledge and wisdom I bring to my work, as well as the outcomes we can achieve together. My background includes service industries, professional services, and non-profits, and I understand the challenges business owners and decision-makers face because I have faced them myself.

## WHAT SUE DOES

I am an experienced facilitator helping business leaders identify and make the changes necessary to create successful businesses. I serve as a sounding board as you prioritize the steps to take, an accountability partner to ensure you keep moving forward, and an advisor to help you adjust if roadblocks arise.

## WHO IS SUE'S IDEAL CLIENT

I work one-on-one with business owners and senior management for small to mid-size companies who want to see their businesses succeed. The clients who get the most from working with me are those that have a positive mindset, are willing to be completely honest, believe in lifelong learning, are willing to set challenging goals and want to make their company – and team – the best they can be.

## TYPICAL CLIENT ENGAGEMENT

Being naturally curious, most initial meetings start out with a lot of questions so I can understand what issues are top of mind, what they want to achieve and in what time frame. I will ask about their vision, team and why they enjoy their role in the business. My nature is to find common ground and to determine how I can help them achieve their desired outcomes. If there is mutual interest, I would discuss how my facilitation process works and demonstrate our extensive platform of business tools and resources that we will use hand-in-hand with our regular sessions. Most engagements start out with a 90-day commitment and can go as long as six to 12 months depending on the number and depth of goals.

## SUCCESSFUL ENGAGEMENTS

1. I worked with the CEO of an Atlanta CPA firm to put together a strategic plan focused on a 3-year growth plan. To ensure the growth plan was achievable, we developed one-year goals and 90-day action plans. I also worked with the staff to help resolve key issues. The firm has achieved 20% growth annually.
2. I led a waste audit of a Top 25 Atlanta CPA firm to improve its audit department. The goal was to increase profitability by identifying and removing inefficiencies. I facilitated an audit team workshop and then helped project teams to develop solutions. The firm streamlined its processes, identified capacity issues requiring further analysis and worked out action plans to deal with scope creep. The estimated value of removing the waste was \$2 million.
3. I worked with a motion picture rental equipment company to improve its recruiting and interviewing process. This included mapping the existing process, meeting with staff to identify gaps and needed improvements and creating an easy to implement process for candidate selection. Key C-Suite candidates were identified and hired, and the ROI included time savings and key employee retention.
4. I built an internal leadership academy for a project management company to develop the next generation of leaders. The 3-year program led to team members advancing, including one to director level. I now continue to coach academy members monthly.
5. I worked with the Director of Operations and Quality Assurance Manager of a professional services firm to develop a Project Leadership initiative. The purpose of this initiative was to shift the culture from solely focused on project management to add the project leadership differentiation. This shift was from management (doing things right) to leadership (doing the right things). The outcome of this initiative was more value to clients by better understanding their needs, addition of a higher leadership level for project directors to lead vs manage the day-to-day activities, and improved attraction and retention of professional staff.
6. I worked with the Controller of a professional services firm to determine the steps necessary to upgrade its practice management system which included financial accounting. The Controller was overwhelmed with the details to make the upgrade a success. After 3 years, in 1 month by working with the Controller, I led the project to success. This initiative required more focus on the human behavior issues and the ability to develop a detailed plan and hold the Controller accountable.