



## NEWS RELEASE

### Step 1 Management Services Appoints Director of Public Sector Services Group

*Retired Colonel Julia Grimes joins the leadership development consulting firm, targets services to government and public safety organizations*

**PITTSBURGH, PA – August 2, 2007** – Step 1 Management Services, LLC, a firm dedicated to providing essential management training and leadership development services, today announced the addition of Retired Colonel Julia Grimes to its executive team. As director of the firm’s public sector services practice, Grimes will bring the company’s specialized management training services to law enforcement, public safety and government agencies at the local, state and federal levels.

“All organizations are tasked to do more with less, and no where is this truer than in the public sector,” said Jeff Canter, president and founder of Step 1. “Directors of public sector agencies must expertly balance the needs of very different constituencies – elected officials and public appointees, agency staff, and their customers - the public. In this challenging environment, it’s more important than ever to optimize the performance of key managers in order to satisfy all of these audiences.

“As someone who has worked her way up through the levels of law enforcement, Julia understands the demands placed upon new and experienced managers in the public sector. Her ability to identify and effectively manage the structural challenges and help others to do the same is invaluable. She brings a very important skill set to the firm, and we’re delighted to be working with her,” Canter said.

Prior to joining Step 1, Grimes served twenty four years with the Alaska State Troopers, and served in a wide range of duty assignments, including urban patrol, statewide and metropolitan drug and alcohol enforcement, Major Crimes Investigations, rural enforcement as a Trooper/Pilot in bush Alaska and in Fugitive Apprehension/Judicial Services. A graduate of the Federal Bureau of Investigation’s National Academy and the National Executive Institute in Quantico, Virginia, Grimes was the first female trooper in Alaska to be promoted to captain, and later became the first female trooper to be promoted to Colonel and assigned as the Director of the Alaska State Troopers.

"I'm delighted to join the Step 1 team, combining my experiences with the firm's unique and successful consulting services. We know that public sector managers strive to reduce turnover of personnel, strengthen depth of experience and develop leaders within their administrative and operational staff. We also know that managers can realize superior results through leadership development, mentoring and management coaching," said Grimes.

"With a significantly elevated consequence of error as compared to their private sector counterparts, public officials – particularly law enforcement and public safety officials – must focus much of their time and efforts on how best to deliver critical services with professionalism, competence and accountability. With such a premium placed on efforts to ensure effective service to the public, training focused on leadership development represents a challenge to already stretched resources and can fall to a lower priority. Ultimately, it is to the detriment of the organization's mission if leadership development is not part of their strategy for long term success. I look forward to the opportunity to fill this training gap with the goal of developing stronger leaders and enhancing overall operational performance."

Grimes is a lifetime member of the Women Police of Alaska (WPA), as well as a member of the National Association of Women Law Enforcement Executives (NAWLEE), and the International Association of Chiefs of Police (IACP).

### **About Step 1 Management Services**

Step 1 Management Services, LLC is a firm dedicated to providing essential management training and leadership development services. Founded by Jeff Canter, a management professional with more than 25 years of experience across a variety of industries, Step 1 provides an array of management training, leadership development and business coaching services. By applying pragmatic and real-world experience, Step 1's programs, training engagements and consulting services help businesses, non-profits and public sector organizations to implement programs designed to cultivate the full potential of the entire management group, from entry-level managers through to senior executives. The cornerstone of Step 1's approach is helping clients to establish management practices that enable both the individual and the organization achieve its full potential. The Step 1 Web site is located at [www.step1management.com](http://www.step1management.com).

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