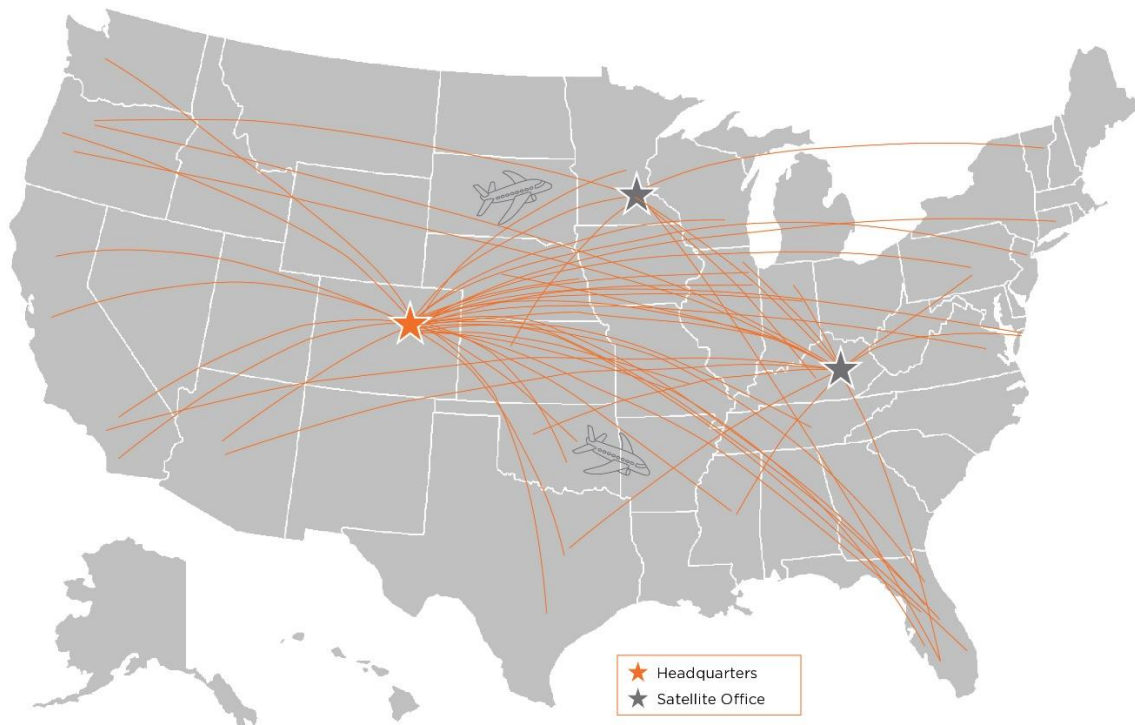




The FCC Services Newsletter

We've Been Everywhere

As we wrap up 2017, the FCC Services team is taking the opportunity to reflect on the highs and the lows, the successes and the challenges and the numerous programs, events and experiences with our clients over the year. We certainly appreciate our clients' support and the opportunities you give us to provide services to your organizations and your employees.



With clients and events across the country, Johnny Cash gives us an appropriate tagline with "I've Been Everywhere." This year, our consultants flew more than 600,000 miles to more than 75 different cities to deliver programs, meet with clients, present at conferences, negotiate with insurance brokers for our clients' insurance needs and develop boards and leadership teams. These miles symbolize our



dedication to our vision: empowering organizations to *Be More*. They also represent our efforts to connect with our clients in a time when connectedness is more vital than ever, and reinforces our 2017 theme, The Connected Age.

“The connectedness we’re experiencing is offering a host of opportunities for agile organizations, at the same time that it presents challenges to the way we’re used to operating,” Scott Binder, FCC Services CEO. “We need to stay connected to the changes happening in the world so we focus on the right things and are very intentional in where we invest time and energy as we develop our business plans and our employees.”

Our consultants have connected with so many individuals in 2017, sharing uncounted interactions that benefit them as much as our clients. From directors learning more about governance to future leaders developing important skills, professionals practicing difficult conversations and executives building effective business strategies, we learn even as we teach and build meaningful relationships that bring value to our clients’ organizations as well as FCC Services.

“It’s extremely gratifying to connect with our clients on an individual level, whether it’s through one-on-one executive coaching, a small group discussion at an employee meeting session we’re facilitating, or a young professionals roundtable at a conference,” says Jean Canty Segal, Senior Vice President of Organizational Effectiveness Consulting for FCC Services. “I find value in each of these interactions, and appreciate the thoughts and experiences our clients are willing to share with me.”

Our conferences, too, were exceptionally successful this year, with record high attendance for the fourth year in a row for the RAAW Conference, and better than ever conference ratings across every event. We appreciate the investment our clients make to attend our events and the insights they share at our conferences and our leadership development programs.

“Whether part of the same organization or from different but related organizations, each Gettysburg group finds parallels in the challenges they face back in the office, and participants learn from each other as much as from the classroom lessons,” says John Regentin, Senior Consultant in FCC Services’ Organizational Effectiveness Group. “This is where the power of the experience really delivers, when participants take the lessons and the dialog about shared experiences and recognize opportunities to apply new ideas to their own situations.”

This year also held many natural disasters that impacted our clients and their employees, so while our consultants were travelling across the country, other dedicated team members were in the office, answering your calls, responding to your emails and developing materials. We hope that the recovery from these events is progressing smoothly, and remain available to help as we are able.



We look forward to seeing many of you in 2018 as we continue the travels that bring our services to you.
In the words of Mr. Cash:

“And so I climbed into the cab and then I settled down inside
He asked me if I'd seen a road with so much dust and sand
And I said, "Listen! I've traveled every road in this here land!"

And if your travels ever bring you to Denver, don't hesitate to stop by!