



# COMPANY PROFILE

*We find modern solutions for your challenges*

Coaching | Consulting | Change Management  
and more!



## HARALD LAVRIC PRESIDENT

I am an expert in change management and business coaching.

I have worked as C-Level Manager in Germany for more than 20 years as CCO, CMO, and COO. I excel in finding solutions to grow businesses, developing change management strategies, and organizational as well as cultural change projects.

For over 20 years, I have successfully managed and developed various organizational areas as a C-level manager; such as customer service, operations, marketing & sales, compliance, internal audit, process management, and organizational development.

And Grifffox can also take you to the next level!

## WELCOME MESSAGE

Understanding your problems and concerns and finding the best solutions for you, is our daily business. GRIFFOX is your full-service consulting agency supporting you in reaching your goals. Our service provides guidance and support to organizations that want to make significant changes in their operations, processes, or culture and need assistance.

Do you need support in growing your business? We analyze your actual situation, find the best ways to reach your goals, and support you on your success journey.

It is self-evident for us that processes are designed efficiently, and that the customer is treated in the best possible way. Our analytical and strategic skills help us understand problems and focus on the necessary solutions. We have extensive knowledge in business facilitation which enables us to design and conduct meetings and training sessions in a variety of ways.

We have led and successfully completed several growth projects, strategic workshops, team development activities, and organizational as well as corporate culture change projects.

We deliver agile and classical solutions that fit your company.



## ABOUT US

GRIFFOX is a management consulting agency that delivers suitable solutions for organizational changes, business growth, and personal success. We follow holistic and authentic approaches to support you, your team, and your business with answers for business and life.

GRIFFOX specializes in consulting and assisting individuals, teams, and organizations through change processes.

Our services include coaching, strategic consulting, project management, change project support, and business optimization. Our main objective is to create effective and efficient solutions that help individuals and companies achieve ongoing improvement.

We offer customized solutions for businesses of all sizes, ranging from small start-ups to large corporations. We work closely with our clients to understand their unique challenges and opportunities and then develop tailored plans that address their specific needs.

Our team has extensive experience across a wide range of industries, including healthcare, finance, retail, insurance, and technology. This enables us to deliver high-quality, results-driven solutions that drive growth and enhance efficiency. Whether you require assistance with process optimization, change management, or strategic planning, our company possesses the expertise and resources to support your needs.

We have successfully implemented changes in several companies and support you most effectively in different ways. Use our expertise in designing all needed tools. Furthermore, we are professionals in facilitating all your meetings, analog or digital. To track milestones, we monitor the overall change project success. We successfully support you in exchanging all required information and offer the best services in different roles of change project management, like project manager, project member, or project coach.





## SOME EXAMPLES HOW WE SUPPORT COMPANIES

- *Sales Optimization*

For a customer, we carried out a project to integrate sales aspects into customer service. First of all, it was important to identify how the employees were doing and where the problems were. By involving the employees, a variety of possible sales strategies could be obtained. These were evaluated and we focused on the most promising ones. Through different training measures and coaching of the employees, the sales success could be drastically increased.

- *Business Growth*

In a local restaurant, the problem was to reduce costs and increase annual profits. We first analyzed the restaurant's costs and were able to identify several areas that could be leveraged sustainably. To increase profit, we discussed various measures with the owner. We focused on measures in the areas of marketing, sales and customer loyalty. These measures significantly increased the restaurant's profit and optimized the processes.

- *Corporate Culture*

We advised a company on corporate culture issues. Based on an analysis of the strategic challenges and after discussions with various executives and employees, the most important issues were quickly identified. Based on these findings, we designed several workshops and training sessions that enabled employees to better understand change processes and positively impact the company's culture. We also conducted leadership coaching with most of the company's executives, which led to a significant improvement in the leadership culture.

- *Executive & Leadership Coaching*

For a client, we conducted coaching sessions with executives and managers over a period of several weeks. The coaching sessions helped to significantly improve confidence, efficiency, agility, and team spirit. This helped the company improve its working relationships and increase its annual revenue.



## HOW CAN WE SUPPORT YOUR COMPANY

*We can*

- *analyze your costs to see where you can save money*
- *analyze your revenue to optimize your products and strategies*
- *improve your sales success and optimize your marketing strategy*
- *support you in your decision-making process*
- *coach you to lead your people more effectively*
- *support you in being a successful entrepreneur*
- *help you to resolve conflicts and optimize team structures*
- *optimize your company to be more successful*
- *support you in restructuring processes or your organization*
- *train your employees*
- *support you in conflict resolution.*



## VISION - WHY WE EXIST

Our company strives to be the leading provider of consulting, coaching and change management services in the Florida Panhandle. Our vision is to help our clients realize their full potential and achieve their goals through our expertise and support.

We will continue to innovate and develop new solutions to meet the changing needs of our customers and stay ahead of industry trends.

