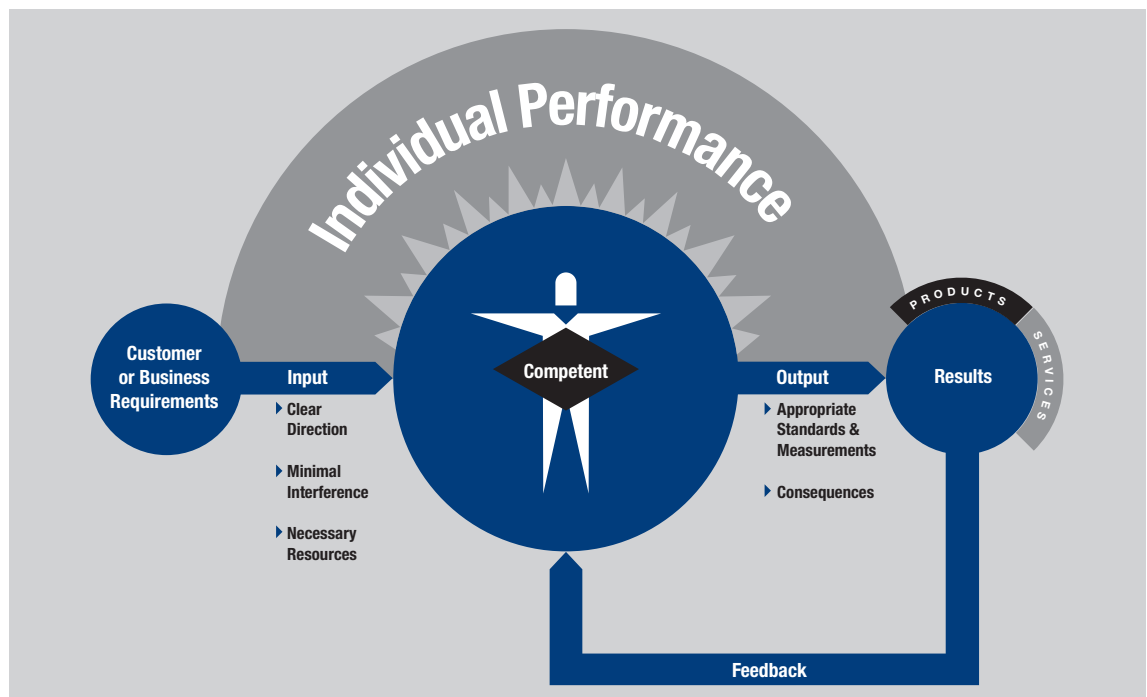


Performance Management

Training and Systems

CLIENTS include:

- American National
Can
- Applied Industrial
Technologies
- Ashland, Inc.
- Cable and Wireless
 - Calgon
 - Cigna
 - ConAgra
- Depository Trust
 - Fujitsu
 - GMAC
 - Mitre
- NYU Medical
Center
 - Nortel
- Prudential
 - Siemens
- Volkswagen



SERVICES & PRODUCTS

- Customized, tailored and packaged training, including:
 - FOCUS Coaching
 - Managing Performance - With Competence
 - INVOLVE Goal Alignment (all employees)
- Seamless and positive performance management systems.
- Instrumented feedback, including Performance Management Competencies Inventory.
- APEX (Achieving Performance Excellence) software.
- The Developmental Coach video program (also sold by LearnCom).
- Integrated with HR systems for selection, succession

planning, career management, development and rewards.

- Job competency models/systems that drive superior performance.

THE WORKITECT TEAM

- Founder and President, Ed Cripe - formerly Principal with McBer/Hay Group and Kaset/Achieve Global, Director of Training and Organization Development for Ryder and Bendix (Allied-Signal), MBA from Indiana University.
- 20 seasoned full-time, part-time and contract consultants who apply and integrate performance technology, instructional design, facilitation, training, organization development, change management, competency modeling, measurement and employee communications expertise.

- Certifications/affiliations - Center for Creative Leadership, Designed Learning, Prism, Linkage, McBer, Interaction Associates, Grove Consultants, Rummler-Brache, Caribiner and AchieveGlobal.
- Publishers of numerous articles, the Resource Guide for Developing Competencies and "The Value Added Employee" (Butterworth-Heinemann, 2nd Edition).

SAMPLE TRAINING & CONSULTING PROJECTS

- Team development
- Leadership development
- Sales, team selling, global cross-functional account teams
- Navigating change
- Career development for call centers
- Executive coaching and development
- Customer service improvement
- For staff functions - Adding Value, Competent Staff Consultant, Service Excellence
- Extend Consulting Skills