

rethinQ

SOLUTIONS

People Services Division

Build Culture Intentionally. Not Just Hopefully.

Client Onboarding & Consulting Framework

Question. Qualify. Quantify.

Building smarter, more resilient systems by aligning technology, people and strategy. Unleashing potential at every level.

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CONFIDENTIAL

1. Who We Are

rethinQ Solutions is not a firm. We are not an agency. We are a curated collective of elite, independent contractors who assemble under the rethinQ banner when the problem demands it — and dissolve when the work is done. No permanent payroll. No overhead-driven recommendations. No standing army waiting for a war.

We serve clients facing challenges that don't fit neatly into the service catalogues of established vendors. Our value isn't just what we deliver — it's the vantage point we bring. A different perspective on complex problems. Creative, tailored, unconventional.

We aim to build with AI, democratize knowledge, and provide value-based solutions and services for our clients.

Vision: *Building smarter, more resilient systems by aligning technology, people and strategy. Unleashing potential at every level.*

Our Four Service Pillars

GROWTH	TECHNOLOGY	SECURITY	PEOPLE
Revenue acceleration, pipeline generation, digital presence, vendor coordination	AI integration, cloud strategy, digital transformation, systems architecture	Cyber and physical risk, compliance, incident response, property profiling	Psychometric-informed talent, corporate therapy, leadership, culture design

*We assess before we advise. We measure before we build.
A strategic alternative. An agile perspective. A precise instrument.*

2. Your rethinQ Associate

A Trusted Advisor Who Works For You — Not The Vendors

Every rethinQ Associate is a hands-on strategist with real-world execution experience. They embed with your team, learn your business inside and out, and take full ownership of sourcing, negotiating, and overseeing every vendor relationship on your behalf — across people and beyond. One advisor. Full oversight. No competing agendas.

The Challenge

Recruiters, coaches, HR consultants, benefits brokers, and training vendors are all pitching people solutions. Nobody is looking at your workforce holistically — culture, retention, leadership, and wellbeing — and nobody is coordinating the strategy.

The rethinQ Approach

Your rethinQ Associate assesses your entire people ecosystem — talent pipeline, culture health, leadership bench, and employee experience — then sources and manages the right partners across every dimension. One advisor for your entire people strategy.

How It Works

- 1. Diagnose.** Your Associate runs a comprehensive people assessment to establish a clear baseline using rethinQ's proprietary intake questionnaires and maturity scorecards.
- 2. Source & Align.** Instead of disconnected vendors, your Associate builds a unified people strategy, sources the right specialists, and coordinates delivery across the full stack.
- 3. Measure & Sustain.** Ongoing oversight with clear KPIs, sprint reviews, and quarterly reassessments. Your Associate holds every vendor accountable to measurable outcomes.

Built-in Accountability

One advisor. One people strategy. One point of trust. Full vendor accountability. No more siloed agencies working at cross-purposes.

3. People Services Division — Overview

The People Services Division helps organizations build, sustain, and optimize their most valuable asset: their workforce. We take a consultative, evidence-based approach that goes beyond traditional HR consulting by integrating psychometric science and clinical wellbeing support into every engagement.

Most organizations understand that people are central to performance. Fewer have the tools, frameworks, and specialist support to ensure they are hiring the right people for the right roles, retaining them effectively, developing their potential, and creating an environment where they can thrive. rethinQ People bridges that gap — anchored by a dedicated rethinQ Associate who manages every people-related vendor relationship on your behalf.

What Sets rethinQ People Apart

Psychometric Testing — Science-Based Fit & Potential	Registered Corporate Therapists — Clinical Wellbeing & Organizational Health
We integrate validated psychometric assessments into our talent acquisition, development, and organizational design processes. These instruments measure cognitive ability, personality traits, behavioural tendencies, emotional intelligence, and values alignment — providing objective, data-driven insights that go far beyond resumes and interviews. Psychometric data helps organizations make better hiring decisions, predict role fit and team dynamics, identify leadership potential, and build development pathways tailored to the individual.	We embed registered, licensed therapists into our People engagements to provide clinical-grade support for employee wellbeing, leadership coaching, team dynamics, workplace conflict, stress management, and organizational health. These are not wellness coaches or motivational speakers — they are regulated professionals with clinical training. Corporate therapy ensures that fit assessment extends beyond skills and culture to include psychological safety, long-term sustainability, happiness indicators, and resilience.

Together, psychometric testing and corporate therapy form the foundation of rethinQ People's approach: objective measurement of fit, potential, and wellbeing — not assumptions or gut feelings.