Our success will be measured not only by our financial performance, but also by the positive impact we have on our customers' businesses and the communities in which we operate. We are committed to making a difference and contributing to a better world.

Ultimately, we believe that our success is based on the success of our customers, and we are committed to helping them achieve their goals and aspirations. We are excited about the future and look forward to continuing to serve our clients with passion, expertise and integrity.

## MISSION - HOW WE ACT

Our company's mission is to help organizations and individuals reach their full potential through consulting, coaching and change management. Our goal is to empower our clients to overcome challenges, manage change and achieve their goals by providing expert advice, innovative solutions and unwavering support.

Our approach is based on a deep understanding of our customers' needs, goals and aspirations. We work closely with them to develop customized solutions that meet their specific challenges and help them achieve sustainable success.

We are guided by the highest standards of professionalism, ethics and integrity, and strive to make a positive impact on society and the environment.

At our core, we are a team of passionate, experienced and dedicated professionals who are committed to making a difference. We are excited about the opportunities ahead and look forward to working with our clients to create a better future for all.



# OUR VALUE FOR YOUR COMPANY

We support your company to

- help you with all questions,
- advise you, and
- celebrate successes with you.

We help you to

- master your problems and optimize your processes.

We bring our years of experience to your business to help you achieve your goals.

Respect, friendliness, and empathy are a matter of course for us and we will help you with any questions or concerns quickly and easily. Your satisfaction is our top priority.

We stand for honesty, transparency, reliability, and quality. We offer fair deals and our services, are of superior quality and are focused on customer needs. We take responsibility for our actions and are interested in long-term customer relationships.

We show you how your investment in us helps you to grow and improve your profits!



# HOW WE WORK

We understand your needs and goals and develop customized solutions that meet your individual requirements.

We actively listen, ask insightful questions and provide constructive feedback to help you achieve your goals.

We provide clear communication and ongoing updates on progress so you can see what's happening and we are open to your questions at all points in the project. We actively seek your feedback throughout the process.

We maintain a strong focus on results and work with you to achieve the best possible progress. We deliver measurable improvements in performance, productivity, and profitability.

Through continuous learning, we constantly evolve. We pay attention to industry trends, modern tools, and techniques, and share our knowledge and experience with you.

Ethics and professionalism are essential components of our business, holding ourselves to the highest standards of integrity, confidentiality, and objectivity, and always acting in the best interest of our clients.

Long-term relationships with our clients, building trust, mutual respect, and a shared commitment to achieving outstanding results are our top priorities.







# COACHING TO IMPROVE YOUR SKILLS

Coaching helps you gain a better understanding of your strengths, weaknesses, and areas for improvement. This helps you make more informed decisions, communicate more effectively, and improve your overall performance.

Coaching helps you identify and overcome obstacles that may be hindering your productivity. By developing new habits and strategies, you can optimize your time, energy, and resources and achieve more in less time.

Coaching helps you identify and pursue new business opportunities, develop more effective sales and marketing strategies, and optimize your operations for greater efficiency and profitability.

- *Business Coaching*

By improving your leadership skills, clarifying your vision, and developing new strategies and solutions, our business coaching helps you increase your profitability and grow your business. We provide accountability and support to help you stay on track and achieve your goals.

- *Executive Coaching*

We help you develop your leadership skills, including communication, delegation, motivation, and strategic thinking. We help you inspire and empower your team, improve employee engagement and retention, and drive better business results.

We help you approach decision-making with greater clarity and objectivity. By considering multiple perspectives and weighing the pros and cons of different options, you can make more informed and effective decisions.

We help you optimize your time, energy, and resources, allowing you to focus on the most important priorities and achieve better results in less time.

- *Leadership Coaching*

We help you develop your emotional intelligence, allowing you to better understand and manage your own emotions and those of others. This helps you build stronger relationships with your team and create a more positive work environment.

We help you improve your delegation skills, allowing you to better leverage the strengths of your team and ensure that tasks are completed efficiently and effectively.

# CHANGE MANAGEMENT TO HANDLE ALL CHALLENGES

Change is inevitable in any organization, and managing that change effectively is crucial to the success of your company. Change management can help you navigate the complex process of implementing changes in your business, whether they are small improvements or large-scale transformations.

Change management is critical to the success of any business that wants to implement changes effectively, minimize resistance, improve employee engagement, increase productivity, and adapt to changing market conditions. By managing change effectively, you can drive better business results and create a more positive and productive work environment for your team.

## • *Change Project Management*

We support you in the process of planning, executing, and controlling your project. Identifying the desired outcomes, assessing the impact of the change, developing a detailed project plan, and managing resources to ensure the change is implemented successfully. Our change project management includes elements of traditional project management, such as setting timelines and budgets, as well as change management, such as communication and stakeholder management.

## • *Change Coaching*

Our change coaching provides you with expert guidance, builds resilience, enhances communication skills, provides accountability, and offers a sounding board. By working with us, you can increase the likelihood of success and minimize the negative impact of change on your business.

