



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.

Airgas Training Looks to the Future

Airgas, a distributor of industrial, medical and specialty gases, has experienced explosive growth since the company was founded in 1982. In 2007, senior management decided to select a partner to impart new business and leadership skills to area vice presidents (AVP) that would help guide the company into the future.

Why PCI: Their selection criteria were based upon extensive focus group work in and around the ranks of their AVPs. What they knew well is that these were hard working, smart folks who would not sit still for any training initiative overloaded with theory and PowerPoint slides. They wanted to create a series of learning experiences grounded in applicable business knowledge and hard-hitting useful leadership best practices. They wanted something different. Airgas choose PCI Global, the computer business simulation specialists.

How This Was Accomplished: In June, Airgas piloted the first in a series of initiatives targeted at AVPs. In just 3 days, AVPs are challenged to work in teams through a computer business simulation which models the opening of an Airgas branch office and managing branch operations in a competitive environment for 9 simulated months. The program incorporates key presentations from Airgas' most senior management outlining the critical success factors that remain key to Airgas' continued success and competitive advantage into the future.

Results/Impact: For Gary Sterpka, Airgas Chief Learning Officer, the program result has been outstanding. "We're testing AVPs' business knowledge via an on-line assessment questionnaire before they experience the program and we're seeing marked improvement," claims Sterpka. After putting over 170 AVPs through the program, it's nice to report that the Time Well Spent metric is hovering above 93%. To me that is far more meaningful than the feedback from our typical smile sheets," says Sterpka.

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 infopci@pciglobal.com

PCI Updates PMP Course

PCI is pleased to announce the launch of its updated PMP® Prep Course to align with the latest edition *PMBOK® Guide*. This Fourth Edition continues to reflect the evolving knowledge within the profession of project management. Our instructor-led, e-learning and PMP® practice exam have also been updated to the Fourth Edition and are already in use by PCI clients.

The PMP® credential exam will be updated on June 30, 2009 to incorporate the Fourth Edition updated standards.

PCI Global Moving Its Headquarters Next Door

Effective July 1, 2009, PCI has a new address...next door. To better service our expanding array of Global 500 companies in the US and Europe, we are moving to newer offices with vastly better telecommunications and high speed internet capability.

Our phone number, internet addresses, city, state and zip code **all remain the same.** Our physical address changes by one digit from 411 Hackensack Avenue to 401 Hackensack Avenue. Kindly note this change for any future correspondence. Our new address is:

PCI Global Inc.
401 Hackensack Avenue, 7th Floor
Hackensack, NJ 07601

