



TITAN GROUP INC.

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Employee Training and Leadership Development

CLIENT SPOTLIGHT:

Nelsen Funeral Home & Crematory

Blair Nelsen, President & CEO

<http://www.nelsencares.com>



Titan sat down with Blair Nelsen to talk about his experience with Titan Group. Nelsen provides comprehensive funeral and cremation services, through 4 funeral homes, a crematory and a pet crematory. Blair learned the business while in high school and has worked in the business for the last 18 years, although the company has been in his family for over 115 years.

He first began working with Titan Group about 6 months ago when he was looking for a firm which could provide comprehensive training and consulting in HR matters. He noted that some of the challenges his company has faced over the last couple of years as they have grown include his staff being promoted into positions for which they were not fully prepared, hiring people with different corporate cultures, and issues in building a cohesive team.

Titan Group helped him meet his company's challenges by providing training to his management team in communication skills, personal development, staff development and leadership skills. Specifically, he has found Nelsen Management University really helpful as it has served as a platform for his management team to interact outside the work environment, air differences, discuss challenges and begin the process of building a more cohesive team, as well as working to understand differing leadership and communication styles. It has created a new level of communication among his managers.

More to the point, Nelsen stated "Genevieve and Jan have provided invaluable advice in HR matters, enabling me to be a more effective leader and coach for my staff. Titan has helped me see alternative ways of dealing with personnel situations, resulting in a more cohesive and productive management team."