

## 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. *QWLC* has been licensed and operating in Hampton Roads Virginia since 1989. Their current offerings include a National *RoadShow* initiative designed to expand the RGB Certified Practitioner network use a *FastTrack* option that combines a short residency completed as part of conference presentations followed by blended e-Learning options.



Elizabeth and Joe 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*<sup>TM</sup> to make projections about organizational performance and suggest concrete improvement strategies.

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. She serves on the Board of Directors of the SEVA Chapter of the American Society for Training and Development.



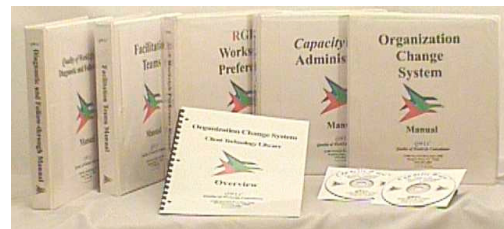
Joe is a retired Army officer who headed a worldwide organization effectiveness program within his specialty of cultural capacity development. Joe has authored the comprehensive Client Technology Library, a five-volume set of organization development "how to" manuals for the certified practitioner.

Expanded biographical data is available online: [www.LTODI.com](http://www.LTODI.com).

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## Technology Innovations

**Proprietary Software and Literature, *CapacityWare*<sup>TM</sup> - *CapacityWare*<sup>TM</sup>** 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*<sup>TM</sup> suggests viable methodologies that can be used to achieve an "Ideal" rating, and can track performance on several levels to assure a return-on-investment.



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## 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 University

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## 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 (sixth year)**  
**Annual Hampton Roads Survey of Best Places to Work - Data Collection**  
**Monthly Articles - Theme: What constitutes a "Best Place to Work" - Author**

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## 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 presenters

**Society for Human Resource Management** - Presentations at various local Chapter and State Conventions

**Organization Development Network** - Membership and National Conference participants, and 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

**Virginia Air and Space Center** – Strategic Planning initiatives

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

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## 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.

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## Significant Clients

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

<b>Federal-oriented Organizations</b>	NASA Langley Research Center, Jefferson Labs, General Accounting Office, Executive Offices of United States Attorneys, US Border Patrol, Department of the Navy
<b>Virginia State organizations</b>	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
<b>City and County Governments</b>	Arlington Co., Norfolk, Virginia Beach, Chesapeake, Newport News, Hampton, James City County, Fairfax County, City of Charlotte, NC
<b>Public Education</b>	Virginia Beach, Newport News, Hampton, Henderson County (KY), Texas School Board Association, Hampton City Public Schools
<b>Healthcare</b>	Sentara Healthcare System, Stonewall Jackson Hospital, H-NN Community Services Board, Richmond CSB, Hospice of the Bluegrass
<b>Tourism and Leisure Activities</b>	Chrysler Museum, Newport Hospitality Group (Hotels), Hampton Bay Days Festival
<b>Other Private Sector Users</b>	Volvo-Penta, Canon of Virginia, Canon ITS, Unilever BestFoods, CMA CGM North America, Inc., Goodman and Company, W.M. Jordan Construction, Sumitomo Machinery, the Breeden Company, Damuth Trane, Swimways Corporation, Old Point National Bank, BOSH Global Services, PLANIT Technology Group, among others.

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