

TOTAL EXCELLENCE

MANAGEMENT CORP.

GUIDING PEOPLE TO EXCELLENCE
ORGANIZATIONALLY, PROFESSIONALLY & PERSONALLY

Total Excellence Management Corporation is dedicated to helping people develop Organizational, Professional, and Personal Excellence, enabling richer life and ultimate success.



The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor.

Vincent T. Lombardi

To achieve this mission, TEM provides development programs proven to help individuals and organizations cultivate and continuously enhance the five key attributes of excellence: Accountability, Teamwork, Commitment, Communication and Discipline.

TEM realizes that excellence is not a destination but rather a journey and takes great pleasure in working with people who choose to travel this path.



Excellence is rooted in continuous improvement. It is never an accident; it is always the result of purposeful effort. While few travel its disciplined path, those who do enjoy an uncommon view.

Sam Allred

Organizational Excellence

TEM helps guide organizations to excellence through a proven program entitled, **Blueprint for Excellence**. TEM has partnered with Upstream Academy to develop and deliver the **Blueprint for Excellence** within the United States. Since April of 2000, this program has been generating significant results for organizations through its Blueprint Improvement Process and its enhancement of the five key attributes essential to organizational success. The **Blueprint** program, designed to be flexible in its implementation, is able to fit an organization rather than forcing the organization to fit it. The program enables a smooth evolution of improvement for the organization and can be provided in a variety of formats. TEM can work with you to determine which format will deliver the most value and effectiveness for your organization.

Additionally, TEM provides a number of programs that compliment the **Blueprint for Excellence**. As mentioned, communication is a key attribute to success and ironically is an area in need of significant improvement for most organizations. As a result, TEM provides a comprehensive Interpersonal Technology program ("the new IT"), designed to help organizations understand their communication style and cultural state, and ultimately enhance the communication effectiveness of every team member within the organization.

Professional Excellence

Dr. James Gwaltney, a co-founder of TEM, has spent over 35 years researching human behavior and developing a body of knowledge that has come to be known as "Interpersonal Technology" or "the new IT". Through his research, Dr. Gwaltney has validated four sets of skills, which in combination can determine every

individual's communication style. Key to this determination is a unique Assessment Tool for measuring an individual's Skill Inventory. TEM provides Individual and Group Assessments, as well as several courses designed specifically to help individual professionals discover and understand their communication style. And even more importantly, identify and understand the communication styles of others and how to use this new body of knowledge to improve their communication effectiveness.

TEM also offers courses designed to help professionals achieve success in areas such as Sales, Supervisory Skills, Conflict Resolution and more. It is the knowledge of Interpersonal Technology that underlies each Professional Excellence course, ensuring this new knowledge is actually applied to achieve success.

Personal Excellence

In order to achieve excellence - one's greatest potential - TEM believes one must not only work in an excellent organization and perform at a high level professionally, but they must also achieve personal success. Therefore, TEM provides Personal Excellence programs designed to help individuals achieve life balance, improve spousal, parental, and other significant relationships, resolve conflict, and more. Each of the Personal Excellence programs are based upon the Interpersonal Technology developed by Dr. Gwaltney and have a proven record of significant success.

The Bottom Line

At TEM we recognize that change is never easy. However to achieve excellence, individuals and organizations must constantly work at improvement – continuously strive to make tomorrow better than it was today. And as we all know, repeating practices and expecting different results is not a recipe for success. That's why we have the TEM Value Guarantee:

The TEM Value Guarantee

Your satisfaction with TEM is guaranteed. If you and/or your organization are not completely satisfied with the value you receive from any TEM service, we will, at your option, either refund the fees you have paid us, or accept a portion of those fees that reflects your level of satisfaction.

Let TEM provide a complimentary, non-binding consultation for your organization today.



THE ONLY TRUE MEASURE OF OUR SUCCESS
IS OUR CLIENTS' SUCCESS.