

Professional Qualifications of Personnel

Retired United States Navy, Surface Warfare Commander, Special Warfare Commander, DEIA Dialogue SME and Master Training Specialist, James “Jim” Pfautz has over thirty years of experience creating, measuring, managing, and facilitating leadership development courses for the United States Navy, corporate and government organizations. In 2022, Mr. Pfautz was the lead contractor and creator of the NAVSEA leadership “Many Voices” training program for Naval Sea Systems Command Philadelphia. This highly successful and currently active training recently won the Adele Mayo Equal Employment Opportunity (EEO)/Leadership Award for “outstanding achievements in promoting and contributing to the effectiveness of EEO/Diversity Programs, as well as demonstrated commitment to building or maintaining a fully integrated workforce through effective actions and communications with employees and management,” Mr. Pfautz, is a well-known leadership and cultural impact analyst and has recently served as a consultant for the Office of Secretary of Defense, the US Army’s Training Command (TRADOC), the Deputy Commander Naval Education and Training (CNET) and the United States Navy Reserves. Today, “Jim” is a by-name requested Inclusion and Diversity Dialogue coach for the Department of Homeland Securities “STRIDE” office, where he has trained and to this day trains all DHS Diversity Dialogue facilitators. In the corporate arena, James has been the lead diversity dialogue, change management curriculum developer and facilitator Strategic Planner for several transformation efforts at several of the world’s leading power, health, educational and manufacturing companies, creating, and conducting behavioral and cultural analysis to reveal latent and unconscious risk factors, then crafting measured improvement solutions to create better teams, continuous improvement, risk compliance and employee engagement.

Outline of Previous Projects

James Pfautz has conducted similar training to those listed in this Sources Sought document:

Naval Sea Systems Command Philadelphia. 2020-Present; This highly successful leadership and diversity course, created and managed by Jim, won the 2022 Adele Mayo Equal Employment Opportunity (EEO)/Leadership Award for “outstanding achievements in promoting and contributing to the effectiveness of EEO/Diversity Programs, as well as demonstrated commitment to building or maintaining a fully integrated workforce through effective actions and communications with employees and management,” (Six Month Curriculum each month, 2.5 hour session, focusing on topic of leadership, communication, performance management, accountability, metrics, professional ethics, values, bias, beliefs, neuro-science, analytics and executive leadership presenting.)

Department of Homeland Security, 2018-Present; Lead DEIA Dialogue Coach for 50 Diversity Dialogue facilitators.), topics include Values, Bias, Diversity, Privilege, Race and Ethnicity, Religion, Micro-Aggressions, Clean Questions, How to have challenging conversations,

accountability, performance monitoring and management and the use of Analytics and Assessment. (12 Sessions within a Six-month curriculum, 2.5-hour course taught bi-weekly)

Federal Credit Union Association. 2024. Developing a DEI Strategic Plan (1.5-hour training), Developing and implementing a DEI monitoring and evaluation plan (One hour training.)

Department of Cyber Security, DHS, 2024 – Present: Change Management Curriculum, created integrating professional ethics, accountability, linguistics, neuroscience, diversity and sociology into a way for all leaders to drive positive change simply and sustainably. (full day 8-hour course, taught throughout)

National Aeronautics and Space Administration, NASA, 2018-Present: Diversity Inclusion and Teamwork training for senior leaders focusing on having difficult conversations, dealing with challenging communication and diversity dialogue. (Full day and 2.5 hour training sessions)

United States Access Board. 2023. Psychological Safety, Accessibility, Professional Integrity, Diversity Dialogue, accountability. (Four-hour training).

National Oceanographic and Atmospheric Association. 2023. Strategic Planning, Team building and having difficult conversations. Worked with Senior Human Resource Leadership to identify and overcome barriers to progress. (three-day retreat)

National Institute of Health, 2023. Leadership, teamwork and inclusion trainer for developing manager, for the National Institute of Health's (NIH) 26 Associated Institutes, James created the "IMPACT" Strategic Change Management Model to ensure tactical alignment of policies and procedures with measures, training and support systems optimize strategic returns and shareholder value. (2.5 Hour Training)

Fannie Mae, 2020. DEIA and Dialogue Leadership for Aspiring Leaders, lead architect working with their Department of Diversity and Inclusion to evolve the traditionally 'socially oriented' Employee Resource Groups (ERG) to more 'fiscally-responsible' Business Resource Groups (BRG). Unconscious bias, inclusion, engagement, and diversity training has been accomplished and continuous improvement methodologies and innovative, out-of-the-box thinking woven into actual business problems with "Capstone" efforts. (Three-day retreat)

General Scheduling Agency (GSA), 2023. Diversity Leadership and Dialogue to Mid Level and Developing Leaders. (Six-month curriculum, 2.5 hour sessions biwkly)

Defense Intelligence Agency (DIA), 2019. Created and facilitated a leadership, communication and change management course for senior managers.

Education:

- Masters of Business, Specialty in Human Performance Optimization, University of Phoenix, Graduated with High Honors, Summa Cum Laude, 1998, Organizational Management Major
- B. S., Political Science, United States Naval Academy, 1990.
- Joint Professional Military Education, Naval War College, 2008
- Defense Acquisition University, Naval Post Graduate School, 2007
- Certified Afloat Culture Workshop Facilitator and Coach, 2009
- Certified Leadership and Executive Coach, US Navy Reserve, 2008
- Certified Quality Manager, CQM University of San Diego, Feb, 1999
- Certified Leadership Facilitator, Center for Naval Leadership, 1998

Standardized Assessment Instruments

Mr. Pfautz expertise as a leadership facilitator and analyst began as a Lieutenant, at the Center for Naval Leadership in Coronado California, where he was awarded multiple Navy Commendation Medals for excellence in teaching the principles and how-to practices of leadership, communication, teamwork as well as using these instruments to facilitate leadership.

- Total Quality Leadership,
- SMARTS-360 Leadership Assessment
- Culture Leadership Assessor
- Kersey Bates
- Meyers-Briggs
- Four Agreements
- Balanced Scorecard
- Professional Ethics, Management and Statistical Significance