

EMPOWERING END USERS THROUGH EFFECTIVE LEARNING



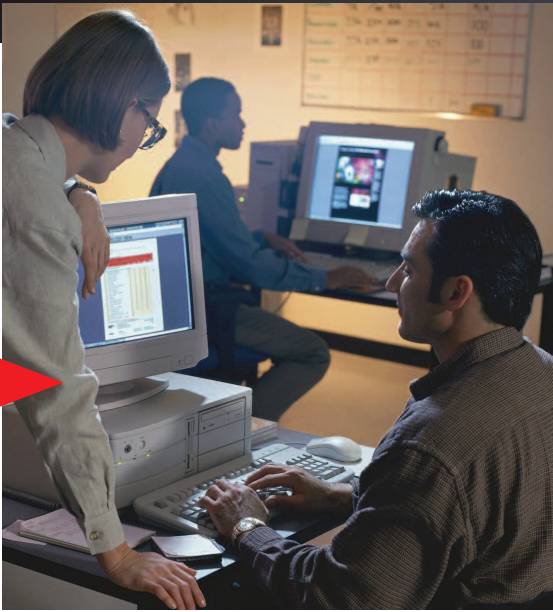
- ▶ *Instructor-Led
End-User
Training*
- ▶ *Supplemental
Staffing*
- ▶ *Consulting*
- ▶ *Curriculum
Development*
- ▶ *Course
Documentation*
- ▶ *Executive
Coaching*
- ▶ *Leadership
Development*



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TAKING END USERS TO A HIGHER POWER

HP Solutions, Incorporated, has been adding a personal touch to end-user training, course development and needs assessment since 1993.

Headquartered in Princeton, New Jersey, our firm pro-

vides corporations, institutions and software providers with a full range of software training and support services addressing standard and customized business and industry-specific applications. We also offer leadership development programs to enhance management skills, customer service and professional growth.

Our goal is to become the training company of choice for success-oriented companies who wish to connect their employees to the technologies and processes that will ensure “best in class” competitive performance.

HP Solutions training and support services include:

- Instructor-Led End-User Training
- Supplemental Staffing
- Consulting
- Curriculum Development
- Course Documentation
- Executive Coaching
- Leadership Development

OUR AREAS OF EXPERTISE

- Instructor-led classroom and one-on-one training for large-scale rollouts and ongoing new-hire programs;
- Enterprise-wide applications (ERP, CRM) such as Siebel Systems, SAP and proprietary products, as well as standard end-user applications such as Microsoft Office. We have extensive experience in the Pharmaceutical, Insurance, Technology, Manufacturing, Financial and other industries;
- Curriculum design and documentation of customized course curricula and training materials;
- The provision of HP Solutions-trained instructors and consultants to lead, augment or support your own training staff or project;
- Leadership programs to enhance professional management, customer service and personal development.

INSTRUCTOR-LED TRAINING: HOW WE MAKE CONNECTIONS

It's easy to measure a trainer's success –what is taught either clicks with the end user or it doesn't. At HP Solutions, we are driven to instruct end users in a way that enables them to capture, retain and apply the technical skills and knowledge they require to be effective in their jobs. Because of the challenge time often presents, our trainers help the participants make the most of every moment of their classroom experience.

People learn best when they are comfortable and given an opportunity to ask questions, practice and make connections for themselves. Creating the proper environment for this type of learning rests on the four cornerstones of our trademark “human touch” approach to training:

- A sound understanding of the client's business processes;
- Technical competence;
- A relaxed atmosphere;
- Appropriate presentation, course materials, demos and exercises.

Our integrated approach to learning also includes Web-based training that is ideal for refresher courses or to introduce fundamental skills and concepts prior to instructor-led training.

WHAT WE KNOW

The best instructional style is straightforward: Ask, tell, engage, demonstrate, practice and verify.



SUPPLEMENTAL STAFFING: A POOL OF INSTRUCTIONAL EXPERTS

We are fortunate to have a national network of trainers available to handle assignments of any size or level of complexity anywhere in the world. You have access to our pool to augment or manage your own training program. Call us and we'll send the right person or team for the job.

HP Solutions instructors come equipped with:

- A good ear and an open mind;
- Technical acumen;
- Strong leadership and presentation skills;
- Best-of-class instructional methods.

They are expert in:

- Preparing the resources needed for the training;
- Linking the training to the actual business process;
- Managing the classroom environment for effective skills transfer within the allotted time;
- Presenting the information in a way that reinforces WIIFM (what's in it for me?), using analogies, illustrations, personal experience and humor;
- Establishing and maintaining credibility through demonstrated knowledge of content and relevance to the "day in the life" business process of the specific audience;
- Incorporating hands-on labs, discussions and Q&A sessions that reinforce demos and lectures to maximize understanding and retention;
- One-on-one coaching to remove learning blocks.

CONSULTING: THE BEGINNING OF A SUCCESSFUL TRAINING

We will work with your team to help assess training requirements and recommend the best way to meet the objectives. Our consultants are corporate-savvy professionals who understand how to factor time, cost, location and other challenges into a program that will help end users achieve maximum levels of technical competence and understanding. We bring purpose, clarity and structure to any situation, no matter how complex, and help you move your training project forward in an organized and productive manner.

WHAT WE KNOW

We know that participants don't all learn the same way. Therefore, we provide a multidiscipline approach to instruction that ensures effective transfer of the information and skills for everyone in the class.

COURSE DESIGN AND MATERIALS DEVELOPMENT: VISUALIZING SUCCESSFUL TRANSFER

We are prepared to design or produce course outlines, training scripts, manuals, documentation, hand-outs and other instructional materials to structure, guide and augment your training. We work closely with your team to first understand work objectives and help structure the training programs that will best meet the requirements. Our "day-in-the-life" technique helps participants grasp the instructions and concepts and apply them easily to their own work environment.

WHAT WE KNOW

We know that a well-designed course incorporates sight, feel and hearing — and that materials have the greatest impact when they are visually oriented and provide applicable and easy-to-understand points of reference.

EXECUTIVE COACHING: GETTING THE TOP TEAM UP TO SPEED

Our trainers will meet personally with your busy executive or group of executives to walk them step by step and on a need-to-know basis through the applications to improve their productivity. With sensitivity to their time and high-level work styles, we help executives quickly master the skills needed to gain immediate benefits from the technology.

LEADERSHIP DEVELOPMENT: ENHANCING MANAGEMENT SKILLS

HP Solutions offers a range of programs to enhance professional management and supervisory expertise, customer service and personal development. Each course is designed to help your team acquire leading-edge skills while focusing on providing customer satisfaction.

OUR CLIENTS: SATISFIED AND LOYAL

We have successfully served a wide and growing range of national and international companies, both as a primary contractor and as a sub-contractor. Our clients call on us when professionalism, technical competence, and strong presentation skills are the number one priorities and cost-effective results are the key objective. Be sure to ask us about the many training challenges we have met or helped others meet and why HP Solutions is the training company they turn to first.





*High-Powered End-User Training
with a Human Touch*

Call us or visit our Web site soon for more information about the many training and training support services we offer. We want to hear about your specific needs and objectives. We welcome the opportunity to show how adding the human touch can make the difference between training that falls short of the mark and training that clicks with your end users.



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