Change coaching helps you to stay in charge of your project and keep the external costs on a low level.

## • *Additional services*

We support you in different ways like

- Change communication planning
- Leadership training
- Risk management
- Strategic planning
- Change management training





# CONSULTING TO IMPROVE YOUR BUSINESS

We bring specialized knowledge and experience to your business. We worked with other businesses similar to yours and have seen various challenges and solutions. This helps you avoid common mistakes and adopt best practices that improve your business.

We offer an objective perspective and identify areas where changes can be made to improve efficiency, reduce costs, and increase profits.

We work with you to develop customized solutions that are tailored to the unique needs of your business. We help you identify your strengths, weaknesses, opportunities, and threats and develop strategies to address them.

We help you implement the changes necessary to improve your business. This can include creating an action plan, providing training, and supporting you throughout the process.

## *Which services do you need?*

- Strategy Consulting: focusing on developing and implementing long-term strategic plans to achieve your goals.
- Management Consulting: focusing on improving the overall management and operations of your business to optimize processes, and improve the organizational structure.
- Financial Consulting: focusing on helping you manage your finances effectively and supporting you with financial planning, budgeting, forecasting, and cash flow management.
- Marketing Consulting: focusing on business development, implementing effective marketing strategies, identifying your target audience, developing branding, creating marketing plans, and measuring the effectiveness of your marketing efforts.
- Technology Consulting: focusing on helping you leverage technology to improve your operations and achieve your goals.



# CUSTOMER SERVICE TRAINING TO INCREASE YOUR GROWTH

One of the most important factors in customer satisfaction is the quality of customer service. We make sure that your employees are well-trained in customer service skills and encourage them to be friendly, helpful, and responsive to customer inquiries and concerns.

With our customer service training, you can make the customer experience as personalized as possible. Get to know your customers and their preferences, and tailor your products and services to their needs and interests.

We show you how to use promotions, discounts, and other incentives to reward customer loyalty, and thank customers for their business in the best way.

Which services do you need?

Improved Customer Satisfaction: When employees are properly trained in customer service, they are better equipped to handle customer inquiries, complaints, and feedback. This leads to increased customer satisfaction, loyalty, and retention.

Increased Sales: Positive customer experiences lead to increased sales and revenue for a business. Customers who are satisfied with their experience are more likely to make repeat purchases and refer others to your business.

Brand Reputation: Providing excellent customer service helps build a positive reputation for your business. Word-of-mouth recommendations and online reviews influence potential customers, and a reputation for excellent customer service sets your business apart from its competitors.

Employee Engagement: Providing customer service training helps employees feel more engaged in their work and motivated to provide high-quality service. This leads to improved employee retention and productivity.

Crisis Management: In the event of a crisis or customer complaint, employees who are trained in customer service are better equipped to handle the situation and provide a positive resolution for the customer.

Conflict Resolution: Conflict resolution is the process of resolving disputes between two or more parties in a peaceful and constructive way. Conflict resolution has many advantages for individuals and groups, including improved relationships, reduced stress, improved communication, enhanced problem-solving skills, and better decision-making.





# DATA PROTECTION TO PROTECT YOUR ASSETS

Data protection is a crucial concern for customers and companies in today's world where personal information is increasingly being collected, stored, and processed by various organizations.

GRIFFOX supports you in choosing and implementing the right measures to protect this personal information. By auditing your processes, we will see issues with data protection regulations like GDPR, CCPA, or HIPAA and advise you on the next steps.

Here are some of the key factors that are important regarding data protection:

1. **Security:** Customers want to know that their data is being kept safe and secure from unauthorized access, theft, or misuse. They expect organizations to use advanced security measures to protect their personal information from cyber threats.
2. **Transparency:** Customers want organizations to be transparent about how they collect, use, store, and share their personal information. They want to know what information is being collected, why it's being collected, and how it's being used.
3. **Control:** Customers want to have control over their personal information. They want to be able to access their information, correct any inaccuracies, and have the ability to opt-out of certain uses or disclosures of their information.
4. **Consent:** Customers want to be able to give their informed consent before their personal information is collected, used, or shared. They want to know the purpose for which their data is being collected and how it will be used.
5. **Compliance:** Customers expect organizations to comply with data protection laws and regulations. They want to be assured that their personal information is being handled in accordance with the applicable data protection laws.

Data protection is an important yet often overlooked aspect of digital security.

With the amount of digital data today, it is essential to protect it from unauthorized access, manipulation, and loss.

Our services support you by using different techniques and methods to analyze your level of data security and privacy. We help you with your questions concerning data protection regulations and laws and how organizations and individuals can better protect their data.

# STAY CONNECTED WITH US

We can support you in many different ways. We offer the best advice, have a hands-on mentality, and have a proven track of records.

Get in touch with us and let's discuss your challenges.

- *Phone*

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