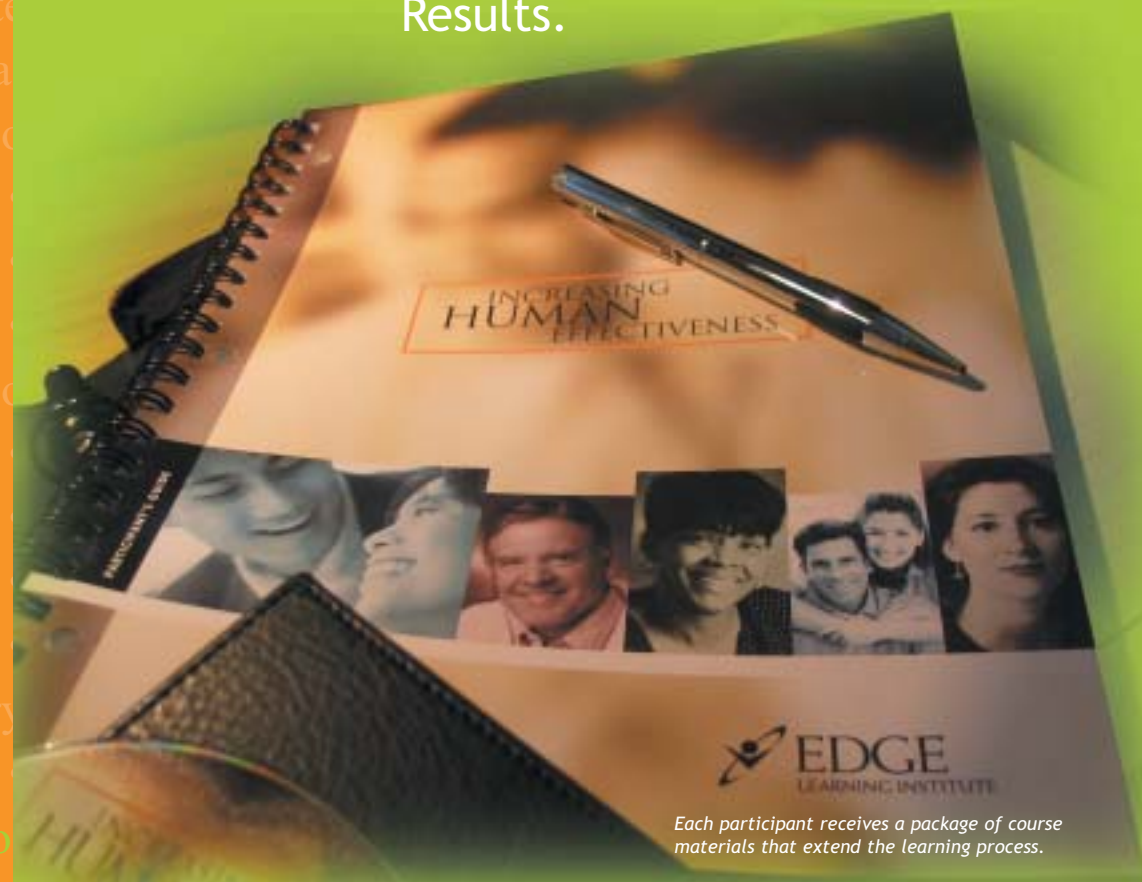




Attitudes.  
Performance.  
Results.



*Each participant receives a package of course materials that extend the learning process.*

### Contact

Edge Learning Institute of Ohio  
4807 Rockside Rd., Suite 240  
Cleveland, OH 44131  
Ph: (216) 674-1085  
Fax: (216) 674-8204  
[www.EDGEOHIO.com](http://www.EDGEOHIO.com)

Inspiring People.  
Transforming Business.  
Achieving Results.



