

Brian Gareau's Coaching Resume

Brian's past experiences includes:

- **Operations**

- Successfully completed Plant Operations development program. Program included: basic machining, assembly, supplier & dealer visits, and first line supervision of two machining lines in UAW facility.
- Transformed Minnesota Regional Distribution Center. Increased storage capacity, inventory accuracy, order processing efficiency, and employee engagement.
- On-site manager for three start-ups in Pennsylvania. Provided third party logistics contracts to do receiving, inspection, packaging, and shipping of stock and emergency orders.
- Directly managed six additional start-ups in North and South America. Hired management team and staff; trained them; led Operations CRM role; and was accountable for capital budget, "go live", and contractual service requirements.
- Consulted directly on six other start-ups including the development of "Culture Strategy" and initial leadership training with local staff. Created "best practices" data base for replication.
- Developed and successfully launched OD initiatives to complement Enterprise-wide Lean Manufacturing initiatives including: training, assessment tools, behavioral expectations, and sustainable change.
- Directly involved in multiple third party interventions in North America. Led on-site intervention teams. Severity ran from general solicitation, petitions for election, and NLRB elections.
- Directly managed 15 facilities with individual P&L's in North and South America.

- **Organizational Development (OD)**

- Initially, consulted with a 75+ facility network of manufacturing and logistics operations in North America. Three key objectives: a) synergy between different divisional "people strategies"; b) building a positive, local work culture; and c) third party intervention. Pull for services significantly increased and were then expanded to traditional Mid-West union and international operations.
- Co-inventor of patent pending Cultural Assessment Process (CAP). Completed 200+ times worldwide. Highlighted by Corporate Executive Board as a "best practice".
- Expanded OD consulting service offerings to include: culture development, values, and foundational leadership competencies. In total, personally provided consulting to 200+ locations on five continents.
- Designed enterprise-wide Employee Opinion Survey (EOS) process for 100,000+ employees in 17 languages. Key activities included: strategic alignment – vendor relations – managing 7000+ individual leader reports – on-line action planning website – annual presentation to outside Board of Directors. Redesigned EOS five years later to second phase of vision 2020 Enterprise strategy. Accountable for worldwide EOS for eight years.
- Assisted in development of Enterprise values and support systems. "Code of Conduct" compliance document re-written into "Our Values in Action" with four values and 31 behaviors. Integrated into Enterprise performance management, succession planning, EOS, and leadership development processes. Successfully retired all individual Divisional values.

- Developed and successfully executed global employee engagement strategy. Over eight years, engagement went from one out of two employees to more than four of five employees. Integrated multiple HR processes to complement efforts.
 - Expanded OD services to independently owned dealerships and suppliers. Grew to multi-million dollar business in less than five years – covering five continents
- **Service**
 - Customer Services. Developed and executed client relations strategy for all North American dealers. Selected and trained staff to effectively handle thousands of inquires monthly on parts availability and technical questions. Developed basic CRM to track activity and create continuous improvement. Assisted in the conversion of all North American dealers from weekly to daily stock replenishment. Established Dealer Excellence program to “connect” shipping personnel from manufacturer to receiving personnel at dealers.
 - Corporate Spokesman. Responsible for all labor and manufacturing press relations (print, radio, television) worldwide. During tenure, handled issues including: plant closings, layoffs, corporate name change, environmental concerns, and UAW negotiations.
 - Philanthropic activities: ran multi-million dollar United Way campaign for company; administered matching gifts program; established Educational Excellence Program with major universities in Mid-west; evaluated U.S. 501(c)3 requests for assistance from Caterpillar Foundation
 - Leveraged 6 Sigma methodologies to drive significant improvements in HR processes including the Enterprise’s: values, employee opinion survey, tuition assistance, and learning management system.
- **Other**
 - Managed Operations staff in union and non-union locations in North and South America.
 - Managed OD staff in U.S., U.K, Italy, Switzerland, China, India, and Singapore
 - Extensive global travel – 16 countries on 5 continents
 - Co-authored two books and contributing author to a third book
 - Featured speaker at organizations worldwide
 - Co-inventor of Caterpillar’s Cultural Assessment Process (CAP)

To learn more, contact Brian’s business manager Michele Lucia at 214-543-0844 or Michele@BrianGareauInc.com and visit www.BrianGareauInc.com.