



# TEC Check

## “Our Mission and Values Drive Our Business”



Volume 1, Issue 2

TEC, INC.

# TEC Talk

For more than 17 years, TEC has grown and thrived not only because of its commitment to its clients, but also because of its commitment to a certain way of doing business.

That “way” is to follow a clearly defined path of behavior and respect toward our clients and our own team of consultants.

“For us, it’s very simple: Our mission and values drive our business,” says TEC founder and President Kaie Pohi Latterner.

“Our goal is to be a value-added member of our client’s project team,”



**Kaie Latterner**  
**President, TEC, Inc.**

Kaie explains. “TEC consultants have extensive skill sets and backgrounds to offer our customers. Their experiences give us a valuable ‘been there, done that’ perspective. And they know our number one concern is to do what the client needs.

“Our consultants’ daily demonstrations of their belief in our mission and values is really remarkable — it is apparent in every client contact we have,” Kaie continues. “Their actions help us establish a great foundation on which to build relationships with people and help them

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### **Mission**

**TEC is committed to providing quality customized training, communication and change management products and services to our clients. We follow efficient, cost-effective and proven methodologies, resulting in a successful track record and many satisfied clients. TEC can provide solutions to all our clients’ training needs.**

### **Core Values**

**Honesty: We strive to meet and exceed our clients’ expectations in all products and services that we develop and deliver.**

**Quality: We identify methods, products and technology to continually improve the quality of our work.**

**Integrity: We will grow the company by following our tradition of treating our clients and team members as our most important resources.**

**Value: We endeavor to achieve excellence in all we do. Our reward is to better the lives of our clients, our trainees and our TEC team members.**

### **In the next issue:**

- **The Critical Importance of Business Processes**
- **How to Be a Better Communicator**
- **More Consultants . . .**
- **More Clients . . .**
- **More TECHniques!**

### **TEChniques:**

#### **Dealing Effectively with Change**

1. Accept it. It is here to stay. Own it.
2. Enjoy it. It can be fun!
3. Stay positive. Choose a “make it work” style.
4. Get current and stay current. Keep learning!
5. Look for the good points of change.
6. Control what is controllable. Focus energy and thoughts on what is really important.
7. Communicate openly and constructively.
8. Don’t expect anyone to cut you any slack — you have to it earn it. Control *yourself!*

## Mission and Values, from page 1

tackle the kinds of human and organizational issues they need to address.”

TEC clients agree that the company is well served by such a strong foundation.

“You’d better get your running shoes on if you want to keep up with TEC,” says Jim Tucker, CIO, Michaels Stores. “This is a consultant relationship that you will truly enjoy.”

Says Christie Whiting, Technical Training Manager, Family Dollar Stores Inc., “Our partnership with TEC proved to be invaluable to the Family Dollar Retek

implementation. The TEC writers, trainers, and project managers were extremely flexible with our Training team and designed all of our training materials to meet our company’s specific needs, and did so ahead of schedule for each assigned deadline. The trainers did an excellent job of tailoring their classes to each and every audience they instructed . . . TEC’s efforts will continue to have lasting effects for Family Dollar long after our go-live date.”

“This is who we are and what we do,” Kaie states. “Our quality approach to our business will never change. That’s because it’s the right thing to do.” •

## TEC’s Needs Assessment: A Step in the Right Direction

You’ve got an idea for a terrific training or organizational development project. Not sure how to turn your idea into a reality? Learn what to do next with a Needs Assessment from TEC.

“A Needs Assessment analyzes employee performance to determine true organizational training needs,” says TEC’s Regina Hunt, currently the Project Manager for TEC’s Eckerd Stores account. “This preliminary step enables a client to invest time and training dollars with the greatest impact possible.”

When should you conduct a Needs Assessment?

“When you receive a request for a program, when you need to determine the future needs of your organization, and to evaluate existing programs,” Regina says. “The Needs Assessment is the base document for developing training, educational, and development plans. It is the most important tool you have to define and plan a project of any kind, especially a training or skill enhancement program. In fact, any project that requires accomplishing something should undergo some form of needs analysis.”

TEC’s experts can assess three key areas:

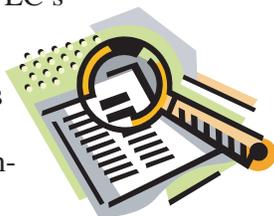
- ▶ **Training needs** — offers a look at positions and required performance.
- ▶ **Educational needs** — determines knowledge and skills required to prepare for a future job.
- ▶ **Developmental needs** — an ongoing or

career-focused needs exercise that identifies what an employee must do to develop his/her career.

To produce the best results for our Needs Assessment clients, TEC assembles a team of consultants experienced in project management, change management, communications and business analysis. Client support from all levels helps these TEC professionals determine the various perceptions of how things “are” and how they “should be.”

Once key information is gathered, TEC compiles a Needs Assessment document which outlines current state, future state, and recommended steps for closing gaps and achieving the future state in the most effective, efficient manner.

To know where you’re going, you must first determine where you are. A Needs Assessment will provide a road map for planning activities that will prepare your company for whatever change — expansion, contraction, systems changes and more — it is experiencing. You’ll be in a significantly better position to make informed decisions and program plans that will reward your organization for years to come. •



**A Needs Assessment is the most important tool you have to define and plan a project of any kind.**

### A quality Needs Assessment from TEC will help you:

- ▶ **Identify business needs**
- ▶ **Determine required performance standards with a task list**
- ▶ **Determine deficiencies**
- ▶ **Identify learning preferences**
- ▶ **Identify training topics**
- ▶ **Identify changes to address in training**
- ▶ **Identify audiences (user groups) for training**
- ▶ **Plan the training approach**
- ▶ **Develop and document the evaluation strategy**
- ▶ **Estimate the costs and benefits of the training**

## Introducing: Cathy Golden

We think of the “helping professions” as being within the health care and social service realms. But project management and training also fall into this category. And few handle these duties better than TEC’s Cathy Golden.

