



P4S Training & Development Solutions

Keynote, Training & Special Speaker Services

**Wisdom and Inspiration for the Journey: Practical and
Inspirational Conference, Presentation and Training Themes**



talent & leadership | strategy & competition | operations & execution

Capability: Training & Development

Service Offering: Keynote & Special Speaker Services

Practical and Inspirational Conference, Presentation and Training Themes

High-Performance People Series

▶ **Assessing and Increasing the Value of Non-Monetary Rewards in Your Workforce**

Alternate Title: Because Your Employees are Multi-Dimensional, Your Culture Better Deliver More Than Health and Wealth Rewards

▶ **Assessing and Reducing the Cost of Employee Turnover**

Alternate Title: Eliminate Staffing Company Fee -\$10K. Eliminate Cost of Vacancy -\$50K. Eliminate Cost of Turnover, Priceless.

▶ **Competencies > Capabilities > Performance Factors = Success (But Only if Aligned to Objectives)**

Alternate Title: When Your Job Descriptions Don't Align With the Performance Required to Achieve Strategic Goals, You Get Good at Performance Feedback, Progressive Discipline and Preparing for Unemployment Claims Hearings

▶ **How to Attract More Than Just Candidates and Leverage Your Recruiting Function to Feed the Enterprise**

Alternate Title: All You Get From Your Recruiting Operation are Candidates and New Hires? Better Figure Out How to Get More or Be Prepared to Get Disrupted.
Format: Consulting Workshop

▶ **Positioning Your Total Rewards Program for Competitive Advantage**

Alternate Title: Assess Your Benefits Strategy and the Real Value of Your Total Rewards...Then Discover How to Sell the Sizzle to Candidates and Employees

▶ **The Changing Environment of Talent Management**

Alternate Title: You Have a Real Talent Management Strategy When You are Leveraging: Third-Party Vendors, Outsourcing Companies, Managed Service Providers, Full-Time and Part-Time Employees, 1099 Full-Time and Part-Time Contractors, Freelancers, Interns, etc.

▶ **The Critical Few: Identifying Your Key Strategic Imperatives**

Alternate Title: Take A Few Minutes Today to Ask Your Leaders and Co-workers What Are the Top 3 Goals for Your Organization and See How Well the Answers Match. Enough Said.

Effective Leadership Series

▶ **How to Rebuild Your Corporate Culture or Create the Culture You Wanted in the First Place**

Alternate Title: Your Employees Are Saying Your Company Culture Sucks. Now What?

▶ **How to Identify Your Key Stakeholders' Strategic Imperatives**

Alternate Title: Gain Consensus When Everyone Wants Something Different!

▶ **Organizational Alignment: Cascading Goals and Objectives**

Alternate Title: Achieve Massive Momentum by Aligning Everyone in the Same Direction! (Google: [Dory Nemo Swim Down](#))

▶ **The Missing Link in Lean Six Sigma Implementations: Servant Leadership**

Alternate Title: Process Improvement was Supposed to Start with Leader Improvement. Oops. How to Hit the Restart Button.

▶ **How to to Be the Spouse of an Entrepreneur (...and Live to Tell About It!)**

Alternate Title: How to to Be the Spouse of an Entrepreneur (...and Stay Together!)

“Mark’s passion for motivating and growing people is supported by his extensive industry experience and conveyed through his incredible personal presence. His insight is an asset to any company event or presentation.”

~ C Le, Dallas, Texas USA

Personal Success Series

▶ **Personal Innovation Workshop: Your Tool for Staying Relevant in a Changing Economy**

Alternate Title: The Automotive Industry Releases a New Model Car Every Year. Learn How to Release a New Model You Every Year!

▶ **The Huge Difference Between Thinking Like an Employee and Thinking Like an Owner**

Alternate Title: Discover How Acting Like an Owner Can be More Valuable to Your Career than Your Paycheck

▶ **How to Choose a Career Path (Intentionally and NOT by Accident)**

Alternate Title: How to Align Your Career with What You Love, Do Well and Are Passionate About!

▶ **Principle-Centered Decision-Making: Doing Right When Things are Going Wrong**

Alternate Title: How to Keep Going When You Can't Seem to Make Even Lemonade

▶ **How to Assess the Pace and Progress of Your Personal Success Journey**

Don't Climb the Wrong Mountain – Eliminating The Risk of Being Successful at the Wrong Thing



Operational Excellence Series

▶ **Continuous Improvement Strategies for Teams 101**

Description: This hands-on industry-specific workshop for operational team members delivers ten times its value in the form of an immediate action plan for identifying and ranking high pay-off improvement ideas which impact all operational attributes including cost, quality, speed and compliance. Part of the most popular Operational Excellence program package.

