Quest Cultural Solutions

GOVERNMENT SERVICES

www.questcultural.com

PUBLIC SERVICE IS CHANGING

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Quest Cultural Solutions

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Consulting, Training, & Professional Services

Capabilities Statement

Core Competencies

- **Consulting-** Customized, resource-driven, and actionable consulting services across specializations
- **Project Management-** Planning, execution, budgeting, evaluation, and product delivery for routine and one-time projects, programs, or initiatives
- **Research & Evaluation-** Basic, applied, and experimental research designed to identify patterns, assess needs, evaluate impact, and create recommendations
- **Workforce Training-** Customized, scalable training programs in virtual, in-person, and hybrid formats
- **Cultural Expertise-** Cultural experts in a range of locations and industries including human resources, leadership development, STEM, social science, business, humanities, education, and linguistics

Differentiators

- 20+ years of experience in public service, education, and international affairs
- Services designed to help agencies manage evolving needs, new initiatives, & routine operations
- Cost effective, customized, and scalable solutions
- Research methods that generate actionable evaluations, results and recommendations
- Extensive experience developing & delivering in-person, virtual, and hybrid workforce training programs
- Background in 100+ countries, occupational specialities, and cultures

Performance History

- **Scholarship Alumni Consulting:** Created infrastructure to support outreach to and engagement with scholarship recipients in the federal workforce. Project resulted in a strategic plan and training sessions for 30+ offices. Federally funded project.
- **Economic Conditions Study Consulting:** Mixed methods study analyzing the cost of living stipends for over 1000 federal programs in 384 cities. Project resulted in recommendations for revised stipends and program structure. Federally funded project.
- **Leadership Training Program:** Delivery of training programs designed to help participants apply leadership strategies in professional and community settings. Federally funded project.

Company Information

Unique Entity ID: HKA4ZJCQV724
Payments: ACH, Credit, & Purchase Cards
NAICS: 541611, 541990, 541720, 611430
CAGE: 9JQQ7

Proud *Woman-owned* Enterprise

SUPPORT SMALL BUSINESS · Making communities strong

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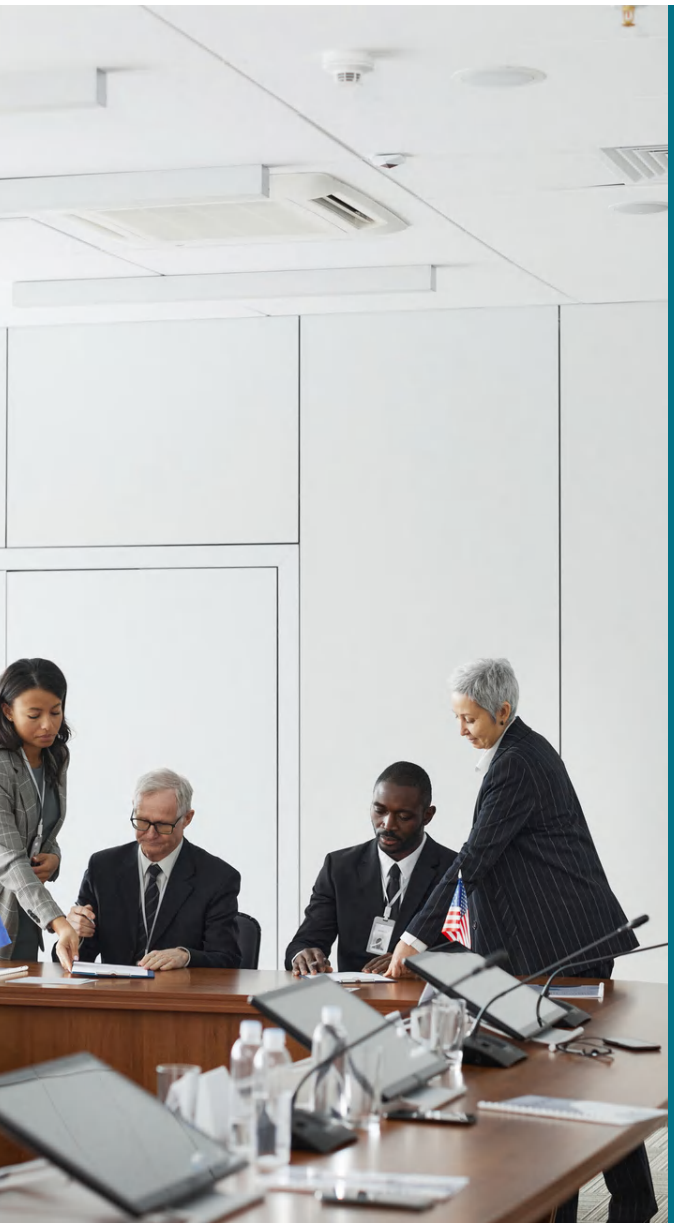

