



# Silver Bear Group Capability Statement

## SILVER BEAR GROUP, LLC

5704 Comanche Divide CV  
Austin, TX 78738

Contact: Karen McGraw

Phone: 512.715.4540  
[info@silverbeargroup.com](mailto:info@silverbeargroup.com)

[www.silverbeargroup.com](http://www.silverbeargroup.com)

### NAICS

- 541611
- 541612
- 611430
- 541618
- 541511

CAGE CODE: 71RN1

D&B: 079243196

### SPECIALTY CERTIFICATIONS:

- Master Performance Consultant (ATD)
- Human Performance Improvement (ATD)
- Performance DNA Methodology
- EASE Change Management
- Golden Personality Type Profiler
- ITIL

### DIVERSITY RECOGNITION:

- Native American Owned
- Chickasaw Nation Preferred Vendor
- SBA Woman-Owned Small Business (8m)

## BUSINESS SUMMARY

Silver Bear Group is a business and performance consulting firm in Austin, TX. We provide services and solutions that improve organizational effectiveness and eliminate barriers to peak performance, enabling people and organizations to deliver better results.

## CAPABILITIES

- Analyzing and improving individual, team, and organizational performance
- Refining processes and tools to improve productivity and efficiency
- Designing high-impact training and leadership development
- Change management support for leaders and teams
- Personality assessments for leaders and teams
- Conducting custom research and analysis to improve tools, processes, decision making, and results

## CORE COMPETENCIES

- **Organizational Improvement:** performance analysis, barrier identification, solution design, close performance gaps, leadership development programs, process development, training workshops
- **Change Management:** change readiness assessment, change management strategy, change project planning, facilitation and implementation, change management training workshops
- **Research & Analysis:** performance gap analysis, user-centered requirements, process analysis and evaluation, process/technology alignment, UX requirements and design, custom research

## EXPERTISE & TOOLS

- Expertise: Key personnel have over 30 years of experience in Human Performance Improvement, Change Management, Performance-based Design and Development, Job Aids, Business Process Analysis Personality Assessment, Leadership Development, and User Centered Requirements
- Tools: Microsoft® SharePoint and Project, Microsoft® Office tools, Adobe InDesign, Performance DNA

## SELECTED PROJECTS

- Internal Revenue Service (EUES): Performance analysis, tool optimization and business case for initiatives to improve tool use and value
- SEDL: Change management readiness and strategy
- Virginia DOT: Outcome-oriented technical documentation and enhancement of workshop materials to improve certification success
- AMD: Leader-level performance analysis, followed by design and development of multi-faceted Leadership Development program
- Weld County, CO: Performance analysis, tool optimization, and mobile technology roadmap
- Austin Energy: Conduct vision workshops to elicit and document user-centered functional and user requirements for a national website
- Mitsubishi Electric: Facilitate *Talent Leadership Summit*; lead change management for new technology implementation; talent development