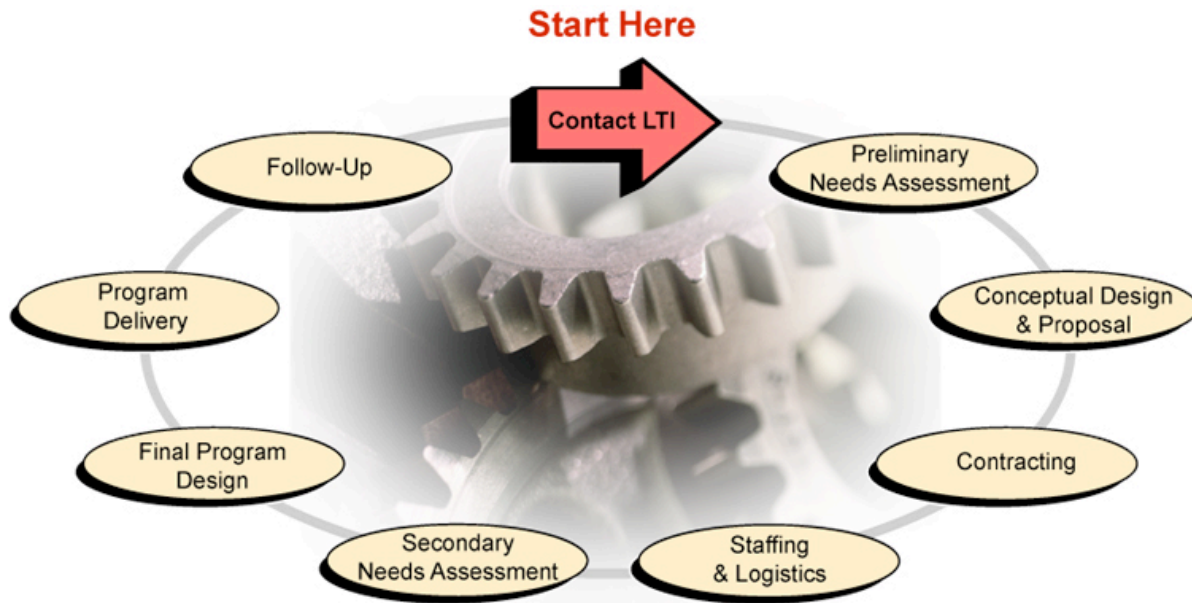


HOW WE DEVELOP TRAINING SOLUTIONS



Preliminary Needs Assessment: *Our process begins by focusing on understanding your current situation, business drivers, organizational culture, and critical resources. Our objectives are to identify causes (rather than symptoms) and to clarify expected business outcomes.*

Conceptual Design & Proposal: *Based on your specific situation, we develop with you a training strategy that targets your immediate business objectives. This strategy becomes the framework that guides our customization process and ensures that we meet your expectations.*

Contracting: *After evaluating our proposal and discussing the strategy with your LTI representative, you can elect to move forward by returning a signed contract. All logistical and financial issues are spelled out in detail before any work begins.*

Staffing & Logistics: *A critical benefit of using LTI is our ability to select staff with both relevant experience and topical expertise for your program. We also provide expert planning and coordination between you (the client), our staff, and the selected site.*

Secondary Needs Assessment: *Our customization process continues by digging deeper into your business environment. From terminology and business challenges to realistic everyday examples, our understanding of your specific business is critical for buy-in and practical outcomes.*

Final Program Design: *Based on the assessment information and our observations, we develop a training solution that targets practical high-impact outcomes. From content, implementation strategy, and even materials, each component is fine tuned for maximum impact.*

Program Delivery: *Your final LTI program is specifically designed for the adult learner. We leverage experience while focusing on actual application. New ideas are not just discussed, but actually practiced, adapted, and refined. We also adapt on-the-fly to leverage any unanticipated opportunities.*

Follow-Up: *Actual change requires reinforcement. After every program, we provide an executive summary of key discussion points, our observations, and suggestions for next steps. Without reinforcement, any training effort will be short lived.*

LEARNING TECHNOLOGIES, INC.

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