



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.

In Today's Turbulent Economic Times....PCI Clients Demand Business Acumen in Leadership Courses

In 2006, PCI Global introduced a new 3-level Leadership Curriculum. Soon thereafter, PCI Leadership clients insisted that in addition to key soft skills and the ability to communicate with Gen X and Gen Y, the courses had to teach 'financials', even to team leaders, so they can run their unit as a business! The result, **BOTTOM-LINE LEADERSHIP®** – How to lead people and teams for scorecard success in today's turbulent economy!

The Research

PCI research found most team leaders spend only 30% of there time with their people and do **NOT** apply soft skills learned, back on the job. In fact, one of America's leading leadership, video-based, behavioral modeling vendors found, in an internal study, that 83% of *their* graduates admit they do **NOT** use soft skills back on the job.

Conclusion

When asked why, they replied they were "too busy" doing their job, but not too busy to get more done with less. Actually leaders saw no correlation between soft skills and hard performance metrics they're judged on daily. (i.e. get more productivity, with less people, more service and quality at lower cost)

Question ?? If so, why run training which is not applied?

How Bottom Line Leadership® Works

PCI facilitators teach "soft" skills, hard tools, and financial basics. Our students practice and get feedback & scores on their soft skills performance. They move into a live teams of 3-4 and take over management of a virtual team of ethnically diverse simulated people.

The team makes decisions to coach, counsel, and discipline simulated people and to improve productivity, service-quality. The computer compresses months of leadership experience into days with immediate feedback on performance results. They see skills increase, errors drop, and productivity go up.

A simple financial report tells them if costs went up or down and if they are under or over - budget. This approach allows participants, for the first time, to make the connection between soft skills and hard performance metrics and how to apply all skills and tools back on the job.

Satisfied Clients

Prudential, America's largest insurance firm and Con Edison of NY, Americas fifth largest utility, tested this powerful hands-on approach and received the following ratings:

Time Well Spent	95%
Quality of Instruction	4.8 out of 5 (96%)
Personal Value	4.5 out of 5 (90%)
Course Value <i>compared to other training</i>	4.6 out of 5 (92%)

Office News

Congratulations to Lisa Locker for 20 years of service at PCI Global. Lisa began her career at PCI as an administrative assistant. Her loyalty, dedication and exceptional work ethic earned her several promotions with more responsibilities so she came to be called Vice President of Everything Else. She is now Chief Financial Officer and member of the Executive Committee. Congratulation Lisa on reaching this milestone and for a job well done!

Lisa is joined by Ed Connery (19 years), Director of Software Development, Bob Hill (16 years), Regional Sales Manager, and others who have also been recognized for their many years of outstanding service.

