

Interact

Performance Systems

People Skill Training
for Performance Improvement

Interact Performance Systems

- Since 1981, hundreds of customers.
- Improving Performance by improving Day-to-Day Effectiveness.

American Express

CNA Insurance

DiscoverCard

Ford Motor Company

Hewlett Packard

Intel

Kinko's

Matrixx Marketing

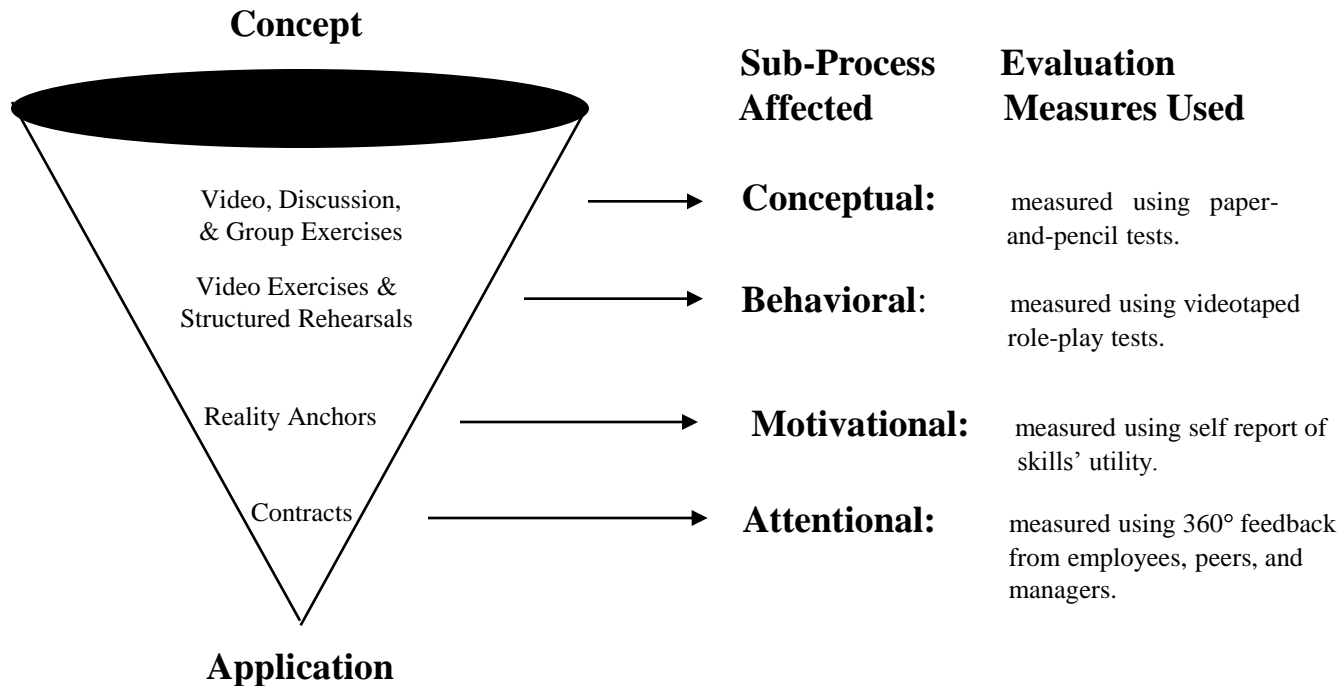
Motorola

Northern Trust Bank

Novell

Visa

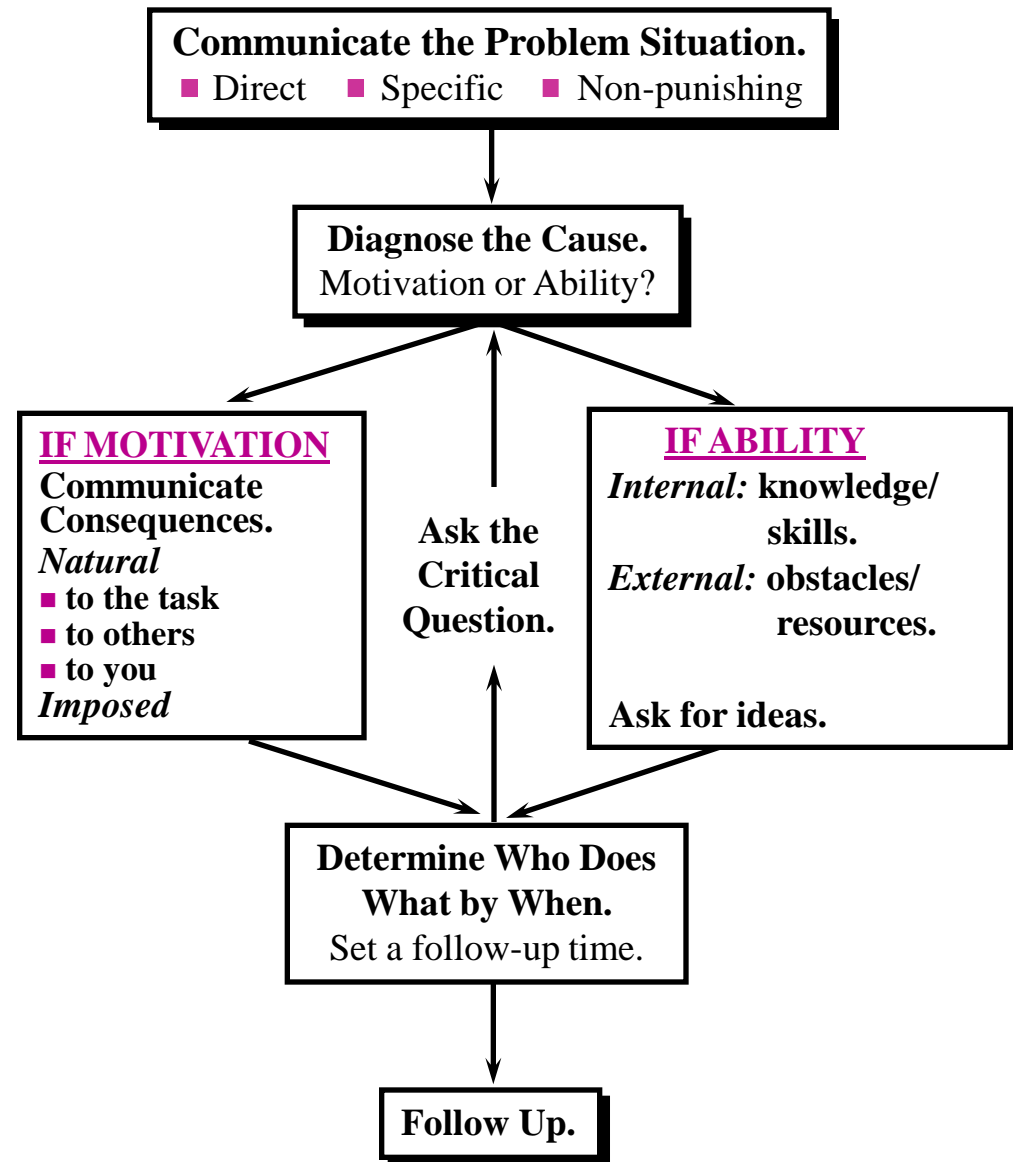
Instructional Design



Performance Problem Solving

- **Purpose:** To build accountability and strong working relationships. To solve performance problems.
- **Format:** Five half-day sessions.
- **Scope:** For leaders, for peers, for teams, and an accelerated version.
- **Instructional Design:** Video-based examples, discussions, exercises, structured rehearsals, and contracts.

Interact's Problem-Solving Model



Interact Performance Series

- ***Performance Problem Solving (Holding people accountable while building commitment)***
 - » ***For managers***
 - » ***For peers & team members***
 - » ***Accelerated--for reduced timeframes***
- ***Performance Management (Turning performance appraisal into performance management.)***
- ***Team Chartering (Developing & chartering teams)***
- ***Group Process/Meeting Management (Managing meetings & group process)***
- ***Analytical/Critical-Thinking Skills (Problem solving process and critical thinking)***
- ***Conflict (Higher level conflict resolution skills)***

Performance Management

- **Purpose:** To focus the organization on the right objectives and timetables—and to meet them.
- **Format:** Four half-day sessions. Flexible implementation.
- **Scope:** Managers, supervisors, team leaders, project leaders.
- **Instructional Design:** Video-based examples, discussions, exercises, structured rehearsals, and contracts.

Team Chartering

