



FYI TechGroup

Integrated Learning Solutions

FYI TechGroup is dedicated to the success of your employee development programs. We are there for you and your employees every step of the way with quality service that will exceed your highest expectations.



FYI provides participants with the ability to understand the hows and whys, and to problem solve on their own, not just show them the steps to completing a task. Thus, a part of all our classes is dedicated to what to do to accomplish a task if you don't know how or can't remember the steps. Once basic skills are learned, the support materials (courseware, reference tools, etc.), peers and instructor are a big part of improving the individual skill levels after training courses.

Our business skills education is based on the unique. Our interactive programs are designed to teach participants the attitudes, tools, and techniques that can improve their efficiency and effectiveness, while making the best use of their individual talents. The classes consist of case studies, group exercises, and simulations to accomplish the goals of the class. Our program sets us apart from the competition. Our clients continue to trust us with their developmental needs because of the level of expertise, honesty and innovation they have experienced through working with us.

That's the FYI difference!

Some of the companies that FYI TechGroup has provided learning solutions for are Kraft, Bank One, Airliance Materials, U. S. Tsubaki, MB Financial, Andrew Corporation, the Illinois Tollway Authority and many others.

APPLICATION SOLUTIONS

Office 2000/XP	Windows 2000/XP/2003	Lotus Suite
Crystal Reports	PhotoShop/Illustrator	Lotus Notes
FrontPage	Dreamweaver	GroupWise

TECHNICAL SOLUTIONS

Microsoft Professional	Oracle	A+ / Network+
Web Professional	Security & Firewalls	Cisco
Lotus Domino	SQL Server	AS/400

BUSINESS SKILLS SOLUTIONS

Leadership Skills	Diversity	Six Sigma
Coaching	Interpersonal Skills	Communication
HIPAA	Sexual Harassment	Selling

RETURN ON INVESTMENT:

Education is an important investment to a company. It builds employee loyalty, which translates to retention. It is a solid way to "grow" your own resources from within. Increasing employee skill levels makes a difference in profit, cash flow and margin in all organizations. Production increases by 16% after a skill-based learning program is implemented (Gardner Group).

The knowledge and skills of your employees define the company and its future.

FYI TechGroup has standard classes and unique seminars that are geared for specific skills, such as our Bits-n-Bytes Solution Series for advanced skills or Lunch Bytes for basic skills.

Instructor Led Learning Solutions

Our consultant can handle your employee learning programs from beginning to end - thus reducing your amount of work and time with no additional cost to you. We handle as much as YOU want us to handle and always keep you in the loop.

At the end of each class or program, the participants fill out evaluation forms. We then send you the report as to who attended, the evaluation results and the certificates of completion for your information and to distribute or put in the employee files.

We ensure that our instructors not only have over five years experience, and not only that they are subject experts, but also that they understand the people they are instructing. They understand the adult learning styles and the culture they are working with.

We are continually developing flexible ways to deliver learning programs to our customers. Some of these solutions include: small classes, full or half day sessions and blending self-study with classroom time, as well as web-based instructor led classes.

We keep our classes small (12 students) and we provide individual computer workstations for every student.

We provide courseware, reference guides and certificates of completion to each participant.

We provide "Skill Selectors™" that ensure that the people in the classroom are in the right level class and the participants can all walk away with all the benefits.

We are proud of our experience with helping our customers develop custom learning programs to fit their unique organization. With one point of contact for advice and delegation on all your education questions and needs, we ensure that we know as much as possible about our customers and their organization.



Technology Based Learning Solutions

Follows the same format as our ILT courses to ensure the same high quality and standardization of your learning programs. Whether participants learn from the classes or from the web based programs (or CBT's) we keep the same format in the programs to ensure everyone in your organization is having the "standard" of the company's selection all across the board!

Available 24 x 7 with chat rooms for discussion, question and answer boards, ILT via the web, reference libraries and courseware online, help desk and continuing education credits on many topics. Certification programs for Microsoft®, Cisco®, and more.

Online Education, e-Learning, Web Based Learning, Internet Based Learning, Distance Learning and Virtual Classrooms... so many names for one great idea. By utilizing the concept of the correspondence school, and adding the element of the Internet, technology has enabled us to bring you a style of learning that spans distances and subjects to bring knowledge to everyone's fingertips-on-demand.

The emphasis of an economical means of bringing quality, up-to-the-minute education to anyone, anywhere, at anytime has caught the attention of the corporate world. FYI TechGroup is here with this valuable solution to receiving an immediate return on your education investments. Our online learning programs can help you realize this goal through:

- ▶ The elimination of travel and associated costs.
- ▶ Education customized to your company's needs.
- ▶ The convenience of learning being delivered electronically throughout the company.
- ▶ An interactive multimedia learning experience.
- ▶ A wide selection of online instructor-led and self-study courses.
- ▶ A consistent format for delivery.
- ▶ Education available to all employees all around the world.

Our mission is to be our customers' vendor of choice for application, IT and business skills education. We provide uncompromising quality by responding to market changes that meet our customers' human performance needs through continuous innovation and improvement with a common goal of increasing productivity and improving our customers' bottom line.

