



**Peak Management  
Consulting and  
Training**

# Mission Statement

- ▣ PMCT serves by arming individuals and organizations with the ability, power, and health to insure that those they serve will succeed.
- ▣ Motto: Leading leaders to lead!

# What about Bob?

- ▣ President and CEO
- ▣ U.S. Air Force Officer
- ▣ Human Resources Director
- ▣ Taught Behavioral Sciences at AF Academy, UCCS, Regis University
- ▣ Training Manager, Organization Development Specialist, Production Manager for Hewlett-Packard/Agilent Technology
- ▣ BA and MS in Experimental Psychology

# What About Bob (cont'd)



- ▣ Certified in Organization Development – DePaul University and University Associates
- ▣ Certified in Myers-Briggs Type Inventory
- ▣ Partners with:
  - FMI for Executive Coaching
  - CSG for Human Resources Training

# Categories

- ▣ Organizational Development
  - Organization and Needs Assessment
  - Individual Coaching
  - Training and Development
- ▣ Team Building
  - Using Myers-Briggs Type Inventory
  - Individual Coaching
  - Outdoor Experiential Training
- ▣ Communication
  - Feedback Skills
  - Listening and Responding

# Categories

- ▣ Conflict Resolution
  - Correcting Others
  - Understanding Interpersonal Relations
  - Strategies
- ▣ Problem Solving
  - Defining the Issues
  - Accountability
- ▣ Decision-Making
  - Defining the Decision to be Made
  - Establishing Criteria and an Action Plan

# Categories

- ▣ Leadership
  - Followership
  - Ethics and Integrity
- ▣ Conducting Meetings
  - Establishing the Purpose
  - Creating an Agenda
- ▣ Facilitation Skill Development
  - Knowing the Purpose
  - Developing the Questions/Process

# Categories

- ▣ Goal Achievement
  - Purpose and Direction
  - Vision
  - Objectives
  - Goals and Action Plan
- ▣ Assessment
  - Purpose
  - Instrument and Process
- ▣ Process Improvement
  - Current Process and Results
  - Changes to the Process



# Categories

- ▣ MBTI and Personal Profile Systems
  - Purpose for the Use of Instruments
  - Analysis of Instrument
  - Feedback and Action Planning for Change
- ▣ Focus Group Facilitation
  - Purpose for the Focus Group
  - Question Development and Group Selection
- ▣ Public Speaking
  - Purpose of the Speech
  - Outline and Support Material

# Categories

- ▣ Personal Coaching
  - Goal for the Coaching
  - Contracting for Change
- ▣ Stress Management
  - What Causes Stress
  - What to do
- ▣ Attitudes
  - What they are
  - How to Develop Constructive Attitudes

# Other Topics

- Adversity
- Experiencing Quality Staff Relationships
- Empowerment
- Key Actions for Leadership
- Group Dynamics
- Managing our Emotional Resources
- Proper Thinking Patterns
- Choices
- Types of Influence

# Types of Services

- ▣ Single Speeches
- ▣ Half-day and Full-day Training
- ▣ Week-long Experiential Training
- ▣ Indoor and Outdoor Training
- ▣ Establishing ROI Processes
- ▣ Individual Coaching
- ▣ Organizational Assessments
- ▣ Assisting with Conflict Resolution

# About PMCT



Peak Management Consulting and Training, headed by Bob Linden, provides the very best in teaching, training, consulting, organizational assessment, and personal coaching. When Bob does any of these activities, participants take notes, grapple with the topic, take action and effect changes. A skilled lecturer and facilitator, Bob knows how to balance participants' needs for information, action and application. He wins the attention of participants, helping them to absorb, retain, recall and use what they have learned.

As an effective trainer and coach with a thorough understanding of human relations and organizational behavior, he empowers individuals and teams to achieve exceptional performance and quality. He can also help organizations design metrics to ascertain a program's return on investment.

Bob has extensive life experience and years of professional training that he brings to bear on all his interactions, whether they are one-hour keynote speeches, week-long training experiences or coaching relationships.

Clients include Hewlett-Packard, Agilent Technologies, Colorado Springs Deaf and Blind School, Summit Ministries and the Navigators.

# About Bob Linden



*Bob Linden is the President of Peak Management Consulting and Training, which he founded in 1984 before retiring from the U.S. Air Force. During his 20 years of service to his country, Bob served as both a Human Resources Officer and Instructor. He taught Leadership, Organization Development and Counseling at the Air Force Academy, and was the editor and a contributing author for two cadet textbooks on these subjects.*

*After leaving the service, he worked for Hewlett-Packard/Agilent Technologies for 18 years, where he was a Training Manager, Organizational Consultant, and Production Manager. He has been an Honorarium Professor at Regis University and the University of Colorado at Colorado Springs, where he has taught Organization Management. He has spoken and taught throughout the United States and in several foreign countries.*

*Bob holds Bachelor and Master degrees in Experimental Psychology and is certified in Organization Development by DePaul University and University Associates. He is also certified to administer the Myers-Briggs Type Indicator.*

*Bob and his wife, Patty, make their home in Colorado Springs, Colorado.*