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Be Green.
Keep it on the screen.

In today's economy, sustainability and business go hand-in-hand. Whenever possible, please don't print our materials. Visit us online to learn more about our Sustainability Commitment.

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WHAT WE DO

Public service is changing. Technology, the economy, and communities are evolving at unprecedented rates.

For government agencies, this is the perfect storm of high expectations and shrinking resources.

With 20+ years of public service experience, QCS helps government agencies meet rising expectations. Through expertise and experience, QCS empowers agencies to:

- Deliver high quality programs
- Make data-driven decisions
- Build relationships
- Affect change

OUR SERVICES

- PROJECT MANAGEMENT
- RESEARCH & EVALUATION
- WORKFORCE TRAINING
- CULTURAL EXPERTISE
- CONSULTING

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WHO WE ARE

A 20-year veteran of public service, Beth Laux saw a growing number of government agencies struggle to meet the demands of their work. To address this issue, Beth founded Quest Cultural Solutions (QCS).

QCS helps government agencies meet expectations. From workforce development to national security, we help you increase efficiency, access, and impact. Our experts bring cutting-edge insights to each contract, resulting in actionable recommendations and better outcomes.

Dr. Beth M. Laux, Ed.D.
President & CEO, Quest Cultural Solutions

Photo Credit: Ron Hall

Proud Woman-owned Enterprise

DIFFERENTIATORS

EXPERIENCE
20+ years of public service, education, & international expertise

INNOVATION
Support for emerging needs, new initiatives, & routine operations

EFFICIENCY
Cost effective, customized, & scalable solutions

STRATEGY
Proven quantitative, qualitative, & mixed methods approaches

FLEXIBILITY
Successful service in virtual, in-person, & hybrid environments

GLOBAL REACH
Experience in 100+ countries and cultures worldwide

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GOVERNMENT *SERVICES*

QCS helps government agencies meet increasing demands through innovative, customized support services. From workforce development to national security, we help you:

- Improve efficiency and accuracy
- Enhance service
- Increase impact

Ready to learn more? Check out our services.

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PROJECT MANAGEMENT

Thriving Under Pressure

Public service is a big responsibility. Stakeholders depend on government programs to meet a range of needs, but projects and backlogs can inhibit service delivery.

QCS project teams support routine and one-time projects. We can help you craft a plan to implement a project on your own or complete the project for you. Flexible service packages are available. Contact us to get started!

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SAMPLE PROJECTS

Projects come in many shapes and sizes. With 20+ years of experience, QCS project teams get you organized, get the job done, and help you deliver critical services. Need inspiration? Check out these sample projects.

- Updating Publications or Websites
- Processing Paperwork Backlogs
- Translation Services
- Supporting Pilot Programs
- Compiling Reports
- Streamlining Operations
- Restructuring Existing Programs
- Creating Outreach Campaigns
- Developing Workshops or Training
- Reviewing Forms
- Paperwork Verification
- Evaluating Programs
- Clerical Support
- Crafting Strategic Plans
- Event Preparation
- Grant Administration
- SWOT Analyses
- Travel Coordination
- Facilitating Proposals or RFPs
- Developing Job Descriptions
- Writing Handbooks & Manuals
- Benchmarking & Research
- Assessing Outcomes

Need other services? Contact us. We're happy to customize a service package to meet your needs.

