

# Organizational Analytics, Insights, & Development



**Analysis to Support  
Decision-Making**



**Educational and  
Ongoing Support**



**Professional Development  
and Staff Training**



# Organizational Analytics, Insights, & Development

## HOW WE HELP ORGANIZATIONS REACH GOALS & IMPROVE

Our goal is to help organizations reach their goals through **localized research frameworks** designed to help stakeholders **answer critical questions about the organization's progress** against its vision, mission & goals.

### Strategic Analysis & Insights

Phase One of our approach **transforms critical questions about the organization into research inquiries for analysis and then back to comprehensible narratives and reports** to support data-driven decision-making for organizational leaders and staff. We strive to use multiple data sources to identify key insights, including the organization's strengths, areas for improvement, and subsequent recommendations.

### Strategic Planning

The next phase of our approach **uses data produced through strategic analysis to develop and formalize improvement plans** for the organization. Strategic Planning operationalizes improvement intents by **developing improvement objectives, strategies, and progress metrics against key indicators**.

### Educational and Ongoing Support

London BridgED commits to **providing ongoing support** to stakeholders as they navigate inquiry and change processes, by providing professional development workshops for organizational leaders and staff. Our current instructional programs are expanding and adaptive to the needs of our organizational clients.



# Our Process

## WHO ARE WE?

London BridgED Research begins analysis with profile construction for **organizational demographics, processes, and outcomes.**

## WHAT ARE OUR GOALS?

Organizational analysis continues with **in-depth study of organizational goals and objectives, strategic plan, and identification of progress indicators.**

## WHERE ARE WE IN RELATION TO OUR GOALS?

**Preliminary measures of organizational progress through multiple interim and outcome variables.**

## WHAT IS/IS NOT WORKING?

**Identify system successes and issues, perform casual analyses, and develop casual logic and/or predictive models to determine which variables significantly affect un/desired organizational outcomes.**

## WHAT METRICS MONITOR IMPROVEMENT PROGRESS?

**Collaborate with key personnel to identify indicators of progress and develop measures of efficacy. Interim assessment events based on data availability and to determine need for subsequent adjustments.**

## HOW CAN WE IMPROVE?

**Collaborate with key organizational personnel around improvement plan development and implementation. Includes data review, analyses outcomes, reporting, and recommendations for goal-setting and resource allocation.**



# Strategic Analysis & Insights

## What to Expect

### ANALYSIS

### Preliminary Interview

- ❖ Establish project goals/objectives
- ❖ Determine variables of interest
- ❖ Establish method of analysis



\* Standard analyses based on organizational vision, mission, and strategic goals. Client may request customized analysis.

### Quantitative Methods

- ❖ Data Cleaning & Coding
- ❖ Preliminary/ancillary testing, as necessary
  - Assumptions Checks
  - Tests for construct validity
  - Tests for internal consistency reliability
- ❖ Descriptive and Inferential Analyses

### Mixed Methods

In addition to quantitative analysis, MM includes the following qualitative activities.

- ❖ Multiple rounds of coding
- ❖ Thematic extractions of survey, interview, and other qualitative data forms
- ❖ Document analysis
- ❖ Validity through data triangulation
- ❖ Interrater reliability checks
- ❖ Organization of themes around project inquiries

\* Analyses methods selected based on project needs.



# Strategic Analysis & Insights (cont.)

## What to Expect

### INSIGHTS

### Reporting and Recommendations

- ❖ Interim and Summative Reporting;
- ❖ Clearly defined rejection/acceptance of hypotheses;
- ❖ \*Summary of Key Findings/Insights relative to project inquiry objectives;
- ❖ Supporting Documentation
  - Comprehensible visuals and descriptions,
  - Copies of original SPSS + output files;
- ❖ Recommendations for corrective action;
- ❖ Ongoing Support and Professional Development.



# Strategic Planning

## What to Expect

### INSIGHTS

### Data-Driven Organizational Planning

- ❖ Comprehensive and collaborative strategic planning for organizational improvement;
- ❖ Data-driven improvement goals and objective summaries decomposed into strategies, actions, and timelines;
- ❖ Multiple progress metrics to monitor improvement practices;
- ❖ Implementation and change planning;
- ❖ Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis available;
- ❖ Strategic Plan types tailored to organizational needs;
- ❖ Ongoing Support and Professional Development.



# Professional Development and Staff Training

## EDUCATIONAL PROGRAMS

London BridgED Educational Resources provides professional development and trainings for various organizational groups including company leaders, veteran and new employees, and other organizational stakeholders.

Instructional programs may be tailored to large- or small-group audiences. One-on-one educational consulting is also available. London BridgED works to ensure access by all participant learners regardless of dis/ability status.

## PROFESSIONAL DEVELOPMENT AND TRAINING TOPICS

General workshop topics are listed below and may be customized to meet the specific needs of the organization.

- ❖ Leadership Workshop Series:
  - ❖ Authentic Leadership
  - ❖ Culture and Leadership
  - ❖ Servant Leadership
  - ❖ Transformational Leadership
- ❖ Service for Equity, Inclusion, & Sensitivity in a Diverse, Global Society
- ❖ Data-Based Decision Making
- ❖ Communication Series:
  - ❖ Interpersonal and Professional Communication
  - ❖ Conflict within Organizations



# Meet Your Lead Analyst and Instructor

Dr. Crystal London is an analyst and an educator with 20 years of experience. She is the founder and managing director of London BridgED Educational Research, Resources, & Consulting, LLC.

Recognized for her researcher's heart, Dr. London promptly immersed herself into the worlds of research and analytics. Her experience is in quantitative, qualitative, and mixed methods research, as well as conceptual and theoretical framework construction. In addition to completing her own mixed methods dissertation study, her analytical work has assisted the successful program completion of multiple doctoral candidate clients. Dr. London has provided instruction for introductory and intermediate statistics at both the secondary education and doctoral student levels and continues to serve by providing analytical services for organizations in both the non-profit and corporate sectors.

She is a visionary, who is committed to expanding access to and understanding of data around critical issues, and to collaborating towards innovative solutions that are relevant to both local and global communities.

Dr. London has instructed across various subject areas with audiences ranging from pre-K to doctoral students to post-scholastic & corporate adult learners. Additionally, she has serviced students in regular learning programs and learners with special needs. Her instructional experience includes both in-person and virtual learning contexts. Her leadership experience was attained in both the private and public sectors.

Dr. London received her B.S. of Business, specializing in Internal Audit (2010) and a B.A. in Spanish (2010) from Louisiana State University and A&M College. She earned her M.Ed. in Educational Leadership and Educational Doctorate in Curriculum and Instruction from the University of Louisiana Monroe.



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