



AN EVIDENCE-LED PRACTICE

# Dreng Consulting

FOR FINANCIAL INSTITUTIONS

Veteran-Owned Texas LLC

SOS File No. 806629550

Midland, Texas

## We align departments to the outcomes that matter, and build the workforce that delivers them.

**Process serves outcome. Outcome serves purpose.** In a financial institution, results live in the gap between strategy and the front line: how teams are aligned, how processes run, and how well people are prepared to execute. We close that gap with organizational alignment, process redesign, and the learning and performance systems that make change actually hold.

We work at the organizational, process, and workforce layer, not in lending, risk, treasury, or compliance. Your regulated functions stay with your specialists. We bring the alignment, performance, and learning discipline that helps the institution execute.

### I. THE LEADERSHIP

**Nathan E. Chambers, M.S.**

ORGANIZATIONAL PERFORMANCE & LEARNING

Performance, capability, and learning systems, grounded in current experience inside one of the nation's largest financial institutions. Author of *The Relationship Factor* and *A Practitioner's Guide to Instructional Design*.

**Sean W. Chambers**

ORGANIZATIONAL STRATEGY & ALIGNMENT

Aligning divisions and teams to organizational goals and the outcomes that matter, across twenty-one years leading operations in complex, accountable organizations. Author of the forthcoming *Outcomes Over Processes*.

### II. WHERE WE WORK

Strategy-to-Execution Alignment

When divisions hit their own targets but the institution still misses its goals.

Organizational Performance Diagnostics

When performance lags and the real cause has not yet been named.

Performance Consulting & Learning Design

When people need to work differently, not simply complete another module.

Process & Service-Delivery Redesign

When back-office and service processes produce activity and rework instead of outcomes.

Change Adoption & Workforce Capability

When a new system or structure has to actually take hold across the workforce.

### III. THE DRENGR CREED

**Process serves outcome.**

A process that produces the wrong result is a liability to redesign, not an asset to optimize.

**Outcome serves purpose.**

An outcome disconnected from the organization's purpose is a number on a dashboard, not success.

**Evidence before opinion.**

Recommendations are tested against facts first. The standard applies to our own work before anyone else's.



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S.W. Chambers Dreng, LLC · Midland, Texas · Veteran-Owned

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Engagements begin with a conversation, not a form.