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RESEARCH & EVALUATION

Turning Data into Action

Data-driven decisions are vital in public service, but conducting research requires expertise. QCS helps government agencies identify patterns, understand needs, and assess the impact of their work. From research design to outcomes analysis, our researchers turn data into action.

QCS research teams are experts in their fields. All researchers meet the U.S. Department of Health & Human Services and the NIH human research training standards. Projects requiring IRB approval are evaluated by external reviewers. Ready to get started? Contact us!

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SAMPLE RESEARCH PROJECTS

QCS research projects are designed to meet your needs. We develop a methodology and approach that leads to actionable results. Interested in our work? Here's some inspiration to get you started.

Quantitative Research	Qualitative Research	Mixed Methods Research
• Cost of living analyses • Cause, correlation, and effect studies • Descriptive & inferential statistics • Funding utilization • Currency management • Economic, industry, & demographic analyses	• Satisfaction surveys • Benchmarking • IPA & narrative studies • Customer evaluations • Focus groups & interviews • Process or experience mapping • Literature reviews & background studies	• Program evaluation • Community-based research • Impact or needs assessments • Efficiency measurements • Cost-benefit analyses • Strategy comparisons • Action research

Need other services? Contact us. We're happy to customize a research project to meet your needs.

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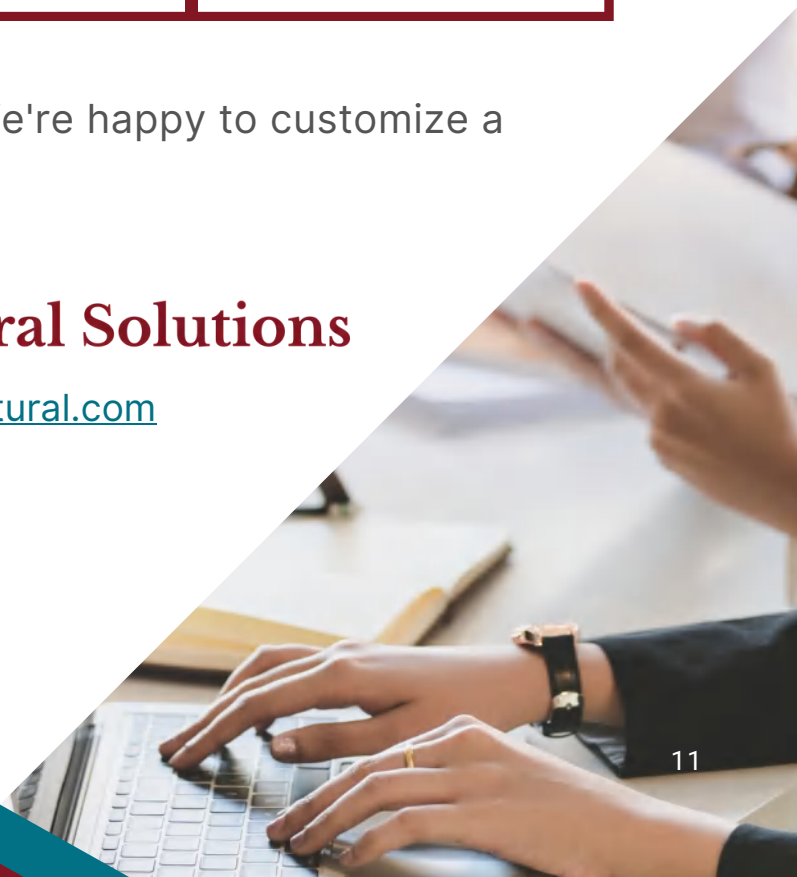