▶ **Inspiring Continuous Improvement Ideas for Supervisors 201**

Description: Essential training for direct supervisors (delivered as a compliment to “Continuous Improvement Strategies for Teams 101”) to learn how to properly respond to improvement suggestions and ideas from operational team members. Part of the most popular Operational Excellence program package.

▶ **Outsourcing 101: Where, Why and How to Start**

Alternate Title: Don't Feel Pressured to Outsource Non-Core Business Functions. “It is not necessary to change. Survival is not mandatory.” (*W. Edwards Deming*)

▶ **Quantifying Your Mission and Purpose for Churches, Non-profit Organizations and NGOs**

Alternate Title: Impact More Lives and Take Your Organization to Another Level with the Application of Key Business Principles

▶ **S.M.A.R.T. Goal Setting 102**

Alternate Title: Moving Beyond S.M.A.R.T. Goals: When Your Bottom's Up Operational Goals Don't Align With Your Top Down Strategic Goals, You Can Always Create a Reality Show from the Drama

“Mark’s enthusiasm for sharing his knowledge is inspiring; he’s a master storyteller, which makes any training an entertaining experience.”

~ Vikki P., Minneapolis, MN USA

Capability: Training & Development

Service Offering: Keynote & Special Speaker Services

Speaking Credentials and Experience

Sample List of Prior Conference, Training and Speaking Engagements

- ❑ Irving Technology Council 2017 Innovation Series. Technology that Will Impact Your Business by 2027 – Disruption in Talent Acquisition, Galvan, Mark A., Irving, TX
- ❑ Premiere and Corporate Sponsor Presentations and Invocation. DFW Strategic HR Excellence Awards, Strategic HR Excellence Awards. Galvan, Mark A., Dallas, TX
- ❑ Corporate Sponsor Presentation. 2016 CFO of the Year Awards, Dallas Business Journal. Galvan, Mark A., Dallas, TX
- ❑ Corporate Sponsor Presentation. 2015 CFO of the Year Awards, Dallas Business Journal. Galvan, Mark A., Dallas, TX
- ❑ Corporate Sponsor and Awardee Recognition Comments. Best Places to Work Awards, Dallas Business Journal. Galvan, Mark A., Dallas, TX
- ❑ “The Impact of Alignment: Aligning Performance Objectives with Strategic Imperatives and Corporate Goals” (Workshop).” DFW Strategic HR Excellence Awards, Pursuit of Excellence. Galvan, Mark A., Irving, TX
- ❑ Premiere Sponsor Presentation. DFW Strategic HR Excellence Awards, Strategic HR Excellence Awards. Galvan, Mark A., Irving, TX
- ❑ Corporate Presentation: Minority Business Development Initiatives. Aon Hewitt Regional Meeting, Pursuit of Excellence. Galvan, Mark A., Dallas, TX
- ❑ “Outsourcing Principles in Practice.” Texas Regional Quarterly Client Appreciation Luncheon, Southland Data Processing (SDP). Galvan, Mark A., Dallas, TX
- ❑ “Identifying Stakeholders’ Strategic Imperatives.” City of Houston Strategic Planning Sessions, Pursuit of Excellence. Galvan, Mark A., Houston, TX
- ❑ “Outsourcing Fundamentals.” Regular Chapter Meeting, Vistage International. Galvan, Mark A., Irving, TX
- ❑ Corporate Sponsor Comments. WBENC National Convention, Women’s Business Enterprise National Council. Galvan, Mark A., Philadelphia, PA
- ❑ Premiere Sponsor Presentation. DFW Strategic HR Excellence Awards, Strategic HR Excellence Awards. Galvan, Mark A., Dallas, TX
- ❑ Corporate Awardee Recipient Comments. TAMACC Women of Distinction Awards, Texas Association of Mexican American Chambers of Commerce. Galvan, Mark A., Austin, TX
- ❑ Corporate Sponsor Comments. Latina Leaders of the USHCC Reception, Latina Style Magazine and United States Hispanic Chamber of Commerce. Galvan, Mark A., Chicago, IL
- ❑ “Sexual Harassment Prevention & Effective Communication.” CEO Coaching Workshop, Pursuit of Excellence. Galvan, Mark A., Plano, TX
- ❑ “Workplace Ethics.” Interfaith Interest Meeting, Accenture US Interfaith Interest Group. Galvan, Mark A., San Antonio, TX
- ❑ “OpEx Lean Six Sigma Fundamentals: Theory of Constraints (TOC): Maximizing Flow Through Constraints.” Operations Management Training, Accenture HR Services, Federal Operations. Galvan, Mark A., Reston, VA

