

**Elizabeth T. Lacroix.** Elizabeth Lacroix assists clients with workforce capacity development as one of the principals of *QWLC – Quality of WorkLife Consultants*. The focus is on comprehensive long-term diagnostics of an organization's culture using workforce surveys. Elizabeth's passion lies with the WorkStyle Preference Inventory - RGB and it's capacity to effect positive changes in critical relationships, personal and professional. These data gathering tools are utilized in combination with the proprietary software package *CapacityWare*™ to make projections about organizational performance and suggest concrete improvement strategies.



Under Elizabeth's leadership and management, *QWLC* administers over 50 online examinations that form one of the final steps in the Certification or Licensure process. She grades examinations, posts results to transcripts and presides over the team practicum as the final step before Certification. As a mentor for RGB qualifications, she helps individuals through the process spending numerous hours each week addressing concerns via e-mail and telephone coaching.

The RGB Style Preference Inventory is her passion. Elizabeth works tirelessly to extend the online materials available to practitioners "anywhere, anytime" to provide accurate and responsive materials, as the coast-to-coast need demands. This includes "scouting" for RGB mementos/gifts and support materials to assure that workshops are an event to remember by everyone who participates.

If the RGB is her passion, all data collection efforts are undertaken with a watchful eye toward perfection. Elizabeth conducts the final edit before an instrument is made available to clients either in paper or Internet form. Before data collection results are finalized and delivered her rigorous standards assure accuracy to the maximum extent required for the decisions the data will support. *QWLC* has processed over 100,000 instruments; each thoroughly examined before final results are delivered.

Elizabeth is the center of the *QWLC* business platform and tends to the complete range of finance requirements as well as insuring the business has all the functionality required to complete client requirements. She oversees the complete range of event production requirements that include research requirements, comprehensive treatment of event materials, purchasing, printing, binding, and delivery. She also provides Internet services and maintains electronic records of all events for the organization and many for the extended network.

The training and coaching required with the *CapacityWare*™ program management software rests with Elizabeth. She designs and conducts regular training for users and *CapacityWare*™ Administrators as well as assists them immediately with "help desk" responsiveness regardless of their location or time of day. She has become an indispensable resource for the technical aspects of user requirements. As new clients are acquired, she conducts software orientation programs at the time of installation.