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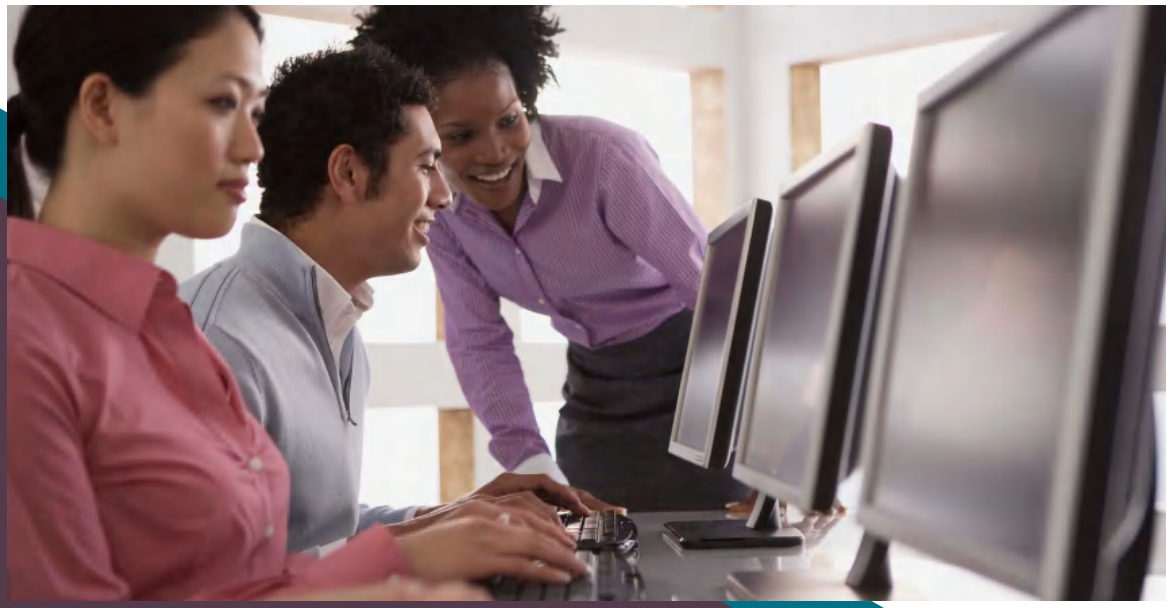
WORKFORCE TRAINING

Building a Cutting-Edge Workforce

Expectations change every day for government agencies. This requires an cutting-edge workforce. QCS offers custom and established training programs that help public servants develop skills and update knowledge. From DEI seminars to management workshops, we help you build an inclusive, change-ready workforce. Virtual, in-person, and hybrid options are available.



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SAMPLE TRAINING PROGRAMS

Up-skilling your workforce is critical to delivering services and programs. QCS custom training programs help government agencies develop skills, innovate, and increase impact. Need inspiration? Check out these samples.

- People Management: Facilitating Difficult Discussions in a Post-pandemic Workplace
- Navigating Difference: Working Effectively Across Cultures
- Complex Communities: Understanding Your Own Diversity Experiences
- Unpacking Global Experiences: Using Intercultural Competence in Professional Situations
- Rough Waters: Change Management in Professional Environments
- The Supervisor's Dilemma: Accountability in a Virtual or Hybrid Workspace
- Work Smarter, Not Harder: Using Strategy to Balance Competing Demands
- The 5 Design Principles: Creating Cross-cultural Training Programs
- Turning the Tide: Using Community Experiences to Enhance DEI Efforts
- Fact vs. Fiction: Managing Information & Media Overload in a Connected World
- Shared Equity Leadership: Integrating DEI throughout an Organization or Team
- Measuring Impact: Developing an Effective Assessment Protocol

Don't see what you need? Contact us! We can create a custom training program for your agency.

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CULTURAL EXPERTISE

Succeeding Across Cultures

When agencies work across cultures, expertise is the difference between success and failure. QCS cultural experts bridge the gap between people, policy, and programs. We help you understand needs, navigate difference, and succeed across cultures. Our experts have experience in hundreds of locations, disciplines, and industries. We can provide the expertise you need or connect with experts who meet your criteria. Contact us for more information.