Cathy enjoys helping people fill needs, learn new skills, prepare for success and make their jobs and lives easier overall. She gets to do all this and more as a Project Manager (PM) with TEC.



Cathy Golden

The Great Atlantic & Pacific Tea Company (A&P) account and contributes to TEC’s own management and growth.

“All of us look for ways to truly help our clients,” says Cathy about TEC. “In my work, I listen to what clients are really saying and asking, and then use our team’s considerable experience to provide answers. It’s a very cooperative process.”

PMs have to stay a step ahead of everything for everyone’s sake. Cathy uses her healthy dose of common sense, respect for others, hands-on business experience, essential organizational talents, and strong interpersonal communication skills to keep everyone up to speed on all aspects of a project.

“I’m always learning new things myself,” Cathy says of her work. “Project management is like solving a big puzzle. It’s fun to help people learn new skills and to prepare them for success.” •

**“It’s fun to help people learn new skills and prepare them for success.”**

Cathy knows retail. She spent 15 years with Shopko Stores in store management, buying and training. Cathy also is a certified Achieve Global (formerly Zenger-Miller) and Myers-Briggs Type Indicator (MBTI) trainer. With TEC since 1999, she has worked with clients

Family Dollar and Syms, and was PM for Payless Cashways, Inc. Today she handles these duties for

## Client Connection: Dobby Division of SIG Pack, Inc.

Dobby Division of SIG Pack, Inc., enjoys a legacy of packaging innovation that spans more than 60 years. Based in New Richmond, Wis., Dobby was preparing for changes in its systems in 1999 so it would adhere to ISO metric standards for manufacturing and engineering. SIG Pack had developed guidelines, referred to as SPIDS, to implement the ISO standards for all future packaging designs.

To prepare its employees for this significant change, Dobby hired TEC to provide Train-the-Trainer instruction (*learn more about T<sup>3</sup> on page 4*) for a group of 10 employees Dobby selected to be “core team leaders” for its companywide transition to SPIDS.

TEC also was hired to help this group develop training classes and Trainer’s Guides for each of seven major topics including Title Blocks, Dimensioning I and II, Bills of Material, and Preferred Manufacturing Practices.

TEC jumped in and got right to work. The TEC team developed approximately two weeks of classroom training and documentation for the seven modules. A TEC instructional design consultant worked with each core team leader to design a training outline and guide for each specific topic.

TEC also helped team leaders develop objectives, sub-topics, practice exercises and learning surveys. These exercises modeled and reinforced the leaders’ earlier T<sup>3</sup> instruction. TEC also delivered a high quality PowerPoint presentation, signs and posters to support the training.

**Dobby knew it had to prepare its employees for this significant change in its business.**

The core team leaders rehearsed twice before they delivered the training. A TEC instructional design consultant was present for both beta classes and assisted in fine-tuning the content and visual presentations.

The result? Dobby enjoyed a successful SPIDS launch! Its core team was amply prepared by TEC to implement the program and the company was very pleased with the outcome. We at TEC were proud of our work, too, knowing we had met or beat every scheduled deadline for documentation and training materials.

*“TEC and its Train-the-Trainer series prepared, coached and empowered our people to become competent trainers themselves,”* says John Wedel, Engineering Team Leader, New Products, Dobby. *“Our employees were able to deliver the training with confidence so they could concentrate on the material and not on their performance. I was very impressed with how well it all worked.”* •

**TEC, INC.**

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***Providing the right solutions  
to meet your training needs.***

## **We're on the Web!**

**L**earn more about Technical Education Consultants by jumping on the Internet and typing [www.TECconsultants.com](http://www.TECconsultants.com).

[www.TECconsultants.com](http://www.TECconsultants.com)

Information about our company and our mission and values is featured on our site. You'll also find a full listing of our custom-designed products, tools and services that help organizations create effective training, communication and change management programs. That list includes a wide range of skill-building and management enhancement workshops for any industry. Check with TEC — we're just a click away! •



## **Featured TEC Program: *Train-the-Trainer***

***A***re your training workshop skills up to snuff? Are your presentations as engaging as they can be? Is your audience learning while also having fun?

If you suspect not, then find out what you're missing by booking TEC's Train-the-Trainer (T<sup>3</sup>) workshop. It has something for everyone!

In just one day, novice training developers will gain a clear understanding of what comprises an effective training program and learn how to develop one. More experienced training developers will significantly enhance their program creation and delivery skills.

This fun, intense, informative and very popular TEC workshop has been delivered to more

than one thousand people over the past 15 years by TEC President and T<sup>3</sup> creator Kaie Latterner. Attendees have renewed their skills and acquired exciting new ones.

T<sup>3</sup> teaches you how to create a positive learning environment and work as productively as possible with your audience. It addresses adult learning principles, how to organize training information, clear and potent communication and writing techniques, and much more.

A supportive T<sup>3</sup> presenter facilitates highly interactive individual and/or group exercises, problem solving skill development and more.



Also available are optional one-to-one sessions drawing from TEC's own training program templates and program development guides.

*"We had several seasoned trainers in TEC's Train-the-Trainer workshop. They were very impressed with the session and how much they learned from it. One of the participants went directly to the CEO and told him that it was the best workshop she had ever attended. It really made a difference . . ."*

ArMand Nelson, Retek Project Manager, Gander Mountain

Be the best trainer and public speaker you can be! Call TEC today about scheduling T<sup>3</sup> at your site. •