

# LUCKETT & LILES

Founded in 2018, Lockett & Liles is a management consulting firm specializing in talent development, organizational culture, and communications. We work with human resource, communication, C-level, and high-ranking leaders to implement initiatives across agencies and departments. **Our mission is to help people and organizations achieve excellence so they can better serve others.**

## Differentiators

A black woman-owned small business

Excellence as a core value

Our managing partner has over 20 years of consulting experience across 14 agencies and departments

Consistently recognized for excellence in execution and attention to detail

Experienced in designing content used to brief agency heads, Congressional staff, and government leaders, including the presidential transition team

Skilled at translating high-level ideas or directives into tangible outcomes

We believe in **less talking** and **more doing**

## CONTACT

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## Core Competencies

- Strategic Communications
- Organizational Change Management
- Stakeholder Engagement
- Process Improvement
- Organizational Culture
- Organizational Creativity
- Coaching & Mentorship
- Leadership Development

## NAICS Codes

- |                         |  |
|-------------------------|--|
| <b>541611 (Primary)</b> | Administrative Management and General Management Consulting Services |
| <b>541612</b>           | Human Resources Consulting Services                                  |
| <b>541613</b>           | Marketing Consulting Services  |
| <b>541618</b>           | Other Management Consulting Services                                 |
| <b>541990</b>           | All Other Professional, Scientific, and Technical Services           |
| <b>541430</b>           | Graphic Design Services  |

## Corporate Data

**SBA Women-Owned Small Business**

**Business Structure:** LLC

**DUNS Number:** 081237464

**Cage Code:** 84DC0

**SAM Registration:** Active

[LUCKETTANDLILES.COM/FEDERAL](http://LUCKETTANDLILES.COM/FEDERAL)

# LUCKETT & LILES

## Recent Past Performance



### FEATURED CLIENT WORK:

#### THE OFFICE OF FEDERAL STUDENT AID (FSA)

Luckett & Liles supported strategic initiatives at the Office of Federal Student Aid to build a 21st-century, people-centric organization. Tasks included:

##### **FSA Immersion Briefing**

At the Chief Operating Officer's (COO's) direction, we developed comprehensive materials to brief the presidential transition team, incoming Secretary of Education, and political appointees on the current state of FSA programs. As a data-driven presentation, we focused thoughtfully on identifying, analyzing, and depicting information that supported the larger story and key themes. Topics included loan forgiveness, the CARES Act and other relevant policies, high-profile lawsuits, and the \$1.5 trillion debt portfolio. We then iteratively designed presentation graphics, incorporating input from the COO, Deputy COOs, and other subject matter experts. The resulting brief enabled agency leaders to articulate challenges and guide discussions.

##### **FSA Reorganization Planning**

FSA requested the support of Luckett & Liles to embark on its first large-scale reorganization in over 15 years. We worked one-on-one with the COO to develop the business case for change, including an analysis of FSA's operating environment and financial service peers. The final content communicated a vision for the future and described the benefits of restructuring. The COO used resulting materials to brief both the Secretary and Deputy Secretary of Education.

Other tasks included collaborating with Deputy COOs, the reorganization team, and Strategic Communications to develop content that educated and acclimated stakeholders to the proposed reorganization. Briefings for congressional staff included a detailed breakdown of high-profile issues, like oversight of schools and loan servicers, along with solutions provided by the new organization. Materials for employees told the people side of the story, describing opportunities for growth and development while detailing what to expect. Within a year, FSA successfully completed its restructuring to become a more agile, transparent, and student-focused organization.