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On-Target Solutions Group



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The annual listing of 10 companies that are at the forefront of providing leadership development consulting services and impacting businesses

On-Target Solutions Group Delivering Invaluable Training and Insights

Despite technological advancements, human resources continue to be the key drivers of success for both commercial and private sector organizations. That said, owing to the legacy hiring and training practices, most organizations struggle to onboard the right individual and deliver efficient executive leadership, management, and supervisor training for maximum returns of their investment on resources. The gaps in training lead to lack of motivation and poor performance among employees, which, in turn, leads to ineffective results. The damage is even more with the law enforcement, police, and fire agencies, which are often involved in critical, life-saving missions.

On-Target Solutions Group is a dynamic HR services firm that provides a comprehensive set of offerings, ranging from recruitment support, leadership, management, and supervisor training, employee monitoring, change management, and mental health awareness, among others. "The market is replete with superficial online training solutions, but we are dead-against that approach," says Gregory Anderson, founder and president of On-Target. "We take pride in visiting the client site and interacting with every individual across the organizational hierarchy to understand their unique needs and deliver tailored solutions accordingly."

Any organization is only as good as its employees. A firm believer in this idea, On-Target can support its clients with an elaborate recruitment plan along with background screening service to ensure the client hires only the deserving candidates. It is crucial for an organization to inspire and

attract new employees toward high commitment and accountability. "Commitment is a leadership quality, to that end, we provide the necessary training to the leadership on commitment through our executive leadership training modules," says Anderson. "With the commitment trickling down the hierarchy, we achieve a fine alignment of vision and mission among the different levels of employees across the board." Besides, On-Target's employee evaluation service allows clients to carry out efficient performance appraisals that set the stage for the future development of employees.

In all of its client engagements, On-Target draws a training roadmap after evaluating the client employees on the training they have already completed. Unlike online training coaches, On-Target conducts interactive training sessions for better results. From the executive leadership to the managers and supervisors, the company trains all

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of them on how to supervise and hold a person accountable, which is crucial to shape employee behavior and foster a healthy, sustainable work environment.

Further, backed by in-house expert professionals and their extensive understanding of the various public and private sector industries, On-Target provides a holistic understanding of the organizational



Gregory Anderson

workflow to the client employees. After training, the company provides best practices sample forms to help the employees remain compliant to the regulations and company-specific requirements. What's more, On-Target's vast experience in conducting organizational reviews comes into play to educate the clients on the underlying gaps in the organization.

In a case study, On-Target helped the City of Carbondale, Illinois, by training their frontline employees to provide better customer service. The company groomed the client employees on delivering quick and accurate responses and guided them on the best ways to de-escalate potential crisis situations and aid individuals suffering from a mental health crisis. Besides, On-Target has also trained the employees (customer care executives) of a medical organization to demonstrate empathy while addressing customer requests.

For the future, On-Target plans to expand into newer markets. With its invaluable practical insights, the company continues to make a difference in more organizations. 