IRI CONSULTANTS — ORGANIZATIONAL DEVELOPMENT

LEADER AND EMPLOYEE TRAINING

IRI's training services begin in partnership with our clients to identify business needs and determine if the needs are best met through a training solution. If a training solution is the most appropriate approach, we focus on employee behaviors that need to be encouraged, discouraged or changed to better contribute to business objectives. We incorporate the principles of adult learning in everything we deliver. Our training solutions are learner-centered, performance-based and offered in the context of practical application.

Our training and learning solutions are based on the rationale: why training matters. Our program describes learning objectives (what the learner will know or be able to do as a result of the training), details specific activities (what the learner will do to understand the material and be able to perform on the job) and describes specific evaluation strategies to measure whether learners correctly understand the material and will do as trained.

IRI provides training in Instructor-Led formats (ILT), eLearning, virtual classroom learning, or on-the-job self-directed learning.   We use one of three approaches to support client training and development needs.

CUSTOM DESIGN AND DEVELOPMENT

Working in partnership with the client, IRI will:

- **Assess** – Identify the needs in the organization that will best be addressed by a training solution. Describe the target population and the learning objectives that apply in the given environment.

- **Design** – Based on learning objectives, create a design document that describes specifically what the participants will experience in order to learn the required information and demonstrate the identified skills.

- **Develop** – Draft learner materials and implement a pilot. Feedback from the pilot leads to revisions of the materials and the creation of final materials.

- **Implement** – Make available to the learning population the solution as designed and developed.

- **Evaluate** – Test the effectiveness of the learning solution based on the extent to which the need identified in the assessment is fully addressed.

TAILORED COURSEWARE

IRI offers more than 140 training programs, the components of which can be used to teach a specific skill, behavior or concept. Components can be tailored to meet client needs, with programs ranging from 10 minutes to four hours, depending on the desired outcome and the complexity of the objective. Learning objects typically consist of the following sections:

- Purpose and desired outcomes

- Graphic (Model) and narrative description

- Optional/potential applications that outline how the objects can be used in various situations

- Interactive activity for group or individual learning with Think/ Do/ Reflect/ Apply processes

- Worksheet or application guides

OFF-THE-SHELF COURSEWARE

For more than two decades, IRI has been designing, developing and delivering classroom training for clients who want effective learning experiences. Our courses can be easily adapted for the culture and learning needs of specific target audiences. Clients can use IRI facilitators or certify their own. Clients also can purchase IRI course materials or license them for internal reproduction.

Training programs include:

- Business Writing
- Change Management
- Coaching Skills
- Communication Skills
- Conflict Management
- Consulting Skills
- Customer Relations
- Diversity and Sensitivity Training
- Employee Relations
- Ethics
- Finance for the Non-Financial Manager

- Global Business – Cultural Differences
- Influence/Negotiation
- Interview Skills
- Leadership Skills
- Meeting Effectiveness
- Performance Management
- Problem Solving/Decision Making
- Process Improvement
- Project Management
- Sales Training
- Team Development
- Time Management

CONTACT IRI CONSULTANTS TODAY

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