People Services Catalogue

Service Area	What We Deliver	Key Outcomes
Talent Acquisition & Fit Assessment	Psychometric profiling for candidates and roles, cognitive and personality assessments, values and culture-fit analysis, structured interview design, hiring process audit	Higher quality hires, reduced mis-hires, faster time-to-productivity, predictive insights into success
Employee Wellbeing & Corporate Therapy	Registered corporate therapist placement, individual and group wellbeing assessments, burnout diagnostics, conflict mediation, psychological safety audits, EAP optimization	Healthier workforce, reduced absenteeism, early identification of burnout, clinical-grade support beyond EAPs

Service Area	What We Deliver	Key Outcomes
Leadership Development & Coaching	Psychometric-informed leadership profiling, executive coaching, leadership pipeline assessment, succession planning, 360 feedback, first-time manager programs	Stronger leadership bench, accelerated leader readiness, reduced leadership turnover
Organizational Design & Culture	Culture audits, organizational structure review, team dynamics analysis, change management, values alignment, employer brand assessment, DEI strategy	Clear cultural identity, optimized structure, healthier dynamics, employer brand that retains
Performance & Retention Strategy	Performance management framework, engagement surveys, stay interviews, exit analysis, retention risk modelling, compensation benchmarking, career pathing	Reduced voluntary turnover, early identification of flight risks, competitive total rewards
HR Strategy & People Operations	HR function audit, people analytics, HRIS assessment, policy development, compliance review, fractional CHRO services	Professionalized HR function, data-driven decisions, compliant policies, scalable operations

4. Psychometric & Corporate Therapy Integration

Psychometric testing and registered corporate therapy are not standalone services — they are integrated capabilities that enhance every People engagement. Your rethinQ Associate coordinates instrument selection, therapist placement, and delivery across all engagement areas.

Psychometric Testing — Integration Points

Service Context	How Psychometrics Are Used	Instruments & Methods
Talent Acquisition	Pre-hire profiling to score candidate-role fit. Team composition analysis to predict dynamics with existing team members.	Cognitive ability assessments, Big Five profiling, values inventories, situational judgment tests, team role analysis
Leadership Development	Leadership profiling to identify strengths, blind spots, and development needs. Baseline measurement before coaching engagements.	Emotional intelligence, leadership style inventories, decision-making profiles, 360 integration
Organizational Design	Team dynamics mapping using behavioural profiles. Culture-fit analysis at the organizational level.	Team profile aggregation, communication style mapping, conflict tendency analysis, values alignment surveys
Performance & Retention	Identifying engagement drivers by personality type. Predicting retention risk based on role-person alignment.	Engagement driver profiling, role alignment scoring, interest and motivation inventories, burnout indicators

Registered Corporate Therapy — Integration Points

Service Context	How Corporate Therapy Is Used	Delivery Models
Employee Wellbeing	Individual and group wellbeing assessments, ongoing clinical support for stress, anxiety, burnout, or workplace challenges. Goes beyond EAP with proactive, embedded support.	On-site or virtual sessions, group facilitation, wellbeing assessments, aggregate-only leadership reporting
Talent Acquisition	Candidate wellbeing screening for long-term sustainability. Assessing psychological readiness for high-stress roles. Onboarding support.	Pre-hire wellbeing indicators, role-demand matching, structured onboarding check-ins

Service Context	How Corporate Therapy Is Used	Delivery Models
Leadership & Coaching	Executive stress management, leadership resilience, emotional regulation coaching. Clinical support for leaders managing pressure or change.	1:1 executive therapy, leadership resilience programs, confidential coaching, crisis support
Culture & Conflict	Workplace conflict mediation with clinical frameworks. Psychological safety audits. Support during change, restructuring, or layoffs.	Clinical mediation, psychological safety surveys, team health facilitation, critical incident debriefing

All corporate therapy services are delivered by registered, licensed professionals operating under the ethical standards of their jurisdiction. Confidentiality is maintained at the individual level — only aggregate, de-identified insights are shared with organizational leadership.

5. Client Onboarding Framework

Every People engagement follows a structured five-phase onboarding process. Your rethinQ Associate guides you through each phase, ensuring deep understanding of your workforce composition, organizational culture, and people challenges before recommending solutions.

Phase 1: Discovery & Intake (Week 1)

Objective: Understand the client's workforce, culture, leadership structure, people challenges, and strategic priorities.