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SAMPLE EXPERTISE

Using our extensive professional networks, QCS provides an array of expertise in different locations, languages, cultures, and fields. We can sponsor experts on your behalf or connect you with the expertise that you need. Check out these examples to get started.

- Global Intercultural Competence
- Human Resources in Asia
- Religion & Culture in the Middle East
- Mining in South America
- Climate Change in Central Africa
- Business Practices in East Asia
- Language Translation & Interpretation
- Tribal Relations in the Pacific
- Public Health in Sub-Saharan Africa
- Education Systems in Central Asia
- Environmental Policy in the Amazon
- Agriculture in Flanders
- Criminal Justice in Central America
- Cyber Security in Eastern Europe
- Labor Practices in the Mediterranean
- History & Culture of Russia
- Food Security in the Caribbean
- Construction in the Pacific Rim

Don't see what you need? Contact us! We can use your criteria to search our database of experts.

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CONSULTING SERVICES

Bringing Big Ideas to Life

The work of government agencies is unpredictable and fast-paced, and it's hard to anticipate emerging needs.

QCS consultants help public servants thrive in this environment. From pilot programs to emerging challenges, we help you put your goals within reach.

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QCS CONSULTING MODEL

QCS uses a customized, data-driven consulting model. Our services result in actionable recommendations that add value and innovation to your work. To align our services with your needs, we use a 3-step consulting method:

1. Gather perspectives and analyze data
2. Identify needs and opportunities
3. Provide actionable, data-driven recommendations

Flexible consulting packages are available to meet your needs. Contact us today for a free consultation.

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Sample Work

Economic Conditions Study: Research & Consulting

This federally funded, mixed methods study analyzed the monthly cost of living stipends for over 1000 federal programs in 384 U.S. cities. QCS researchers developed a custom data set of over 100,000 data points including narrative data, survey responses, government data sets, and focus group feedback. Deliverables included recommendations for adjusting stipends and a revised structure for the programs.

Pakistan Leadership Workshop: Training & Cultural Expertise

QCS team members designed and delivered workshops for Pakistani representatives. Sessions helped participants apply new knowledge and experiences in professional and social environments. The training used culturally-responsive and applied teaching methods to enhance learning and help participants build skills. The workshop enabled participants to create community programs that improved access and equity in Pakistan. The program was federally funded.

Operational Restructuring: Consulting

QCS experts assisted several universities in reorganizing and restructuring services. Impacted areas included catering, facilities management, advising, travel, and administrative services. Consultants used a mixed methods approach to conduct workload analyses, job description audits, benchmarking, equity assessments, salary evaluations, and needs assessments. The results included reclassifying positions from exempt to non-exempt, revised job qualifications and salaries, new reporting lines, the elimination of positions, and the creation of new roles that better supported operations and goals.

Alumni Engagement Initiative: Project Management & Consulting

QCS consultants used focus groups, surveys, and informational interviews to develop alumni engagement platforms for federally funded scholarship programs. Deliverables included a multi-year strategic plan, sample outreach materials, train-the-trainer materials, talking points, and workshop agendas. Training sessions were delivered to stakeholders from 30+ locations. The project was federally funded.

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Organizational Travel Policy Audit: Consulting

To improve budget utilization, researchers evaluated existing travel policies. The research team conducted a quantitative study of transportation costs in 100+ U.S. cities to assess the financial viability of policy changes. Measures of central tendency, cost-benefit analysis, and the Pell Institute method were used to conduct the analysis. Deliverables included various policy options that met the institution's needs and enhanced financial stewardship.

Strategies for Intercultural Training Programs: Research & Training

This study used interviews and process coding to evaluate teaching methods that enable trainees to work effectively across cultures. The research identified 5 strategies that can be used across industries, cultures, and locations. The outcomes helped trainers & supervisors develop programs that increased intercultural competence in the workforce. Workshops highlighting the findings were provided to professionals in the STEM fields, education, fine arts, humanities, and social sciences.

