



Team Pegine Capabilities Overview

The power to lead effectively, in order to meet and exceed goals and objectives, lies with a person's ability to communicate well, diffuse conflict quickly, build strong, effective teams and partnerships and enjoy what they do. **Team Pegine Inc.** offers training and products, focusing on motivating and empowering people to be leaders in a diverse world with gusto!

Team Pegine Inc. is a results focused company, assisting your organization to achieve:

- Increased productivity.
- Increased employee engagement.
- Increased morale.
- Increased effective communication between departments, units and teams.
- Increasing the value of diverse perspective in resolution of challenges.
- Increased levels of excellent customer service.
- Increased recruitment, retention and engagement of diverse people.
- Decreased employee conflict.
- Reduced mistakes and confusion.
- Reduced customer service complaints.

The Team Pegine Inc. Process

Clients of Team Pegine, Inc. are rewarded with outstanding consulting, training, keynotes and products, because we are client focused. All of our work has your needs, outcomes and visions of success in mind. Additionally, at Team Pegine our philosophy is that it is critical that the experience provided is engaging, interesting, enjoyable and memorable. Our successful outcomes occur because participants relate, remember and act.

We provide extensive analysis to assess and ensure that we understand your unique culture. We seek to define how leaders and employees within your organization succeed and what skills are needed to succeed in today's environment, in your industry and organization. We gain knowledge of the unique people within your organization and how best to serve, by providing the skills, motivation and empowerment that leads them to success and makes the process fun. Our programs increase productivity and engagement of employees and improve customer service in a diverse world with gusto!

Our programs and services are hands on, informative, engaging, customer focused, results oriented and fun. Our programs are social, connecting employees to each other, to their leaders, constituents and to the mission of the organization. We respect and utilize the expertise and experience of your staff encouraging them to share, communicate and highlight their strengths. We determine the results you want and evaluate participants, allowing you to see your return on investment. From contract signing to the close of our contract; we strive to give you an experience of outstanding service and results.



Management and Experience

Our management team has combined experience of more than 55 years in leadership, communication, organizational development and diversity, as well as recruitment, retention and engagement of diverse employees, sales and customer service. These activities range from creating a service based business for expatriates and military in Spain, to leadership positions in corporate America. We have developed award winning programs for minority outreach, national award winning leadership curriculums, customer service, emotional intelligence as well as authoring, leadership, mentoring and empowerment books.

We have a strong commitment to ensure customer satisfaction within all elements of the contracting, implementation and closing phases of our contracts.

Our goal is for your employees to learn, be entertained and most importantly USE the information and experiences at work when they need it. Our goal is that employees feel connected and knowledgeable so clients and customers receive high quality service.

NAICS (North American Industry Classification System) Codes include:

Description of Services	NAICS Code	Description of Services	NAICS Code
Management Development Training	611430	Human Resource Consulting Services	541612
Management Consulting Services	541616	Educational Support Services	611710
Public Speaking / Training	611699		
Promoters of Performing Arts, Sports, & Similar Events without Facilities			711320

Company Designations **CAGE Code:** 1y6y9 **DUNS Number:** 098073591

Corporate Status: Small Disadvantaged, Woman and Hispanic Owned SBA certified 8(a) business

Partial Client List

US Army, US Army National Guard, US Navy, NASA, USDA, Social Security Administration, Dept. of Treasury, United States Customs Service, The City of Phoenix, City Of New York, City of Dallas, City of Jacksonville, Suffolk County Police Dept., N.E. Florida Dept. of Aging. Corporate clients include Lucent Technologies, NY Life Insurance, Citibank, State Farm Insurance, Verizon, Intel, PepsiCo and Sprint.



