



## BOTTOM-LINE LEADERSHIP®

LEAD PEOPLE AND TEAMS IN YOUR SCORECARD WORLD

Teach “soft” skills together with “hard” performance metrics to continuously improve productivity, service-quality, and profitability in any organization - at many levels



- Computerized business simulations modeling people, teams, and core processes in a business
- *Immediate feedback* on results
- Team-based, instructor-led learning model
- More measurable leadership learning-- in less time/lower cost
- Proven over 17 years with 50 Fortune 500 firms



## BOTTOM-LINE MANAGEMENT®

PLAN & CONTROL TO ACHIEVE “MORE WITH LESS”



**pci global inc.**

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# PCI's Learning Process

Every Leader at Every Level Must Master Two Sets of Competencies,  Bottom-Line Leadership® and  Bottom-Line Management®.

## Bottom-Line Leadership

How to lead people and teams in a scorecard world. Unless soft skills are learned and blended with the hard performance metrics leaders at all levels are judged by, there will be no retention, application or improvement back on the job.

## Bottom-Line Management

How to plan and control any operation, at any level, to achieve more with less; more productivity, customer service and quality at a lower unit cost with the same or less staff than last year.

## Computerized Business Simulations In Team-Based Learning Model

PCI Global's courses are hands-on, engaging, interactive, instructor-led courses built around computerized business simulations of key processes in *your* business.

## Computerized Business Simulations - Research Based

Instead of slow moving lectures, cases, videos, or "page turning" e-learning, we've built a series of computerized business models of:

1. projects and teams
2. operations (call centers and manufacturing versions)
3. basic workgroups and departments
4. complete businesses

Each is based on research of actual enterprises in services and industry, modeling their activities, resources, costs, constraints, crisis events, reports and decisions. We even simulate people; some effective - some not.






**New Team-Based Learning Model**  
30% of the time "in class", and  
70% managing their simulated business

## New Team -Based Learning Model - Proven Over 17 Years

Students work and learn in 3-4 person business teams. They apply and *integrate* 1) hard tools, and 2) "soft" people/team leadership skills, with 3) business acumen. They apply tools (included) and make "real world" decisions with *immediate feedback on results*; so they learn - and retain - what works and what does not. Our computerized simulations compress 3-12 months of business experience into 2-3 actual days.

# PCI's Curriculum

PCI Global offers four separate curricula each with their own computerized business simulation.

Bottom-Line Leadership	Bottom-Line Business Acumen	Bottom-Line Project Management	Bottom-Line Operations Leadership
<p><b>Leader of Leaders</b> - Simulates 5 separate departments, their managers and supervisors. Focus on integrating soft leadership skills with business acumen for service, quality and profit. Select, develop, delegate to and lead subordinate managers. Also leading for change while managing the ongoing business.</p>	<p><b>Strategic Business Leadership</b> - Simulates a complete business with operations, finance, marketing, human resources. Learn to define and differentiate from competitors. Develop strategic plan &amp; operational policies.</p>	<p><b>Multi-Project Management</b> - Simulates 13 separate projects, stakeholders, vendors, contractors with inadequate resources to do all projects. Learn to plan and control multiple projects, budgets, vendors and teams.</p>	
	<p><b>Business Acumen Advanced</b> - Simulates start-up business. Review 3 key financial reports, ratios and metrics. Analyze your company's annual report. Learn to analyze costs, set prices, forecast revenues, develop and manage against a budget. Calculate capital costs for new products or projects. Prepare capital appropriation request.</p>	<p><b>Project Leadership</b> - Advanced course for leaders of cross-functional project teams of internal staff, contractors &amp; vendors running complex projects. Lead people &amp; team.</p>	
<p><b>First Level Managers</b> - Simulates team of 5 diverse people. Blends soft skills (<b>hiring, appraisal</b>) with finance to make better business decisions for more service, quality, profit in a scorecard world.</p>	<p><b>Business Acumen Foundations</b> - Learn basic finance, accounting and business decision making. 3 key financial reports, ratios, metrics and your firm's annual report.</p>	<p><b>PMP® &amp; CAPM® Certification Curriculum</b> - Class or e-learning. Learn to pass the PMP® exam <i>the first time</i>. In a fun, game show format with daily quizzes, scores and points. On-line practice test.</p>	<p><b>Operations Leadership - Manufacturing</b> - Run a plant with lean production, global supply chain, and quality (6 Sigma &amp; ISO 9000).</p>
<p><b>Supervisors &amp; Team Leaders</b> - Communicate with multiple generations. Blend soft skills (<b>coach, counsel, discipline</b>) with hard metrics, develop staff to get "more with less".</p>		<p><b>Project Management</b> - Plan, schedule, staff, start, influence and control any project in any area. Master a common language.</p>	<p><b>Operations - The Basics</b> - Introducing junior managers to capacity planning and forecasting tools.</p>
		<p><b>Project Management - The Basics</b> - Four e-learning, self-paced courses to teach project management "basics" to new hires.</p>	

## Global Reach

PCI has delivered simulation-based courses in the USA, UK, Holland, Germany, Spain, France, Singapore, Hong Kong, Japan, China, Mexico, Costa Rica and Brazil.

Participants worldwide have rated PCI simulation classes  
90.7% effective on time well spent.

How do your current courses rate?

## Tools and Applications

PCI provides 7-16 electronic tools and templates in each class. We help clients build customized application processes around their methodology and life cycle to ensure graduates of each course use the tools back on the job - within weeks of graduation.

# Who is PCI Global? Clients?

PCI Global has 17 years experience providing training at multiple levels to clients including:

Bank of New York  
Bayer  
General Electric

HSBC  
JP Morgan Chase  
Lockheed Martin

Marriott  
Prudential  
Texas Instruments



## Metrics that Matter

Our design capability is manifested in the astonishing scores we achieve globally. The chart illustrates metrics in four key areas from the past 12 months:

Time Well Spent:	Average Rating Worldwide of <b>93.3%</b>
Overall Quality of Instruction:	4.67 out of 5 <b>(93%)</b>
Increase in Learning Project Management Foundations/Advanced	Pre-Test: 10.7/20 = 53.61% Average Score Post-Test" 16.7/20 = 83.86% Average Score Increase of <b>56.4%</b>
Increased Return on Investment:	Average Project Cost Savings: <b>\$33,000</b> Identifiable Schedule Improvement: <b>+18%</b>

## Customization and Train-the-Trainer

Any component of PCI Global computerized business simulation-classes can be quickly and economically customized. PCI has a proven five step certification process to train your internal staff to deliver PCI computerized simulation courses.

## References

Please request a copy of our client list. Then depending on which courses interest you, we will find at least three clients for you to speak with.



For more information on PCI course offerings call us at  
**201-489-9200** or visit us at [pciglobal.com](http://pciglobal.com)