Participation Analysis: Project Management & Research

Each year, the U.S. university publishes statistical analyses of program participation. Data included recent and longitudinal participation rates across majors, colleges, and locations. Special emphasis was placed on data that explored participation rates for under-represented populations. Descriptive statistics were used to conduct the research. The study culminated in an annual report that was used by stakeholders to address DEI concerns, work with donors and funding agencies, and support grant writing activities.

LEARN MORE

Need more information? Contact us. We're happy to discuss our experiences.

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Diversity Statement

Diversity is a fundamental part of public service. When people thrive, our communities thrive. By focusing on DEI, we affect change and expand opportunities. Our DEI initiatives focus on 3 goals.

1

Create a QCS Workforce that Reflects Diversity

QCS's workforce will reflect the many cultures, perspectives, and communities involved in our work.

2

Systematically Promote Income Equality

QCS will seek compensation equity for underrepresented employees and contractors, including women, people of color, and minorities.

3

Expand Access to QCS Expertise

QCS will offer discounts, cost sharing, and pro-bono services to organizations that invest in underrepresented communities.

Equal Opportunity Employer

QCS is an equal opportunity employer. QCS prohibits discrimination based on race, color, religion, national origin, sex, age, physical or mental disability, or veteran status, or any other status or classification protected by applicable federal, state, or local law. QCS also participates in the State of Ohio Affirmative Action Program.

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Sustainability Commitment

In today's economy, sustainability and business go hand-in-hand. QCS is committed to protecting the planet, its cultures, and our communities. To affirm our commitment to sustainability, QCS uses its business initiatives to combat climate change. Our Sustainability Commitment is available online. Our approach focuses on 4 actions.

We Reuse

We limit consumption by prioritizing refurbished materials and buying used items and equipment.

We Recycle

We promote recycling by furnishing convenient recycle bins, providing paid leave for recycling drop offs, and reducing printing & shipping materials.

We Learn

We grow our efforts by learning about climate change, supporting science, and reviewing our practices annually.

We Travel Wisely

We limit emissions by leveraging remote work options and driving instead of flying when possible and practical.

Want to see our efforts in action?

Look for the QCS sustainability logo & check out our Sustainability Dashboard!

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Business Continuity

QCS recognizes the importance of business continuity planning to ensure uninterrupted operation in the event of disruptions such as natural disasters, technology failures, or other emergencies. Our organization has a framework in place to continue providing services to our clients. This ensures that QCS can continue to operate while minimizing the impact of disruption.

Risk Assessment

QCS conducts a risk assessment to identify potential risks and vulnerabilities that could disrupt its critical business processes. The assessment considers various scenarios and their potential impacts on operations, clients, employees, and stakeholders.

Mitigation Measures

Based on the assessment, QCS implements measures to reduce the likelihood and severity of potential disruptions. This may include redundancy and backup of critical systems and data, alternative communication methods, offsite storage, and other measures.

Response & Recovery Plans

QCS outlines the steps to be taken in the event of a disruption. These plans include roles, responsibilities, communication procedures, alternative work arrangements, and other relevant information to facilitate a timely and coordinated response and recovery.

Testing & Simulations

QCS tests its plan to assess its effectiveness and readiness. This may include tabletop exercises, simulations, drills, external consulting agreements, or other forms of testing to identify gaps and areas for improvement.

Review & Update

QCS periodically reviews and updates its plan to reflect changes in operations, technology, regulatory requirements, or other factors that may impact the effectiveness of the plan. The plan will be reviewed and approved by appropriate company leaders.

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NEXT STEPS

FLEXIBLE OPTIONS

Ready to get started? Our flexible service packages help government agencies meet evolving expectations.

- Customized service models
- Budget-appropriate rates
- Entry-level to executive support
- Government discounts and in-kind contributions

QCS helps you improve efficiency, enhance service, and increase impact. Contact us today to get started!

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Connect with us today!

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