



Charlotte·Douglas[®]
INTERNATIONAL AIRPORT

Airport Community Roundtable

CSS Facilitation Services

June 20, 2018



CSS Overview



- ▶ Founded in 1998
- ▶ Co-founder: 25+ Years Consulting Experience
- ▶ Industries: Education, Healthcare, Government, Banking, Sports, & Others
- ▶ Certified TQM Facilitator
- ▶ 900+ Projects; 15 States

Broad Service Offerings

- ▶ **Strategy** - Culture Change, Customer Experience, & Retention Strategy Development
- ▶ **Operations** - Process Improvement/Root Cause Analysis Consulting
- ▶ **Research** - Customer-based Research
- ▶ **Training** - Customer Service, Retention, and Root Cause Analysis Training

Recent (3-5 Year) Related Client Work

- ▶ Facilitating Local Citizen **Commission** Retreat
- ▶ Planning to Facilitate 40+ **Community Forums** with Local Residents
- ▶ Facilitating Culture-strengthening **Teams**
- ▶ Conducting **Process** Mapping Workshops for Collaborative Organizations
- ▶ Facilitating **Board Retreat**
- ▶ Performing Culture **Assessment** and Facilitating Culture Design Team
- ▶ Designing/Facilitating **Visioning** Process
- ▶ Conducting Executive Team **Building and Planning Workshops**
- ▶ Facilitating Large-scale 2025 **Visioning Initiative**
- ▶ Facilitating **Customer/Community** Focus Groups
- ▶ Conducting **Taxpayer Focus** Groups

CSS ACR Onboarding

- ▶ Build Core Knowledge, Set Collective Goal
 - ▶ Information Request List
 - ▶ Site Visits/Interviews
 - ▶ Attending/Listening to Meetings
 - ▶ Reviewing Meeting Agendas, Presentations, Minutes
- ▶ Clarify Recommendation-building and Decision-Making Processes
- ▶ Understand how to Best Make Progress and Inform Constituents

Scope of Services/Support

- ▶ Supporting ACR **Process Design and Agenda Development**
- ▶ **Facilitating** ACR meetings
- ▶ Creating **presentation materials** using technical information provided
- ▶ Note-taking and **summarization of all meetings** and listening sessions, including meeting minutes
- ▶ **Theming and analyzing responses** from the ACR
- ▶ **Planning calls/meetings** with the Airport and ACR Chairman as needed

Near-term Activities

- ▶ What's Next
 - ▶ Request/offer to have calls with any ACR members
 - ▶ Continue to learn about ACR activities to-date
 - ▶ Discuss/confirm specific roles and responsibilities
 - ▶ Begin working with new Chair, ACR, CLT, and other stakeholders on transitioning into Facilitator role
- ▶ Questions?

Thank You!

For More Information
Contact

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Or visit our web site:
www.cssamerica.com

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