



PCI's Client Newsletter is designed to bring you the latest news, activities and services at PCI Global. This newsletter will keep you informed of newly released products, services and learning opportunities to further develop your employees as managers and leaders.

Prudential Goes Five for Five!

As a major league player in learning and development, Prudential, a valued client since '99, recently reached another milestone with PCI Global: the first client to effectively run five *different* classes in five subject areas across its many lines of business. Specifically:

Bottom-Line Finance & business acumen

Bottom-Line Operations Leadership – managing the back office

Bottom-Line Project Management – planning & controlling projects

Bottom-Line Project Leadership – leading complex projects & cross-functional teams

Supervisory Team Leadership – leading people and teams for scorecard success in turbulent times

In addition to the institutional and individual sides of the business, Prudential's Retirement Services, IT, Annuity Operations, and Corporate Audit groups have now come on board and are experiencing astonishing Level 2 and 3 results with our classes.

Why Prudential Financial Chose PCI Global: All of Prudential's in-house training and HR consultants functions face-off with and support specific business lines to ensure complete alignment with the training needs across the enterprise. We were the only vendor that could assist Prudential with two of these signature training mandates 1) provide an experiential project management learning environment focused on bottom-line results, and 2) provide both Level 2 *and* Level 3 assessments/ evaluations that yield clear learning results and ROI.

The PCI Model: PCI's hands-on, engaging, interactive, instructor-led computerized business simulations model projects and teams, operations, basic workgroups and departments, or complete businesses. We even **simulate people**; **some effective – some not**. Students work and learn in 3-4 person business groups. They apply and integrate hard tools and "soft" people/team leadership skills with business acumen. They apply tools and make "real world" decisions **with immediate feedback on results**. This approach compresses 3-12 months of business experience into 2-3 actual days.

How This Was Accomplished: An exhaustive Front-End Analysis ensured that each computerized simulation and course, Bottom-Line Project Management Foundations and Bottom-Line Project Leadership Advanced, focused on the metrics that matter most to

Prudential. Moreover, PCI Global's technology and operations professionals worked closely with their counterparts at Prudential to ensure that each Level 2 and Level 3 assessment/evaluation could be accessed and used electronically and efficiently by every student.

Results/Impact: PCI courses have produced better project managers throughout Prudential. Graduates' project management knowledge and skills have improved dramatically (Increase in Learning 56.4% based on pre/post program assessments) as well as their ability to make tangible, positive on-the-job behavioral changes (as evidenced by the Level 3 results). Specifically, an average of \$5,100 cost savings on projects and a 12.22% increase on projects completed on time are a few of the highlights since we began partnering with Prudential on this significant PM training initiative.

For More Information

Contact your account manager or call (800) 745-4981. You may also visit our website www.pciglobal.com, or email us at info-pci@pciglobal.com.

PCI People

Success can be measured in many ways. At PCI, our success could be attributed to our state-of-the-art business simulations or our quality of instruction. But PCI customers tell us our success is a direct result of our superior customer service. We maintain the philosophy that the customer comes first. When a customer needs help, we drop what we are doing, listen and respond. Customers tell us not every vendor does so.

As Manager of Participant Services, Carla Giordano, is our leading force behind that philosophy. For over 9 years Carla has held several roles at PCI, but it is her relationship with the client that continually garners her praise. Several times a year clients will go out of their way to contact management and the CEO to single out Carla for her outstanding work in client relations. Whether it is correcting a pre-course snafu or arranging special accommodations for overseas clients, no one does it better than Carla.

Congratulations on a job continually well done!!

