iintegrate Solutions

iinteg's customized solutions are as varied as the clients we serve. Below are some of the customized solutions we have developed:

Sales Reinforcement Program – This solution was designed to change the selling approach and behaviors of sales representatives and help them become more consultative. The solution included a behavior change program targeted at specific performances, as well as a system to administer the program.

Creation of a Corporate University – This solution was the creation, including the structure, organizational chart, and operating guidelines for a centralized learning entity. The solution also included a long-term curriculum plan supported by the university.

Increased System Utilization – This solution was an online, 3-tiered performance support system designed to assist users on the recently installed SAP system.

Global Independent Study Training in 5 Languages – This training design, development, and deployment solution was a low-tech, low-cost online modular training curriculum that provided just-in-time learning. The solution also included a "front end" website, linked to the organization's learning management system (LMS). This site provided information and guidance to learners as they completed their specified modules.

Call Center Performance Assessment – This solution identified the root causes and potential solutions to obstacles blocking the organization from reaching its call center employee performance objectives and targets.

iintegrate Approaches

We use the following approaches and techniques as the basis for our integrated, customized solutions:

Project Success Definition – Includes the anticipated results, measurable factors, audience(s), and job tasks within the project scope.

Performance Problem Solving – Identifies the root causes of performance issues and recommends solutions.

Job Definition/Clarification – Documents job responsibilities, tasks, and performance expectations.

Curriculum/Program Design – Maps out how training topics/programs work together to address the target audience's needs and learning environment.

Training Development – Uses an experiential learning methodology to produce training in a variety of delivery formats and media, including web-based.

Process Design – Identifies optimum task-based work flow between performers and departments.

Success Evaluation – Builds from the project success definition to evaluate actual results of the project.

Strategic Performance Planning – Consultation in solving organizational performance challenges, proactively setting up a performance-based culture, or setting up a Corporate University.

iintegrate Projects

iinteg believes that the most successful human performance improvement solutions are derived from a marriage of two kinds of expertise. It takes expertise in developing such solutions and subject matter expertise that influences that development to ensure solutions are relevant and appropriate for the audience.

As a means to this end, *iinteg* partners with its clients to guarantee solutions that work. We do this by following a rigorous, yet flexible project management approach that we have developed and perfected over our years of managing projects. Our approach includes critical project steps where collaboration, review, sign-off, and testing must occur before moving forward.

Project management is a critical component of the success of any solution. *iinteg* always uses one of its three managing principals in the role of project manager. In addition, we draw from staff and sub-contractors with whom we have long-standing relationships to ensure that a project is staffed based on the expertise required. We only staff *iinteg* projects with professionals that have practical business experience. As a result, most projects have a combined experience level of 50+ years or more.

We understand that our success on a project is achieved by ensuring that our client is successful. This is why we are able to maintain ongoing relationships with our consulting clients over many years. We strive to enhance our relationships by providing value-add actions, as well as increasing our client's internal capability.

Why iintegrate?

iinteg has been in the business of improving human performance since 1998 and its principals have a combined 60+ years of experience in the training and human performance improvement profession.

We believe that for performance solutions (especially training solutions) to be most effective, they must be integrated into the dimensions that impact an employee's daily job performance. The Five Dimensions of Human Performance are:

1. Clear performance expectations
2. Appropriate motivation
3. Necessary competencies
4. Required tools and resources
5. Supportive environment

Therefore, we never develop a performance solution without considering the effect the remaining dimensions might have on the success of that solution. This is a relatively simple and quick step at the beginning of a project that identifies success risks and provides our clients with all of the information needed to manage risk mitigation.

Why iintegrate? Because you will get experienced professionals who understand that their job is to make your project the most successful it can be. We guarantee it!

About iinteg

iinteg, inc. was founded in January 1998 as a partner to organizations focused on improving the performance, productivity, and retention of their workforce. We develop effective experiential training that guarantees learners have the competencies to perform. We also develop a wide array of other performance improvement solutions.

We are a women-owned firm located in Atlanta, Ga. and have worked with many Fortune 500 companies and smaller companies alike to produce great successes.

Our solutions have won awards from the International Society for Performance Improvement (ISPI), Bersin & Associates and the American Society for Training & Development (ASTD).

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