



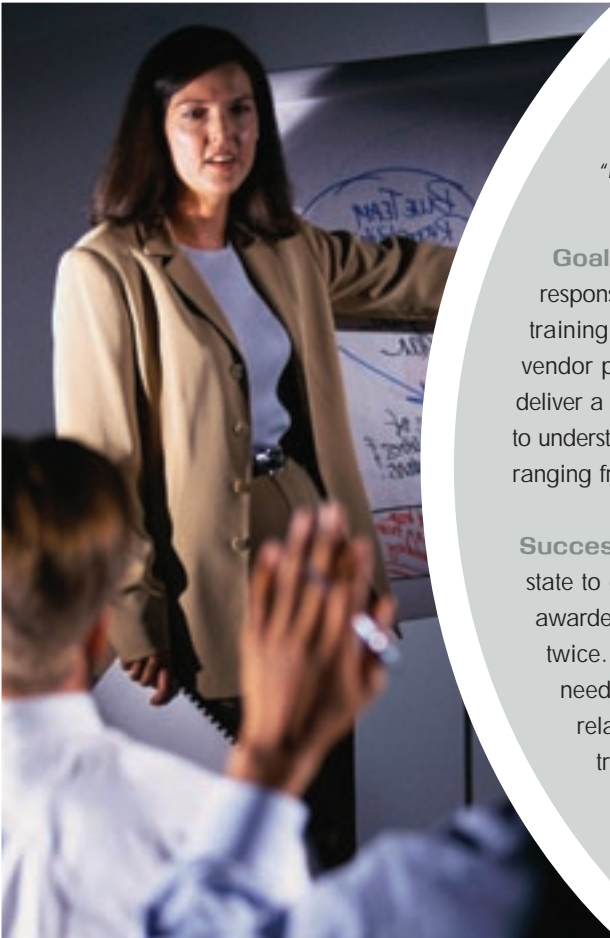
impact
training alliance

Advancing People.

Get Ahead.

Impact Training Alliance
is dedicated to advancing
people and your business.

We work with you to
identify your specific
training goals and align
them with top level
customized training.



Many needs. One Solution.

Case Study # 1: Michigan State Government

"Because you are a good value – you make us look good"

Phil Kovacs, Project Manager

Goal. The Michigan Department of Human Resource Development is responsible for providing 66,000 state employees with continuing education training courses. Phil Kovacs, a project manager, was seeking a new vendor partner who would provide client driven customer focus and could deliver a variety of high quality yet affordable training programs. The vendor had to understand the demands of training in state government in seven specific areas ranging from conflict resolution to project management to leadership.

Success. In preparation for the bid, Impact surveyed over 50 contacts in the state to determine the agency's needs. In September of 2000, Impact was awarded the Michigan State Government contract that has since been renewed twice. A customized curriculum was created to meet the state government needs and function well in the political climate. Impact has built a proven relationship with the state of Michigan and has conducted over 200 training days in the past 20 months including customized management training, customer service initiatives, keynotes, administrative support, personnel training, and new hire orientations.

Take the Lead.

Impact Training Alliance is a professional education provider that places the needs of the client first. We partner with you and training providers to deliver training solutions that result in greater levels of success both professionally and personally. To achieve this success, Impact represents your needs in the marketplace and matches them to the ideal training program.

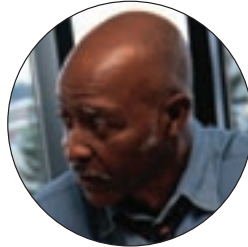
With over 35 years experience, Impact Training Alliance works with you to secure the best possible

trainers and curriculum for every training project. We have several hundred alliances with training organizations throughout the USA, Canada, and Europe. The trainers provide continuous education and improvement to individuals, groups and their respective businesses. Training topics range from leadership and management to sales and negotiation.

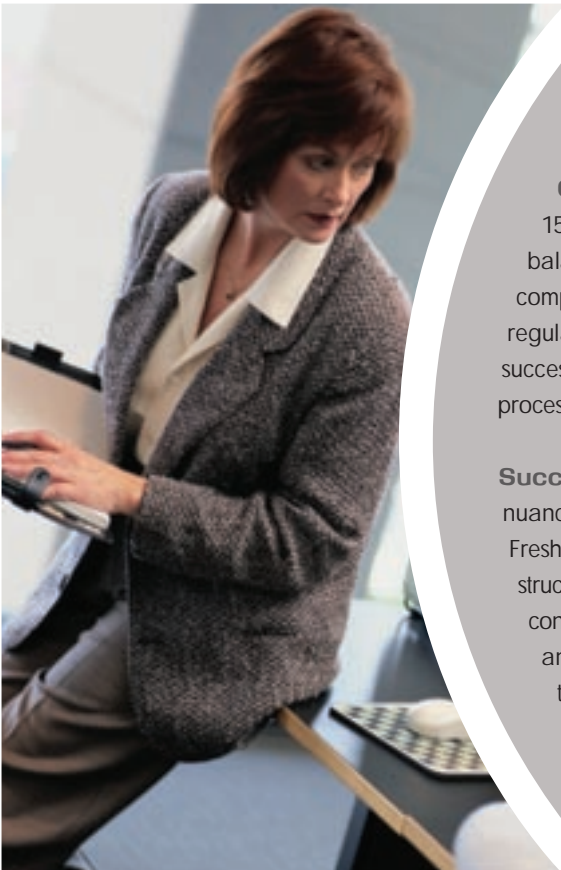
Greater People.

