



KLR Consulting

Inspiring Success in Your Leaders and Teams

Columbia University Medical Center | Testimonial

Jeannine M. Jennette MPA, Ed.D
Executive Director, Department of Public Safety

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As a Security professional, I have responsibilities on two different campuses and departments at Columbia University. Because of this, I have had the unique experience of participating in two recent workplace retreats with Kristi Royse and KLR Consulting.

I first met Kristi at a two-day retreat with the Facilities Department at Columbia University Medical Center.

Right from the beginning of our leadership retreat, I felt that Kristi was very knowledgeable and understood what our group needed to succeed.

This retreat focused on creating and defining a mission statement for our team and defining our leadership roles in implementing our vision.

Among other things, Kristi:

- Ensured that each member of our team participated in the activities
- Encouraged us to honestly assess our group's strengths and weakness
- Helped us to collaborate on strategies for improvement

At the end of the two days, I really felt that we had a clear direction and that each of us really felt like stakeholders in our future.

A few weeks after that retreat, Kristi again facilitated a two-day session, this time for our Public Safety Department at Columbia University.

As I had just recently participated in two days of workshops and intense self-analysis with Kristi, I did not expect to gain anything from the same facilitator.



Wow, was I surprised! Kristi and KLR Consulting had created a completely different program for this group.

The focus of this two-day session was adapting to change and reassessing the needs of our department. Kristi really created an environment that let us honestly evaluate our department and helped us to focus on what we could do as leaders to perform at the highest levels.

We discussed reorganization and streamlining our department so we can provide the best service for our students, faculty, and staff.

Most importantly, Kristi tasked us with setting realistic, obtainable goals with a targeted date for completion.

This was important for our group as we are a very reactive department so fixed targets are a strategy we really required.

The unexpected result of the two different sessions was the amount of follow-up and personal concern that Kristi has shown for both groups.

We have used her as a resource on personnel moves and strategies for hiring new personnel.

This support has been invaluable and I believe this is the reason both groups are following through on the goals we set at our respective retreats.

I personally feel the effects of Kristi's work every day and believe we are better for having had her work with us.

I have never written a recommendation for any company before this one, but Kristi has me doing many things I never did before.

I would highly recommend Kristi and KLR Consulting.

Jeannine M. Jennette MPA, Ed.D

Executive Director
Department of Public Safety
Columbia University

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