



Internal Leadership & Culture Health Assessment (SWOT-Based Approach)

Prepared for: The Town of Loxahatchee Groves

Date: June 2, 2025

Submitted by: Checree Bryant, Principal Consultant

1. Introduction

Actuate Consulting respectfully submits this proposal to conduct a comprehensive Internal Leadership & Culture Health Assessment for the Town of Loxahatchee Groves. This engagement will serve as a neutral, objective diagnostic to evaluate internal leadership dynamics, organizational communication, team alignment, and cultural cohesion across the Town's leadership, staff, and council.

2. Scope of Services

This assessment will focus exclusively on internal organizational performance by evaluating:

- Leadership communication and decision-making patterns
- Interdepartmental collaboration and team dynamics
- Council-staff relationship dynamics
- Organizational culture and alignment with values
- Leadership capacity and development opportunities
- Communication blind spots and conflict triggers
- Trust, morale, and overall organizational health

3. Deliverables

- Full Internal Leadership & Culture Health Assessment Report (SWOT-Based)
- Communication Assessment Data Summary for 26 participants
- Executive Summary of Key Findings
- Developmental Roadmap with prioritized recommendations

1212 U.S. Highway 1, Suite H, North Palm Beach, FL 33408

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5. Scope of Work

Phase 1: Discovery, Communication Assessment & Document Review

- **Communication Assessment Administration:**

A total of 26 participants — 5 council members and 21 employees — will complete the Communication Assessment. The data collected will be synthesized to identify individual tendencies and collective patterns impacting leadership, trust, collaboration, and culture.

- **Document Review:**

Review of Town-provided documents including strategic plans, organizational structure, leadership plans, and meeting transcripts.

Phase 2: Confidential Interviews (SWOT-Focused)

- **Conduct one-on-one, confidential interviews with:**

- Town Manager
- Department Heads
- Supervisory & Administrative Staff
- Council Members

- **Interviews will directly inform the SWOT Analysis by exploring:**

- Strengths: Leadership, operational, and cultural assets.
- Weaknesses: Communication gaps, process limitations, misalignments.
- Opportunities: Growth areas for leadership and organizational development.
- Threats: Internal risks to trust, morale, and cross-departmental cohesion.

- **Interview conversations will integrate Communication Assessment insights.**

Phase 3: Council Meeting Observation

- **Observe prior council meetings (2 in total) to gather live interaction, decision-making behaviors, and cultural dynamics.**

Phase 4: Data Synthesis & Reporting

- **Combine data from communication assessments, interviews, observations, and historical review into the final Leadership & Culture Health Assessment report.**

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Phase 5: Presentation

- Present full findings and recommendations

6. Project Timeline

Phase 1: Discovery & Document Review - 2 Weeks

Phase 2: Interviews & Observations - 2 Weeks

Phase 3: Data Synthesis & Analysis - 2-3 Weeks

Phase 4: Final Report & Presentation - 1 Week

Total Estimated Duration: 7-8 Weeks

7. Investment & Fee Structure

Internal Leadership & Culture Health Assessment (Including Communication Assessment for 26 participants): \$16,750

Includes onsite meetings, interviews, documentation review, observation, reporting, presentation, and local travel.

9. Confidentiality & Independence

Actuate Consulting serves as a fully independent, neutral, and confidential third-party. Interviews will remain confidential to ensure open, honest feedback. Findings are based on data, observation, and professional experience.