Trainers. Impact Training Alliance helps determine your training goals and pair you with the most suitable trainer to fulfill those goals. We work with trainers who specialize in on-site, personal instruction. If desired, on-line instruction is also available. Impact has partnerships with a wide selection of trainers, who can meet your precise needs.

Every Impact training partner has performance consulting skills and uses adult learning models. The trainers are highly experienced with an impressive list of qualifications including:



- 20 plus years of training and consulting
- Ph.Ds in their respective areas
- Industry leaders and topical experts
 - World champion speakers
 - Attorneys
 - Published authors
 - Media experts
 - Deans of law schools
 - Retired military officers
- Producers of video and audio training programs
- Decades of training experience in corporate and public sectors
- Curriculum designers
- News and radio anchors



Adding Structure. Maintaining Culture. Case Study #2: Fresh Produce

Goal. Fresh Produce is a highly successful sportswear company with over 150 employees and a very casual culture. Employees are encouraged to balance their work and personal lives, as well as voice their opinions on company matters. Management was historically weary of formal policies and regulations but realized structure was a necessary part of their growth and success. The goal was to develop communication protocols and develop processes to control workload without inhibiting the positive aspects of the culture.

Success. Impact met extensively with Fresh Produce to understand the nuances and operations of the organization. We identified the main needs of Fresh Produce as unifying the management team and developing organizational structure while preserving the existing corporate culture. Impact recommended a consultant who has experience in running companies, facilitating communication, and adapting training to meet the client's ongoing needs. A customized training program was developed for directors and supervisors alike with periodic success evaluations. Since the training was implemented, Fresh Produce has improved management effectiveness in their organization and recently reported their most profitable quarter ever.

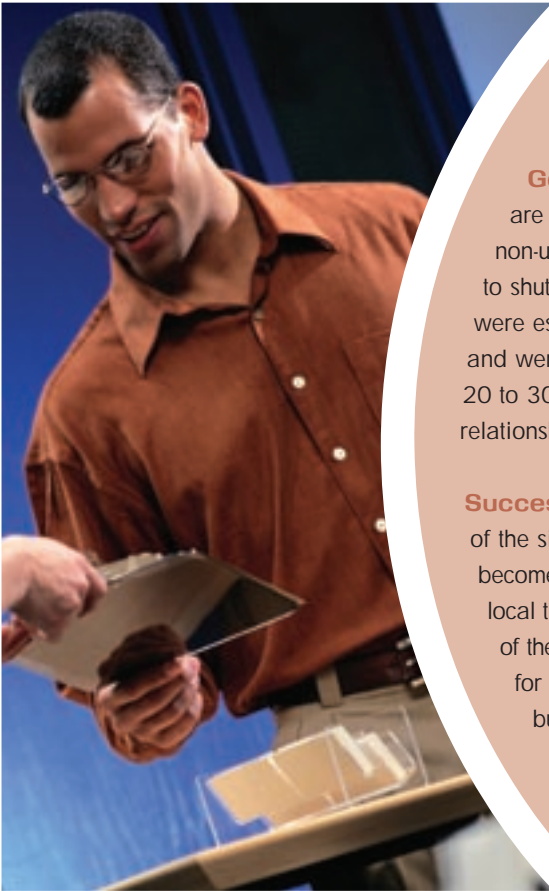


Greater Success.

Training improves morale, lowers turnover, and increases productivity. The best results stem from the right training program. Impact Training Alliance will help you determine your desired behavioral outcomes and then present you with training options that will achieve those outcomes. We offer pre and post needs assessment to evaluate the training's effectiveness and its return on investment.

The quality, experience, and depth of topical knowledge our trainers and instructors bring to the environment is unmatched. Impact offers training programs spanning

a variety of topics including: Leadership • Management and Supervisory skills • Customer service • Conflict resolution skills • Communication and writing skills • Project management • Support personnel • Sales and negotiation • Customized assessment tools • Train the trainer • Professional Development (*Career management, Time management, Decision making, Personal presentation, Mentoring, and Public speaking*) • Human Resources (*Workplace violence, Personal security, Sexual harassment, Cultural diversity, Union relations, Documentation and Hiring Practices*) • Team Building (*Self-directed, Cross functional and Coaching/Leading teams*)



Removing Barriers. Building Cohesion.

Case Study #3: Super-Fund Site

Goal. This project at a Super-Fund site has 425 long-term employees who are primarily unionized, as well as 30 supervisors and 12 managers who are non-union. The supervisors were caught between the goals of the Lead contractor to shut down the facility as quickly as possible and the union/trades people who were essentially working themselves out of a job. The workers lacked self-esteem and were accustomed to a stagnant culture, some having worked at the facility for 20 to 30 years. Supervisors required training to instill confidence, improve working relationships, and update the culture.

Success. Impact was aware of the unique environment and drawn to the challenge of the situation. We sought out the opportunity to help the people of the facility become successful. After thorough research, we realized they needed a corps of local trainers with a variety of teaching styles to accommodate the dynamic needs of the facility. For three months, our trainers conducted an intensive training module for the supervisors. Initially, the supervisors were highly resistant to interacting, but within hours the lines of communication had been opened between the supervisors and the trainer. Impact is now responsible for supervisor training at 3 of the 5 projects at this site.

Stay Ahead.

Impact Training Alliance will help you advance your people and your business. We will partner with you to identify and fulfill your training needs. Each program will be led by top trainers and custom tailored to your specific application. Contact Impact Training Alliance today, to go farther tomorrow.