- ❑ “Operational Excellence: Productivity and Utilization Management.” Operations Management Webinar, Accenture HR BPO Global Operations. Galvan, Mark A., San Antonio, TX
- ❑ “The Journey of Services Industrialization.” Global Leadership Workshop, Accenture HR Services, Global Business Unit. Galvan, Mark A., Reston, VA
- ❑ “Operational Excellence: First Time Quality (FTQ) in Delivery.” Global Leadership Webinar, Accenture HR Services, Global Business Unit. Galvan, Mark A., Webinar
- ❑ “Operational Excellence: 5S for the Workplace.” Operational Excellence Workshop, Accenture HR Services, Federal Operations. Galvan, Mark A., Reston, VA
- ❑ “Managing and Controlling Quality on the Service Factory Floor: Implementation Principles & Practices.” Operational Excellence Workshop, Accenture HR BPO North America. Galvan, Mark A., Minneapolis, MN
- ❑ “Operational Excellence in Lean Service Delivery Applying the Theory of Constraints.” Accenture Learning Workshop, Accenture HR BPO Global Operations. Galvan, Mark A., San Antonio, TX
- ❑ “Continuous Improvement in the Factory: Waste Elimination Through Gemba Kaizen.” Operational Excellence Workshop, Accenture HR Services, Federal Operations. Galvan, Mark A., Reston, VA
- ❑ “Protecting Confidential Client Information: HR BPO Risk Elimination.” Operations Management Webinar, Accenture HR BPO Global Operations. Galvan, Mark A., San Antonio, TX
- ❑ “OpEx Lean Six Sigma Fundamentals: Managing and Controlling Waste on the Service Factory Floor.” Operations Management Training, Accenture HR BPO North America. Galvan, Mark A., San Antonio, TX
- ❑ “Confidential Client Information – Eliminating Risk.” Operations Management Training, Accenture HR Services, Federal Operations. Galvan, Mark A., San Antonio, TX
- ❑ “OpEx Lean Six Sigma Fundamentals: Managing and Controlling Quality on the Service Factory Floor, Modules 1 – 4.” Accenture Learning Workshop, Accenture HR BPO Global Operations. Galvan, Mark A., Reston, VA
- ❑ “Service Delivery Management Excellence.” HR and Learning BPO Services Film Production, Accenture HR BPO Global Operations. Galvan, Mark A., Reston, VA
- ❑ “The Goal: Applying the Theory of Constraints.” Operational Excellence Workshop, Accenture HR Services, Federal Operations. Galvan, Mark A., Reston, VA
- ❑ “From Good to Great’ – Applying the Principles of Good to Great.” Management Development Program Training, Accenture HR Services, Federal Operations. Galvan, Mark A., Reston, VA
- ❑ “Hoshin Kanri Cascading Goals and Objectives.” Operations Leadership Workshop, Accenture HR Services, Federal Operations. Galvan, Mark A., Reston, VA

In addition to the events listed above...

Mark has presented as a subject matter expert, workshop leader, facilitator or keynote speaker to,

- Employee groups in more than 200 internal meetings and trainings
- Philanthropic leaders in more than 100 non-profit organizations
- Students in more than 150 schools, churches and youth programs
- Audiences in more than 40 radio and television show appearances
- Applicants and candidates in scores of group career presentations
- And professional customers in an innumerable number of client-facing educational presentations



Mark A. Galvan

Managing Partner, Chief Innovator
 P4S Consulting LLC
 2010 – Present

EXECUTIVE STRENGTHS

Strategy | Innovation & Solution Design | Process Reengineering | Outsourcing | Off-shoring | Performance Management | Lean Six Sigma | Service Delivery Model | Management Consulting | Operational Maturity & Scalability | Change Management | Talent Acquisition, Recruiting & Staffing | Training & Speaking | Writing & Communication

Mark offers 20+ years of experience in professional services outsourcing and operational excellence. Mark was formerly Accenture's North American Outsourcing Lead, supervising a team of over 250 HR, payroll and benefits professionals. Mark has broad experience in leadership and the strategic design of roles to improve service delivery consistency capability which improves the value proposition to clients.