Past Performance

Case Study #1

*Senior leaders and managers were gathering for their annual meeting. During the planning session the discussion that a significant portion of leaders and managers were eligible to retire within the next 7 years became a strategic imperative: "How can leaders and managers become a proactive force that recruits, retains and engages employees?" Given the changing environment, the amount of work overload, and the competition from corporate America "How can managers and leaders provide outstanding customer service to their employees?" and finally in order to engage employees "How can the managers themselves become use emotional intelligence to engage their employees?". The strategic implications required an interactive program, with quality techniques that were memorable and motivating. **The results of the program were so positive that Team Pegine was hired by three other divisions to train leaders and managers to lead using emotional intelligence techniques and increase internal and external customer service.***

LETTER OF REFERENCE

I thoroughly enjoyed your story and the overall message you bring. I thank you for making it entertaining and meaningful for the audience. The work we do is challenging and we needed speakers who could revitalize and inspire a fairly seasoned subsection of the SSA workforce. I thought you did a wonderful job and I would certainly recommend you to my peers from other federal agencies who might need someone with your unique offerings to support their human capital initiatives. All the best and I look forward to getting together with you in the future when you are in the area."

POINT OF CONTACT: **Reginald F. Wells, Deputy Commissioner, Human Resources, Social Security Administration** reginald.wells@ssa.gov DATE: September 07

Case Study #2

Over 70,000 celebrities, reporters, corporate leaders and football fans converged for one weekend in a second tier city, for the first time ever. For four years this small city prepared, invested money, time and a tremendous amount of human capital to show the world that they could handle the scrutiny, celebration and onslaught of demanding visitors. After four years of preparation the Jacksonville Airport



*Authority staff was exhausted, stressed and morale was low. Leadership was concerned. In less than four months the Super Bowl was going to be here. How can they have over 2,000 employees, volunteers and vendors provide outstanding customer service and manage their emotions while being vigilant for possible security breaches and having the 'eyes' of the world watching. The Jacksonville Airport Authority chose Team Pegine Inc. who developed a customized training program and presented 32 trainings to over 2,000 people in two months. The program used extensive emotional intelligence techniques, role playing, small group activities, music and lots of laughter and energy. **The results were front page headlines exclaiming "JIA Exceeds Expectations"** The first paragraph highlighted the extraordinary customer service shown. International new media lauded the Airport Authority for its outstanding customer service.*

LETTER OF REFERENCE

"Pegine Echevarria and her company, Team Pegine Inc., have consistently provided us with programs and consulting that has met our needs and exceeded our expectations.

In preparation for the Super Bowl, we sought a company that could provide us with a customer service program that would address the unique needs of all four area airports, every level of employee, volunteers and the many vendors who would be serving our visitors. **Team Pegine created a program that was filled with usable, proactive tips so that everyone became aware of how to treat our visitors.** The training, which included airport employees, vendors and volunteers, was full of great information, and was also interactive, engaging and insightful for over 2,000 people.

Team Pegine deserves credit for getting our people excited, motivated and educated so that they were able to surpass everyone's customer service expectations. Team Pegine was an important part of our tremendous success during Super Bowl which concluded with front page headlines reading "JIA Exceeds Expectations!" I highly recommend Pegine for your company and organization... "

POINT OF CONTACT: **Maribel Hernandez, Chief Operating Officer, Jacksonville Airport Authority**
Mhernandez333@gmail.com Date: December 2004– January 2005

Case Study #3

*The goal was to engage employees, build their internal relationships and teach emotional intelligence techniques enabling the Duval County Public School HR division to increase their level of internal and external customer service as well as decrease the stress and tension and reduce the negative emotions that were infecting the team. The DCPS HR group consisted of 72 employees who had undergone organizational restructuring, budget cuts, and new federal, state and city regulations that they were responsible for implementing. **The training was completed March and there has been an increase in***



team effectiveness, a reduction of negative emotions and behaviors. Additionally staff was designing and implementing personal and professional development plans to apply the lessons learned.

