



Outlook:
Los Angeles
Business Profiles

Compliance Solutions With Definitive, Long-Term Results

With Progressive Management Resources, Clients Enjoy Greater Assurance

For businesses in every industry, compliance with employment and non-discrimination laws can be daunting. That's because the resources companies need in the long term – customized employee training, clear and thorough policies, and precise methods of measuring compliance, all supported by professional experience and legal expertise – are not easy to find. But in the heart of Los Angeles, there is one firm that has carved its niche by bringing all these services together.

Progressive Management Resources, Inc. (PMR) is a fast-growing, management consulting firm delivering custom-fit compliance solutions that help employers avoid or get back on track after litigation. Serving *Fortune* 100, *Fortune* 500 and other national, regional and local corporations, PMR offers fine-tuned employee

training, policy development and workplace testing programs that address each company's unique circumstances and needs.

Because PMR's specialty is still something of a rarity in the marketplace, the firm has enjoyed remarkable success. Based on the number of employees at its downtown location, PMR was ranked one of the city's top women-owned businesses by *LA Downtown News* in 2002.

Employee Training: Putting a New Spin on Diversity Training

Diversity training, or "sensitivity" training, was a workforce staple a decade ago. Typical training sessions consisted of general discussions about race and ethnicity but did not delve into laws or company policies governing pro-

fessional behavior. Such training programs were neither practical nor effective; some even resulted in increased liability.

According to President and CEO Heidi Olguin, PMR provides a unique brand of employee training that goes to the heart of compliance issues. "Ours is not a generic, off-the-shelf remedy," she says. "We take the time to learn about a company and tailor each training program to its specific industry, values, challenges and job tasks. Through targeted, on-the-job scenarios, employees learn how to conduct themselves in accordance with current law and company policy. With this level of relevance and detail, ours is the rare training program that employees truly appreciate."

Measuring Compliance: Precise Methods Yield Meaningful Results

When it comes to compliance matters, a single snapshot of a company's operations and policies doesn't guarantee long-term security. Using methods that are unsurpassed in scope and precision, PMR provides ongoing testing to evaluate employee conduct, adequacy of policies and the impact of training programs.

Mona Hathout, PMR's Vice-President and General Counsel, explains the firm's common-sense approach. "We replicate everyday business transactions through the use of trained individuals (often known as 'testers'). Then, we measure each tester's experience and, through detailed analysis we can assess any differences based upon race, gender or other relevant factors, as well as company policy compliance. This has proven very effective in helping companies not only identify compliance weaknesses, but also detect patterns of lost revenue which can be significant."

Adds Olguin: "It's hard for employees to understand how their everyday actions can cause major problems or even end in a lawsuit. Through policy development, employee training, and compliance testing, we can help."



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