Key Activities:

- Conduct a 90-minute Executive Discovery Session with senior leadership, HR/People leadership, and operational stakeholders
- Distribute and collect the rethinQ People Intake Questionnaire covering organizational demographics, HR maturity, talent acquisition, wellbeing, leadership, culture, performance, and people technology
- Gather org charts, engagement survey results, turnover reports, HR policies, compensation data, and exit interview summaries
- Conduct preliminary psychometric readiness assessment and wellbeing infrastructure review
- Map the organizational structure and identify people decision-makers, budget owners, and cultural influencers

Deliverable: Completed People Profile & Discovery Summary Report

Phase 2: Current State Assessment (Weeks 2–3)

Objective: Perform a comprehensive audit across all people functions to establish a maturity baseline. Where appropriate, psychometric instruments are deployed to generate baseline data on team composition, leadership profiles, and wellbeing indicators.

Assessment Area	What We Evaluate	Scoring
Talent Acquisition & Fit	Hiring process maturity, use of objective assessments, candidate experience, time-to-hire, quality-of-hire, interviewer calibration	1–5 Maturity Score
Employee Wellbeing & Support	Mental health resources, EAP utilization, psychological safety, burnout indicators, absenteeism, clinical support availability	1–5 Maturity Score
Leadership & Development	Pipeline depth, succession plan quality, development investment, coaching availability, 360 feedback practices, psychometric integration	1–5 Maturity Score
Organizational Culture	Culture articulation, values clarity, employee sentiment, DEI maturity, team dynamics health, change readiness, employer brand	1–5 Maturity Score

Assessment Area	What We Evaluate	Scoring
Performance & Retention	Performance framework, feedback quality, engagement survey maturity, turnover trends, retention risk, recognition, career pathing	1–5 Maturity Score
HR Strategy & Operations	HR function structure, people analytics, HRIS effectiveness, policy compliance, employment standards, strategic alignment	1–5 Maturity Score

Deliverable: rethinQ People Maturity Scorecard — scored across all six dimensions with identified gaps, psychometric baseline data, and wellbeing indicators.

Phase 3: Gap Analysis & Service Matching (Week 4)

Objective: Translate assessment findings into a prioritized action plan, mapping gaps to specific rethinQ People services and vendor partners.

Key Activities:

- Generate the People Gap Matrix incorporating psychometric and wellbeing data
- Prioritize gaps using an Impact-Effort framework, factoring business impact, employee experience, legal exposure, and organizational readiness
- Match gaps to rethinQ People services with timelines, resource requirements, and psychometric/therapy integration points
- Identify and shortlist vendor partners (recruiters, coaches, EAP providers, HRIS vendors) — your Associate manages all sourcing
- Develop a phased People Strategy Roadmap with milestones, quick wins, and long-term transformation initiatives
- Define KPIs and prepare investment estimates including build vs. buy recommendations for psychometric tools and therapy programs

Service Matching Decision Logic

If Assessment Reveals...	Primary Service Match	Supporting Services
High mis-hire rates, no objective assessments, poor candidate experience	Talent Acquisition & Fit Assessment	Culture & Org Design, Performance & Retention
High absenteeism, burnout signals, low psychological safety, workplace conflict	Employee Wellbeing & Corporate Therapy	Leadership Development, Culture & Org Design
Weak leadership pipeline, no succession plan, undeveloped managers	Leadership Development & Coaching	Wellbeing & Therapy, Performance & Retention

If Assessment Reveals...	Primary Service Match	Supporting Services
Unclear values, poor team dynamics, low sentiment, DEI gaps, weak employer brand	Organizational Design & Culture	Wellbeing & Therapy, HR Strategy
High voluntary turnover, disengaged workforce, weak performance framework	Performance & Retention Strategy	Talent Acquisition, Culture & Org Design
Under-resourced HR, no people analytics, outdated HRIS, compliance exposure	HR Strategy & People Operations	Performance & Retention, Leadership Dev

Deliverable: People Strategy Roadmap with prioritized recommendations, vendor shortlist, psychometric and therapy integration plan, and investment estimates.

Phase 4: Strategy Presentation & Alignment (Week 5)

Objective: Present findings and recommendations to leadership, align on priorities, and finalize engagement scope.

Key Activities:

- Deliver a formal People Strategy Presentation with visual scorecards, workforce analytics, aggregate psychometric insights, wellbeing indicators, and the recommended roadmap
- Facilitate a collaborative prioritization workshop to align leadership on sequencing, budget allocation, and cultural readiness for change
- Refine engagement scope based on feedback, budget constraints, internal HR capacity, and regulatory considerations
- Define the SOW including timelines, vendor assignments, governance, psychometric instrument selection, and therapy program parameters
- Establish communication cadence (weekly stand-ups, bi-weekly sprint reviews, monthly people briefings, quarterly organizational health reviews)

Deliverable: Signed Statement of Work, finalized project plan, psychometric instrument selection, therapy program design, and assigned rethinQ Associate and people team.

