

Corporate Capabilities



Facilitation • Consulting

M. Kathleen Joyce & Associates

Our Core Capabilities

- Communication Facilitation
- Organization Improvement
- Strategy and Planning
- Program Development and Evaluation
- Corporate Education and Training

M. Kathleen Joyce & Associates (MKJ) is a Small, Woman-Owned Business that has successfully served clients for 19 years. MKJ is founded on a belief that focusing on four “back to basics” concepts – fostering exceptional communication, planning for success, working from the right data-informed processes, and purposefully re-examining how best to work – can make all the difference between an organization moving beyond its boundaries to success, or halting at barriers and reverting to “business as usual.”

Our Mission

Our mission is to help individuals, groups, and organizations develop capacities to move beyond their boundaries.

This mission is not just words to us. Our tools, products and services all use a systematic approach to help clients to:

- **Define Organizations or Programs and Goals.** MKJ has tools to help define an organization or program, identify its specific goals and contributions toward related goals, and guide it toward reaching those goals.
- **Understand Current and Needed Capacities.** We work with clients to identify needed capacities in every aspect of an organization or program, to assess current capacities, and to develop plans to fill the gaps.
- **Identify and Address Barriers, Boundaries and Strengths.** We have proven processes to identify barriers and boundaries, to measure their impact on the organization, and to develop strategies for overcoming them. Capitalizing on strengths is as important as ameliorating weaknesses, and our tools and approaches also identify strengths and how to foster them.
- **Continuously Move Forward to Success.** Our company provides assessment of results, and offers additional customized services to ensure successful outcomes, including for example, developing key performance indicators and dashboards.

Leadership

M. Kathleen (Kathy) Joyce, MPA, is the President of MKJ. She serves as the Principal Consultant for clients, and engages and manages a wide range of hand-picked consultants, subject matter experts, and other professionals who join projects to meet specific client needs. Kathy offers clients three decades of experience working as both a manager and consultant in public, private, and non-profit organizations. Her extensive experience and excellent capabilities have resulted in successes for many clients.

Our Services

Communication Facilitation Services

Our wide-ranging experience includes:

- Facilitating all manner of meetings, with any number of participants to identify and accomplish specific goals.
- Working with individual managers or teams to assess communication approaches and effectiveness, and to improve individual skills and/or group dynamics.
- Developing customized training related specifically to communication, or to ensuring that staff members at all levels understand core policies, processes, or aspects of corporate culture or program delivery.

Organization Improvement Consulting Services

We develop and improve organizations and programs by:

- Employing proven processes for identifying organizational issues or program needs.
- Assessing or evaluating relevant aspects of an organization or program by collecting data and performing quantitative and qualitative analysis.
- Identifying needed changes or improvements.
- Implementing changes and measuring results toward achieving program and organizational goals.

Special Expertise

- Government consulting at federal, state, and local levels
- Extensive work in scientific, health and education organizations
- Experience in all aspects of grants – from both grantee and grantor perspectives – such as planning solicitations, facilitating review meetings, and assisting in audit resolution.

What Sets Us Apart?

- History of satisfied clients
- 19 years consulting experience, as both prime and subcontractor, plus 10 years direct federal service
- Network of large and small business partners
- Proven performance-based tools and processes
- Focus on goals and success
- Innovative and creative approaches
- Outstanding project management and communication
- High-quality products (see www.mkjoyceassociates.com for examples)

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Sample List of Clients and Partners

Clients

- American Institute of Biological Sciences (AIBS)
- Centers for Disease Control and Prevention
- US Department of Health and Human Services (DHHS), Office of Minority Health (OMH)
- DHHS, Office on Women's Health (OWH)
- Maryland State Department of Education
- National Cancer Institute
- National Institute of Child Health and Human Development
- National Science Foundation (NSF)
- US Army Medical Research and Materiel Command
- US Department of Education (ED)

Partners

- American Institute of Biological Sciences (AIBS)
- American Institutes for Research (AIR)
- Palladian Partners, Inc. (now an Altarum company)
- Potomac Health Consulting, Inc.
- Science Applications International Corporation/Leidos

Sample Government Projects

- Facilitated government-wide committees, provided project management support, developed an implementation model and wrote a *Blueprint* to develop clinical programs for reducing tobacco use among low socio-economic status women of childbearing age. (DHHS OWH)
- Planned and facilitated a three-day national meeting of noted biological scientists to develop an implementation plan for digitizing biological collections across the country. (NSF)
- Facilitated a cooperative audit resolution process between the Maryland State Department of Education and Baltimore City Public Schools negotiators to settle multi-million dollar disputed audit findings and develop strategies for improving financial and administrative processes.
- Directed a project over five years to assess and improve staff competencies: facilitated focus groups to identify competencies for critical occupations; developed Web-based instruments to identify skills gaps; developed, implemented, and analyzed a training needs assessment survey; created a curriculum plan for the top internal training priorities; and annually reported on gap closures and learning needs. (ED)
- Planned and facilitated meetings of a National Project Advisory Committee to determine content, and designed and wrote a ten-module, case-based, training course for family physicians to develop capabilities in delivering culturally competent care. (DHHS OMH)

