

Biographical

About *QWLC*

Family Owned and Operated

QWLC is a family owned and operated classical organization development consultancy specializing in cultural capacity measurements and remediation. We have been licensed and operating in Hampton Roads Virginia since 1989. In conjunction with a move in 2002, from Hampton to the current office location in Newport News, the name was converted from ODI to *QWLC* to represent the full range of services offered to potential clients. Joe and Elizabeth Lacroix are the owners.



Joe and Elizabeth Lacroix assist clients with workforce capacity development as the principals of *QWLC* – *Quality of WorkLife Consultants*. They focus on comprehensive long-term diagnostics of an organization's culture using workforce surveys and their own WorkStyle Preference Inventory – **The RGB**. These data gathering tools are utilized in combination with their proprietary software package *CapacityWare*[™] to make projections about organizational performance and suggest concrete improvement strategies.



Joe has devoted a full career to learning about the implications of organization culture on organization performance and profitability. He is a retired Army officer who headed a worldwide organization effectiveness program within his specialty of cultural capacity development. Joe has authored the comprehensive Client Technology Library, a five-volume set of organization development "how to" manuals for the serious practitioner.

Elizabeth has a background in systems management. She specializes in workplace dynamics focusing on **The RGB** and *QWLC*'s Cultural Diagnostic Workups including Multi-source Feedback Assessments.

Expanded biographical data attached.

Education Links

QWLC is proud to assist many local colleges and universities with guest lectures and active internship programs that yield student experience and potential scholarship funding.

Participating organizations include:

Christopher Newport University
George Washington University
Old Dominion University

College of William and Mary
Illinois State University
Troy State University

Author and Judge

QWLC provides community support for on-going projects in association with **INSIDE BUSINESS**, the leading weekly business publication in Hampton Roads.

Annual "Best Places to Work in Hampton Roads" Contest - Judge (fifth year)
Annual Hampton Roads Survey of Best Places to Work - Data Collection
Monthly Articles - Theme: What constitutes a "Best Place to Work" - Author

Human Resource Associations and Community Service

The staff of *QWLC* actively participates in local chapters of associations that advance the principles of optimizing potential through human resource programs. All full-time staff has served on Boards and has been engaged in presentations in one of the following:

American Society for Training and Development - Board Members, and presentations
Society for Human Resource Management - Presentations at various local Chapter and State Conventions

Organization Development Network - Membership and National Conference participants, presenters

Hampton Roads Partnership - Workforce Development Strategic Planning participants

Hampton Diversity College - Faculty and members of the Diversity Council

CapacityWare™ Practitioners International Network - Chairpersons, Board Members, and network sponsors

Numerous "pro bono" Assistance Workshops - Various non-profit organizations including the United Way

Who's Who Distinction

Joseph J. Lacroix has received the distinction of unique recognition in the Marquis "*Who's Who in the South and SouthWest*" publications as the creator of both the *Quality of WorkLife Index* and the organization diagnostic and remediation technology - **Organization Realignment**. The *Quality of WorkLife Index* is unique in that it establishes a universal cross-organization numerical index that permits reliable comparison and remediation strategies to be engaged for the solution of complex organization culture problems. **Organization Realignment** technologies permit the alignment of workforce effort with the vision of governance to better achieve defined outcomes and reduce ineffective programs.

Significant Clients

The *QWLC* niche is comprised of mostly complex, multi-location organizations. This includes a sample of current and past clients:

Federal-oriented organizations	NASA Langley Research Center, Jefferson Labs, General Accounting Office, Executive Offices of United States Attorneys, US Border Patrol, Department of the Navy
Virginia State organizations	Virginia District Court Clerks, Virginia Department of Transportation (sub-contractor), Virginia Department of Education - Virginia Professional Development Programs for School Leaders (catalog), Virginia International Terminals
City and County Governments	Arlington Co., Norfolk, Virginia Beach, Chesapeake, Newport News, Hampton, James City County
Public Education	Virginia Beach, Newport News, Hampton, Henderson County (KY), Texas School Board Association
Healthcare	Sentara Healthcare System, Stonewall Jackson Hospital, H-NN Community Services Board, Richmond CSB, Hospice of the Bluegrass
Tourism and Leisure Activities	Chrysler Museum, Newport Hospitality Group (Hotels), Hampton Bay Days Festival
Other Large Employers	Volvo-Penta, Canon of Virginia, Canon ITS, Unilever BestFoods, CMA CGM North America, Inc., Goldman and Company

Among the characteristics of our specialty niche are 24/7 local community operations.

Technology Innovations

Proprietary Software and Literature, *CapacityWare*TM - *CapacityWare*TM includes a comprehensive linked survey and style preference inventory module. The software helps the user identify what issues/areas need improvement in order to restore "Ideal" capacity to the organization or any workgroup within the organization. *CapacityWare*TM suggests viable methodologies that can be used to achieve an "Ideal" rating, and can track performance on several levels to assure an acceptable return-on-investment.