CAPABILITIES

Executive Functions

- ✓ Level 5 Leadership & Executive Communication
- ✓ Vision, Mission, Purpose Clarification & Alignment

Strategy & Planning

- ✓ Competitive Strategy & "Blue Ocean" Strategy
- ✓ Value Chain Differentiation & Value Pro Positioning
- ✓ Org Alignment, Policy Deployment (hoshin kanri)

Operations Management

- ✓ Operational Excellence & Process Re-engineering
- ✓ "Learning to See" & Waste Elimination Training
- ✓ In-sourcing & Out-sourcing Strategy

Business Development

- ✓ Competitive Intelligence
- ✓ Industry/Market Analysis

Talent Management

- ✓ Talent Acquisition Strategy, Staffing & Recruiting
- ✓ Recruiting Process Excellence & Outsourcing

Information Management

- ✓ Data Privacy Breach Risk Mitigation

EXPERIENCE

- ☐ ProForce, Managing Partner
- ☐ Argus Talent, President
- ☐ P4S Consulting, Partner / Chief Innovator
- ☐ Pursuit of Excellence, President / CSO
- ☐ Accenture , Sr. Manager

PUBLICATIONS & PATENTS

- ☐ Publication: The Impact of Alignment, Aligning Performance Objectives with Strategic Imperatives, Corporate Goals
- ☐ Publication: Confidential Client Information - Eliminating Risk
- ☐ Patent: Productivity and Utilization Tracking Tool, USPTO ID 8244565
- ☐ Publication: The Journey of HRO (Human Resources Outsourcing) Profitability
- ☐ Publication: Waste Elimination Through Kaizen: Improvement from the Gemba
- ☐ Curriculum: Managing and Controlling Quality on the Service Factory Floor

A FEW CLIENTS

- ☐ Accenture
- ☐ Deloitte
- ☐ Aon
- ☐ Best Buy
- ☐ USAA
- ☐ TSA
- ☐ HPWP Group
- ☐ Southland Data
- ☐ MV Transportation, Inc.
- ☐ SP+ (Standard Parking Corporation)

EDUCATION

- ☐ Strategic HR Consulting Certification
- ☐ Lean Six Sigma Master Black Belt
- ☐ DEA Workplace Violence Training
- ☐ HR in the Federal Workplace
- ☐ B.A., Criminal Justice Studies
- ☐ 100's of books and CE hours

Keynote and Special Session Presentation Formats

Keynote Presentations, Group Training Programs and Facilitated Workshops are the most popular formats; however, organizations have different needs at different times; so, presentation formats are routinely customized for special events such as,

- Leadership retreats
- New employee orientation
- Sales leader end-of-year rewards retreats
- Fiscal year strategy and planning workshops
- Strategic planning workshops and meetings
- Educational webinars
- Monthly team training sessions

Mark Galvan has been speaking and inspiring audiences in a wide variety of formats since 1993 as a trainer, guest presenter and subject matter expert. Today, after more than 20 years of consulting clients in a staggering array of industries and sectors, he has no shortage of humorous and memorable stories to illustrate the concepts he presents in workshops and keynote presentations.



How to Cite References to Content from Our Workshops and Presentations

The most basic citation for content presented in a presentation consists of the speaker name, presentation title, presentation type, sponsor, event, city, and date conducted. For example,

Last Name, First Name. "Presentation title."
Presentation Type, Event from Sponsor, City, Date of
Presentation.

An actual citation,

Galvan, Mark A. "Outsourcing Principles in Practice."
Texas Regional Quarterly Client Appreciation
Luncheon, Southland Data Processing (SDP), Dallas,
TX, November 7, 2014.

For program pricing and availability

Please email us at

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Comments from Participants

“Mark’s trainings are more like revival events. Participants leave equipped with a deeply personal understanding of the topic, an urgent passion to pursue the cause and the frameworks to mature and grow.

It’s a game changer.”

~ J. Kays, Dallas, Texas USA

“The messaging was well put together. Mark’s presentation and delivery was well received and respected amongst all the delivery leads...Mark had an excellent way to effectively communicate a very complex process to folks on the leadership team...”

~ M. Malhotra, Reston, Virginia USA

“Mark’s enthusiasm for sharing his knowledge is inspiring; he’s a master storyteller, which makes any training an entertaining experience.”

~ Vikki P., Minneapolis, Minnesota USA

“Mark’s insightful, passionate and inspiring way of delivering information that otherwise could be very difficult to comprehend ensures a complete understanding by everyone. His presentations are always logically delivered and coupled with anecdotes and examples which hold everyone’s attention throughout the entire presentation.

When he’s finished, all you want is more.”

~ Chuck B., Prescott, Arizona USA

Knowledgeable. Inspiring. Motivating. I highly recommend!

~ C. Reedy, Richfield, Minnesota USA

“Mark’s passion for motivating and growing people is supported by his extensive industry experience and conveyed through his incredible personal presence. His insight is an asset to any company event or presentation.”

~ C. Le, Dallas, Texas USA