Phase 5: Engagement Kickoff & Execution (Week 6+)

Objective: Transition from assessment into active execution with clear ownership, psychometric deployment, therapy integration, and iterative delivery.

Key Activities:

- Your rethinQ Associate assumes ownership of all vendor relationships, psychometric specialists, and registered corporate therapists assigned to the engagement
- Launch the first 30-day sprint with defined objectives: assessment deployments, program designs, policy drafts, coaching sessions, or therapy activation
- Deploy psychometric instruments to target populations and establish baseline profiles

- Activate corporate therapy programs where applicable: individual sessions, group facilitation, wellbeing assessments, and manager training
- Deploy people dashboards and KPI tracking tied to the People Maturity Scorecard baseline
- Deliver a 30-day Progress Report with workforce health improvements, psychometric insights, and recommended adjustments

Deliverables: Active service delivery, psychometric reports, wellbeing dashboards, 30/60/90-day progress reports, quarterly organizational health reviews.

6. Onboarding Timeline Summary

Timeline	Phase	Key Output	Client Commitment
Week 1	Discovery & Intake	People Profile & Discovery Summary	4–6 hours + readiness assessment
Weeks 2–3	Current State Assessment + Psychometric Baseline	People Maturity Scorecard + Baseline Data	Team participation in assessments
Week 4	Gap Analysis & Service Matching	People Strategy Roadmap	2–3 hours
Week 5	Strategy Presentation & Alignment	Signed SOW & Project Plan	2–4 hours
Week 6+	Engagement Kickoff & Execution	Active Delivery + Dashboards	Ongoing stand-ups + assessments

What Your rethinQ Associate Manages

From hiring to coaching to retention — your rethinQ Associate manages every people vendor. No more disconnected HR initiatives. One people strategy, one advisor, measurable outcomes.

- Recruiters, executive search firms, and sourcing partners
- Psychometric instrument vendors and assessment specialists
- Registered corporate therapists and clinical wellbeing providers
- Executive coaches, leadership development firms, and 360 vendors
- HRIS providers, ATS platforms, and people analytics tools
- Compensation consultants, benefits brokers, and EAP providers

7. Maturity Scorecard — Scoring Guide

Each assessment dimension is scored on a 1–5 maturity scale. This scoring guide ensures consistency across assessments and provides clear benchmarks for client communication.

Score	Maturity Level	Description
1	Ad Hoc	No formal people strategy or documented processes. Activities are reactive and inconsistent. Significant unmanaged risk and missed opportunities.
2	Emerging	Basic activities exist but lack structure, consistency, or measurement. Some awareness of gaps but no clear plan to address them.
3	Defined	Formal processes exist and are documented. Core metrics are tracked. Strategy in place but execution is inconsistent or under-resourced.
4	Managed	Strategy is well-executed and data-driven. Processes are optimized with regular iteration. Performance meets or exceeds industry benchmarks.
5	Optimized	Industry-leading performance. Continuous innovation, advanced automation, and predictive capabilities. The function is a competitive differentiator.

8. Engagement Models

rethinQ People services are available in flexible engagement models designed to fit each client's budget, timeline, and internal capacity. Every model includes an embedded rethinQ Associate as the single point of accountability.

Model	Best For	Structure	Duration
Diagnostic Only	Independent assessment before committing to execution — ideal for board reporting, M&A, or organizational health checks	Phases 1–3: Discovery, Assessment, and Gap Analysis with full Scorecard and Roadmap	4–5 weeks
Project-Based	Targeted engagements with defined scope and deliverables	Full onboarding (Phases 1–5) scoped to specific service areas with fixed deliverables	2–6 months
Retainer / Managed Services	Ongoing program management with continuous oversight, periodic reassessments, and strategic support	Full onboarding followed by recurring monthly services with dedicated rethinQ Associate	6–12 months (renewable)

Model	Best For	Structure	Duration
Fractional CHRO / VP People	Senior leadership without the full-time commitment	Part-time executive placement (10–20 hrs/week) to own and drive strategy	6+ months

Ready to rethinQ your people strategy?

Every great engagement begins with a structured conversation. Reach out to start your Discovery phase.

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Stay curious & rethinQ your potential.