

# TEC Check



## "We Aim High and We Get it Right"



*Kaie Latterner  
President, TEC, Inc.*

Kaie Pohi Latterner charted new territory in 1984 when she founded Technical Education Consultants (TEC). She used her retail experience with JCPenney, Target Stores and Montgomery Ward to provide technical training and related services to clients acquiring new computer technologies. Early customers included Wards, the American Dental Association, Ernst & Whinney and Tennant Co.

Years later, Steve Latterner added his business development and strategic skills to Kaie's expertise and formed today's TEC. Their team of highly experienced professionals address training, system design and documentation, group productivity, leadership development, communication and change management needs of companies in many industries.

### "We become a true working partner."

"Our consultants are the best of the best," says Kaie about TEC's experts. "We run lean

and mean, we're very flexible, and we hit the ground running with proven methodologies. We come in with a base plan and customize it to meet our clients' needs. We become a true working partner – that's just one of many reasons why our client relationships last years."

So what's ahead for this growing com-

pany? Challenging projects in the service, retail, manufacturing and engineering fields. Additional experienced consultants. And more satisfied clients.

As Sandra Wilkenloh, Technical Training Specialist with Family Dollar Stores, says: "Every time we asked TEC to give us the impossible, they provided over and above our expectations. Their quality of work was outstanding."

"That's what we're all about," Kaie adds proudly. "We aim high, we get it right, and our clients win every time."

## TEC Clients

Aero Systems Engineering	Montgomery Ward Company
American Dental Association	National Convenience Stores
Brooks Brothers	Natural Green, Inc.
Courage Center	Payless Cashways, Inc.
Eckerd Corporation	PFAFF American
Ernst & Whinney	Retek
Family Dollar Stores, Inc.	ShopKo Stores, Inc.
Fingerhut	SIG Pack, Doboy Division
Gander Mountain	Super Club Music Corporation
Government of Alberta, Canada	Syms
Great Atlantic & Pacific Tea Company (A & P)	TG&Y Stores
Ingram Micro	Tennant Company
McCrory's	TONKA Corporation
Messner Electric	Total Tool
Michaels Stores, Inc.	Trans World Music Corporation

### In the next issue:

- **TEC's Train-the-Trainer**
- **Needs Analysis – Too much or too little?**
- **More Consultants...**
- **More Clients...**
- **More TEChniques!**

### TEChniques:

#### Five Steps to Successful Writing:

1. Preparation – Establish your objective, know your audience
2. Conduct thorough and extensive research
3. Organization – Choose a method of development
4. Writing the first draft – Convert your outline to sentences and paragraphs
5. Revision/Edit – Correct faults, check for style and clarity, revise from the audience's point of view



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

## Featured TEC Program: *Retail 101™*

### RETAIL 101™ is here!

Do your employees need to enhance essential merchandising skills?

Then our **Retail 101™** course is for you! TEC is very excited to introduce this innovative and interactive workshop that can be tailored to the specific needs of organizations needing to teach retail fundamentals to new employees.

Developed by TEC's expert staff, **Retail 101™** can be delivered as a stand-alone course or as a supple-

ment to employee orientation programs. It covers the gamut of merchandising activities from advertising to zone pricing, and offers both in-seat and on-site learning experiences. And TEC can incorporate your terminology, roles and responsibilities, technologies and unique qualities into the course to make it as relevant as possible to your staff.

Want more details? Just give us a call and find out if **Retail 101™** can help your employees move *your* company to the head of the class.

## Client Connection: Family Dollar Stores

With 3,850 locations in 39 states, Family Dollar Stores Inc., is one of the fastest growing discount store chains in the U.S. It provides customers with quality merchandise for basic home and family needs at everyday low prices. At year-end 2000, it posted net sales of \$3.13 billion.

To bring greater efficiency to its supply chain, Family Dollar implemented three new Retek retail management systems encompassing seven interdependent modules in October 2000; it also upgraded its main Retek program. As expected, these new systems required a tremendous internal change management effort.

Family Dollar turned to TEC because of our excellent reputation in the industry. TEC Project Leader Cathy Golden and her team produced customized support materials, provided Train-the-Trainer sessions, and delivered on-site training to employees at several key levels.

TEC and Family Dollar's Corporate Training Department worked closely throughout the project. TEC helped Family Dollar with its documentation process. Now, company trainers will be able to document future materials themselves.

TEC met, and in most instances exceeded, every scheduled deadline for materials. We contributed significantly to Family Dollar's successful systems implementation.

Jim Parker, D.V.P., Family Dollar's H.R. Systems and Training, had this to say about TEC's significant efforts: *"The caliber of training professionals and technical writing capabilities offered by TEC were unmatched within the industry. Through the combined efforts of TEC and the corporate training professionals at Family Dollar, our Retek implementation was sure to succeed."*

## Introducing... Regina Hunt

If she were a baseball manager, Regina Hunt could send herself into a game to play all positions.

Regina joined the TEC team in 1999, bringing 20-plus years of retail experience as a buyer, trainer, IT specialist, systems developer, project and team manager, and all-around supreme planner and organizer to the company.

Gander Mountain was Regina's first TEC assignment in early 2000. She presently is Project Manager for TEC's work with Florida-based Eckerd Corp., which has Retek merchandise management software and other support Retek modules. Regina works with scores of people at Eckerd, Retek and IBM, the



*Regina Hunt,  
Project Manager*

system integrator, to develop and customize TEC's training delivery and documentation, and match the most effective TEC tools and systems to Eckerd's needs. "We are helping prepare Eckerd for the many changes that will accompany their new systems," she says. "Thorough planning now means a smooth implementation later."

This skilled professional is quick to compliment her team. "I believe TEC's strength lies in our ability to work together," says Regina. "We collaborate on a variety of projects, and stay one step ahead all the way.

"Nothing is more fun and rewarding than to help a client build a plan and achieve it," she adds. "Our job is done when our client is happy."