LETTER OF REFERENCE

Pegine increased our focus on communicating and observing others emotions in our internal and external customer service efforts. The program took us to the next level of bringing people together as a team while continuing to laugh. We wanted a team vision of high customer service, and she made that a reality. Pegine was a great story teller and facilitator. She had an excellent ability to pull everything (emotions, behavior, personal responsibility, vision, and customer service) together. The involvement was an essential piece. The entire training was fun and interactive. Already, we have seen positive results.

POINT OF CONTACT: Jimminda Thompson, Supervisor of Recruitment and Customer Relations
Human Resources, Duval County Public Schools ThompsonJ2@duvalschools.org Date: March 2007

Quotes

She understood the complexities of different groups and how to reach them so we can improve our recruiting efforts... *SGM Dawkins, Georgia Army National Guard*

We were very impressed with Team Pegine, she gave us valuable insights from a perspective that we have not experienced before. The training was very worthwhile and I highly recommend their services!... *Major Wes Russell, Indiana Army National Guard*

What a dynamic presentation! The audience was hooked within minutes. What was especially impressive was Pegine's "homework" in getting to know her audience. Pegine queried us extensively about the potential audience mix, including not just ethnic and race issues, but also professional vs. support staff, age mix, etc. Her comments "nailed" the employees in general, and astounded many with her very real

observations. Her message was definitely well received. Another appreciated factor of Pegine's success was her excellent use of humor. She was able to discuss very "ego-bruising" issues in a highly

professional and positive manner. What a class act! We would recommend Pegine Echevarria to any audience ... *Deborah A. Coteleur and Annie Holton, NASA Glenn Research Center*



We would like to thank you for all your help. **You and your staff of professionals did an excellent job coordinating our teambuilding exercise!** The Shackleton Leadership Model was an excellent event, well organized and rehearsed. **Your enthusiasm was unmatched and enhanced this unique experience. The Shackhead Award was a surprise very well received.** Please pass along our Kudos' to your team on a job well done! ... **Mark Lynn, Assistant Vice President, Citibank Collections Unit**

What a dynamo! Pegine definitely surprised us. She had 150 engineers, scientists and support staff interact, laugh and learn. The interactive activities got us involved. **We met people who we never knew before AND we all work together! I highly recommend Pegine. She was different, interesting, smart and fun ...** **Henry Dulaney, US Army Corps of Engineers**



Biography of Pegine Echevarria (President/CEO/Lead Presenter)

While climbing the ladder to top producer in a corporate sales force dominated by men, she quickly became fascinated with the way individual as well as organizational attitudes & assumptions hindered opportunities in diverse markets. Determined to turn this situation around, Pegine began studying & teaching the mindset that fosters the success of a diverse workforce and reaching diverse markets.

Today she is a nationally known & respected diversity expert & leadership empowerment guru. Because she leads in a diverse world with laughter & gusto, she's called to travel the nation as a speaker & seminar leader, & informs radio & television audiences & the press.

Considered by SHRM as one of 100 Global Thought Leaders in Diversity & Inclusion, in 2007, she was inducted into the Motivational Speakers Hall of Fame, the first Latina, among luminaries such as Dale Carnegie, Zig Ziglar & Tony Robbins. She is a member of SHRM's (Society of Human Resources Management) National Workplace Diversity Expertise Panel, as well as the National Speakers Association - Minority Outreach Sub-committee. *White Men are Diverse™ Too!* is her third book.

During her teenage years, she ran with the wrong crowd on the tough streets of the Bronx becoming a member of a girl gang. Within the gang culture, Pegine relied on a sharp wit & dynamic personality for "street credit". But even her charm could not keep Pegine out of trouble. She decided enough was enough & became a leader in her own life.

She moved to Spain where she turned her life around. She launched two businesses, both which she sold at a profit by the time she was 23 when she returned to the states to finish her BA.

Celebrating 12 years in business, Team Pegine Inc. is an information marketing company focusing on motivation, leadership and customer service in a diverse world by providing clients with products & training programs that increase productivity & engagement of people in a diverse world!