

TESTIMONIALS

Experienced, Committed, Flexible!

Dr. Ivey was selected as our consultant for strategic planning because she had experience working with courts and she put in the extra effort to get to know the particulars of our court. She did not offer a cookie-cutter approach. Instead Dr. Ivey provided individual attention and developed a customized and inclusive process where we involved 58 judges, over 500 staff and supervisors, and many external court users, stakeholders, and partners. Over the past 3 years, our strategic project teams have successfully implemented many improvements in our court including case management, customer service, technology, and HR/employee initiatives. With Dr. Ivey's able guidance, we continue to make improvements each year as a result of our Strategic Plan. Dr. Ivey is our "go-to" person for thinking and planning strategically. If your court is serious about creating a strategic plan and implementing it successfully, I highly recommend Dr. Ivey who can help you no matter your starting point or the challenges you are facing.



*Ms. Zenell Brown, JD, Court Executive Officer
Third Judicial Circuit Court, Detroit, Michigan*

Thorough, Engaging, Dependable!

The Pharmacy Technician Certification Board has worked with Dr. Brenda over the past 5 years. She has trained our staff, coached our managers, and facilitated strategic planning retreats with our Board of Governors. We can count on Brenda to understand our needs and deliver on her promises. I highly recommend her; she is thorough, engaging, and dependable.



*Mr. William Schimmel, Executive Director & CEO
Pharmacy Technician Certification Board, Washington, DC*

Responsive, Collaborative, Creative!

The Michigan Pharmacists Association has worked with Dr. Brenda for the last 15 years. Facilitating strategic planning retreats with MPA's Executive Board, serving as lead faculty for the Michigan Pharmacy Foundation's Health Professional Leadership Academy, coaching managers, and training staff are among the services she has provided. In 2015, MPA's Board of Directors honored Brenda with MPA's Executive Board Medal of Honor, recognizing her for her dedicated and distinguished service to MPA in advancing the pharmacy profession. We are grateful to have Dr. Brenda/PRAXIS Consulting as a partner.



*Ms. Dianne E. Malburg, COO
Michigan Pharmacists Association, Lansing, Michigan*

Honest, Intelligent, Innovative!

Dr. Brenda Wagenknecht-Ivey of PRAXIS Consulting, Inc. has assisted the 20th Circuit and Ottawa County Probate Courts over the past decade with the development and implementation of a joint, long range strategic plan. Her expert knowledge of the strategic planning process and group dynamics has allowed her to deftly guide a diverse group of judges and court employees through the development of a comprehensive strategic plan, significantly benefiting the courts, our customers, and our partners. Over the years of working with Dr. Brenda, she has helped the courts improve public access, improve the use of available technology, provide innovative training for court staff, obtain grant funding for special projects, and improve collaboration with the bar and related agencies.



Dr. Brenda has consistently demonstrated her ability to (1) understand our organization, (2) help us troubleshoot issues and overcome challenges, and (3) demonstrate how the strategic planning process can be an effective change management tool – reflecting her passion, flexibility and expertise. PRAXIS Consulting, Inc., through the efforts of Dr. Wagenknecht-Ivey, has made the process a positive, learning experience.

*Mr. Kevin J. Bowling, J.D., Court Administrator
20th Judicial Circuit Court, Grand Haven, Michigan*

Knowledgeable, Tireless, Patient!

Brenda helped the newly reconstituted Illinois Judicial Conference, chaired by the Chief Justice of the Illinois Supreme Court, develop its inaugural Strategic Agenda. The Strategic Agenda, which was adopted unanimously by the Supreme Court and endorsed enthusiastically by members of the IJC, will serve as a roadmap for the Illinois Judicial Branch in the years ahead. Brenda is a great facilitator who uses effective processes to involve and engage attendees, get the best ideas out of a group, and build consensus among diverse leaders. She is knowledgeable, tireless, and patient. Brenda has also been instrumental in helping the Administrative Office of the Illinois Courts develop a structure and implementation process for following-through on the Strategic Agenda. Implementation is underway; we expect great things to be accomplished in the next few years and beyond.



*Hon. S. Gene Schwarm, Justice (Ret).
Illinois Appellate Court*

Above and Beyond!

Dr. Wagenknecht-Ivey brings a unique combination of pragmatism and compassion to her work, and is a venerable leader in the field of organizational development and strategic planning with complex organizations. Our court has been fortunate to have worked with Praxis/Dr. Wagenknecht-Ivey and her colleagues during two of our Strategic Planning efforts. She brought forth a valuable focus, not only on collaborative development of the plan itself, but perhaps more importantly on the implementation of the plan and integration of it throughout the court. We continue to reap the benefits of those efforts with our judicial officers and employees alike. The court has also contracted with Praxis to provide guidance and facilitation of our recent efforts to develop new employee onboarding and leadership development programming for court employees. Over the course of the project, our judge/staff team developed immense respect for her expansive and practical knowledge about employee engagement and organizational development, and found her to be a critical partner in these efforts. At the conclusion of the team's work, all members echoed, "We couldn't have done this without you, Brenda!" Dr. Wagenknecht-Ivey works tirelessly and competently in every effort she undertakes, always going above and beyond for her clients.



*Ms. Linda K. Ridge, Deputy Chief Administrative Officer,
King County Superior Court, Seattle, WA*

Other comments from PRAXIS' clients/participants of meetings, retreats, trainings.

"Thanks for the fantastic job you did for us. The feedback I've received from the Executive Management Team and our managers about the retreat has been overwhelmingly positive, especially about you and your facilitation skills. Thanks again for your part in a successful retreat."

Court Executive Officer

"Brenda is very energetic. She kept us focused and disciplined; she provided excellent guidance and kept us on track. And, this group gets sidetracked easily!"

HR Manager

"Brenda made the process so simple while the overall goal seemed so daunting."

Manager



"Thanks, Brenda, for keeping us on track and focused – and for allowing us to laugh. I may be investing in "kooshes" for the Executive Board!"

Manager

"Brenda is excellent at addressing tough issues and making sure everyone has input."

Executive Team Member

"Thanks for helping Phipps design and implement a new performance feedback system. You skillfully led us through the process and delivered a complete package. We appreciated your listening and being responsive to our needs and demonstrating an understanding of our industry and company. Any, you were fun to work with. Thanks again for your assistance. We look forward to working with you again in the future."

Director of Business Development

"Thank you for serving as facilitator for our Board Strategic Planning Retreat. We have had retreats every three to four years and this one received some of the highest marks I have ever seen as far as effectiveness of the facilitator, usefulness of the retreat, and satisfaction with the process. The document you provided and the clear identification of the goals, objectives, and strategic projects serve as a testament to the excellent planning retreat experience you provided. Thanks!!"

Executive Director, Membership Association

"Thanks for all your efforts and work in this project. The work groups are continuing to meet and at my staff meeting yesterday, many commented about the excitement and enthusiasm they feel about the strategic plan and the project they are involved in. Thank you!"

Court Administrator