- **Purpose:** To give teams the direction, roles, and guidelines they need to perform.
- **Format:** Two half-day sessions with pre-work done with the management team. Flexible implementation.
- **Scope:** Team leaders and team members.
- **Instructional Design:** Video-based examples, discussions, exercises, structured rehearsals, and contracts.

Group Process/Meeting Management

- **Purpose:** To provide the skills needed to lead or participate in effective meetings.
- **Format:** Two half-day sessions. Flexible implementation.
- **Scope:** Manager, team leaders, and team members.
- **Instructional Design:** Video-based examples, discussions, exercises, structured rehearsals, and contracts.

Analytical/Critical- Thinking Skills

- **Purpose:** To give people the creativity and critical-thinking skills they need to resolve product and process problems.
- **Format:** Two half-day sessions with an appendix of quality tools. Flexible implementation.
- **Scope:** Manager, team leaders and team members.
- **Instructional Design:** Video-based examples, discussions, exercises, structured rehearsals, and contracts.

Conflict

- **Purpose:** To build advanced skills for handling angry confrontations.
- **Format:** One-day session.
- **Scope:** Managers, supervisors, non-supervisory personnel.
- **Instructional Design:** Video-based examples, discussions, exercises, structured rehearsals, and contracts.

Conducting Interact Sessions

- Train-the-trainer or Interact-provided trainers.
- Train-the-trainer process:
 - » We provide what you need to be successful--and no more.
 - » Train-the-trainer sessions ranging from one day to four days depending on your requirements.
 - » Train-the-trainer at your location for up to 15 people.
 - » Company license agreement is required, but is free.
- Purchase trainer manual, rehearsal cards and video.
- Order participant manuals.
- Go to it!