Business Information

Registered Company Name: Mary Joyce
 DBA Name: M. Kathleen Joyce & Associates
 Year Started: 1995
 Type of Company: Sole Proprietorship
 DUNS Number: 104151373
 CAGE Code: 3KHY3
 Location: Bloomfield, MI
 NAICS Codes:

541611	ADMINISTRATIVE MANAGEMENT AND GENERAL MANAGEMENT CONSULTING SERVICES
541612	HUMAN RESOURCES CONSULTING SERVICES
541613	MARKETING CONSULTING SERVICES
541614	PROCESS, PHYSICAL DISTRIBUTION, AND LOGISTICS CONSULTING SERVICES
541618	OTHER MANAGEMENT CONSULTING SERVICES
541690	OTHER SCIENTIFIC AND TECHNICAL CONSULTING SERVICES
541990	ALL OTHER PROFESSIONAL, SCIENTIFIC, AND TECHNICAL SERVICES
611430	PROFESSIONAL AND MANAGEMENT DEVELOPMENT TRAINING
541519	OTHER COMPUTER RELATED SERVICES

PSC Codes:

R426	SUPPORT PROFESSIONAL: COMMUNICATIONS
R408	SUPPORT PROFESSIONAL: PROGRAM MANAGEMENT/SUPPORT
R410	SUPPORT PROFESSIONAL: PROGRAM EVALUATION/REVIEW/DEVELOPMENT
R406	SUPPORT PROFESSIONAL: POLICY REVIEW/DEVELOPMENT
R702	SUPPORT MANAGEMENT: DATA COLLECTION
R431	SUPPORT PROFESSIONAL: HUMAN RESOURCES
U008	EDUCATION/TRAINING CURRICULUM DEVELOPMENT
U004	EDUCATION/TRAINING SCIENTIFIC/MANAGEMENT
U009	EDUCATION/TRAINING GENERAL

Contact Us

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Partnerships. We are always interested in discussing partnership opportunities, including serving as a small business subcontractor, or engaging others who can serve as one of our consultants or subject matter experts.



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M. Kathleen (Kathy) Joyce, MPA, is the President and Principal Consultant of M. Kathleen Joyce & Associates (MKJ), a company she founded in 1995. She holds a Bachelor of Science in Psychology and a Master of Public Administration in Policy Analysis. Ms. Joyce brings three decades of experience working as both a manager and consultant in public, private, and non-profit organizations. Her extensive experience and excellent capabilities in communication facilitation services, organizational improvement consulting, strategy and planning, program development and evaluation, and corporate education and training have resulted in many successes for clients.

Ms. Joyce's work ranges through many content areas. In addition, clients from scientific, health and education organizations have especially requested Ms. Joyce's services, providing her with extensive experience in these areas. Ms. Joyce also offers special expertise in consulting for government organizations at federal, state, and local levels. Furthermore, she provides services for all aspects of grant making – from both grantee and grantor perspectives – with experience in everything from planning solicitations and chairing selection panels, to assisting grantees with grants management and audit resolution.

Prior to founding MKJ, Ms. Joyce worked for almost ten years at the US Government Accountability Office (GAO) in Washington DC. During that time, she served in several capacities.

- As a Project Director, Ms. Joyce led teams of staff members evaluating policies and programs in federal agencies and state governments; wrote Congressional testimony, evaluation reports, and professional papers; and consulted on implementing changes in legislation and agency operations.
- As Training Director–Change Management Pilot, she directed training development and operations for a pilot organizational change process involving ten organizational units and 1600 personnel.
- As a Human Resource Development Manager, Ms. Joyce managed human resource functions including recruiting, staffing, training, and performance assessment for a division of 500 personnel.
- As a Methodology and Technical Advisor, she served in a technical assistance group, advising staff on methodology design, survey development, data analysis, and other aspects of research; she also performed SPSS programming.

Ms. Joyce was also an Adjunct Instructor at the University of Maryland, University College, for seven years, teaching courses for adult learners in program evaluation, organizational development, computer applications, and information systems management. She was a nominee for the university-wide Excellence in Teaching Award.

Ms. Joyce's formal education includes the following:

- School of Public and Environmental Affairs, Indiana University: Master of Public Administration in Policy Analysis, two year Eli Lilly Fellowship, selected as federal Presidential Management Intern.
- The George Washington University and Georgetown University: Additional graduate level courses related to group dynamics, education, and writing.
- John Carroll University: Bachelor of Science in Psychology and Political Science, cum laude and with honors, Outstanding Scholar in Political Science, Alpha Sigma Nu National Honor Society.

After 25 years living in Washington, DC, Ms. Joyce now resides in Bloomfield, Michigan.

For more information, contact:

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