

A sampling from  
Continuum Consulting's client roster:

Glaxo Smith Kline  
Blue Cross Blue Shield  
Biogen Idec  
American Social Health Association  
Copernicus Group IRB  
IBM  
Novartis  
Holiday Inn Reservations  
University of North Carolina- Chapel Hill  
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**CONTINUUM**  
CONSULTING SERVICES, LLC




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Please see our full services at:  
[www.continuumcs.com](http://www.continuumcs.com)

*Achieving Extraordinary Results:*  
**Continuum's Individual Coaching Program**

-  **Are you trying to improve your performance?**
-  **Do you need a strategic partner whose only interest is your success?**
-  **Would you like a neutral mentor to provide honest feedback?**

Individual Coaching for the executive, manager, or individual contributor is available stand-alone or as part of other Continuum services.



**Continuum's Master Consultants who lead our Call Center Team:**

**Pamela Black**

In addition to 15-plus years in varied corporate roles, Pamela brings expertise gained from her years as Telemarketing Center Manager for a business-to-business call operation for a leading U.S. software manufacturer.

**Catherine Robinson**

Catherine draws on more than 12 years of leadership experience in both non-profit and the pharmaceutical and biotechnology industries. Her call center experience includes program development and implementation, performance management, recruiting and hiring, quality assurance, and leadership development.

# Ready to take Call Center Leadership *to the* Next Level?



*It's time to call*

## Continuum ...

*Innovators in*  
Leadership,  
Community and Organizational  
Development

PARTNERING WITH CLIENTS THROUGH TIMES OF TRANSITION