[www.EDGEOHIO.com](http://www.EDGEOHIO.com)

Every organization rises or falls on the strength of its people. Not just the tangible skills for which they were hired, but their enthusiasm, commitment, and sense of urgency. The key to maximizing productivity, especially during lean or changing times, is to refocus on creating cultures that promote employee satisfaction and engagement. It's often a daunting task – one that few organizations can handle alone.

*Increasing Human Effectiveness* has been the single most beneficial staff development process we've ever offered in my 20-plus years with the company.

John Koynock  
Area HR Manager, North America  
Parker Hannifin

EdgeOhio, one of the premier leadership and "human capital" development firms in the world, is up to the challenge. We are part of Edge Learning Institute, the internationally-acclaimed leader when it comes to improving both individual and team



The individual feedback that I have received from countless numbers of employees has been nothing short of extraordinary, from how the program has helped them improve, to how much they appreciate that our company sponsors such a program.

Mark A. Mullen  
Performance Improvement Specialist  
Curtis Wright Corporation

performance competencies in corporate, government and nonprofit organizations of all sizes. More than four million executives, managers and front-line employees have benefited from Edge's specialized programs and services.

EdgeOhio is specifically dedicated to enhancing the "people" component of: Lean Manufacturing, Diversity / Inclusion, Culture Change, Employee Satisfaction, Sales Force Development, Lean Manufacturing, Continuous Improvement, and Customer Service oriented initiatives. We accomplish this with each client we serve by combining leading-edge educational programs with the expertise of this region's top facilitators and consultants – experts who understand the evolving needs of today's leaders and employees.

It doesn't matter if you're a newly-established service provider or a mainstay manufacturing company – EdgeOhio will customize our programs

"EdgeOhio's process distills the important issues relating to life, success and self motivation. The process is changing our management style, hospital culture and enhancing our ability to achieve our mission."

Dr. Louis Caravella  
CEO, Western Region  
Cleveland Clinic Health System



Because of its focus on the individual, the *Increasing Human Effectiveness* program really has hit home for Starbucks partners. Starbucks has enjoyed one of the best years in the history of our company, and IHE has clearly been a catalyst in that process and played a significant role in our success.

Howard Behar  
President, Retail North America  
Starbucks

and services to specifically fit your organization's strengths, culture and long-range objectives. We'll provide a comprehensive evaluation of your organization's staff development challenges and opportunities, and we'll partner with you to develop an educational agenda that builds the competencies most important for your organization's future success.

Contact EdgeOhio today for a detailed assessment of your organization's employee culture. It doesn't matter if you're preparing for an expansion, merger, wrestling with a business downturn, or just looking to increase efficiency, productivity and employee morale and retention. Your people are the key, and EdgeOhio can help them move your organization ahead.

In addition to our industry leading educational processes, We offer a complete range of complementary services such as:

- ☒ Personal coaching
- ☒ Employee climate surveys
- ☒ Career counseling
- ☒ Keynote speaking services
- ☒ 360 degree employee/ manager surveys
- ☒ Conflict mediation and resolution

Any company that is wondering if their business can afford to bring in programs like these needs to know that we saved over \$1.1 million in training and recruitment costs directly due to Edge's IHE. You cannot afford not to do this!

Judy Meschke  
Manager of Education and Training  
DaVita, Inc.

## Seminar Offerings

### Personal Effectiveness Increasing Human Effectiveness®

*IHE*® is a management and employee development process that maximizes the productivity and effectiveness of your entire organization. Available as a one or two day seminar, this award-winning program focuses on enhancing the critical thinking skills, attitudes and behaviors necessary for improving both personal and organizational performance. By systematically improving the intangible assets of your people, IHE positively impacts business performance metrics more than any other "human capital" investment your organization can make.

### Diversity/Inclusion Increasing Respect in the Workplace®

*IRW*® is one of the most powerful curriculums available for fostering long-term, positive behavior change in individuals across an organization. The goal of this educational workshop is to improve each participant's capacity to work successfully with anyone, regardless of background, job status or any other difference, by developing respectful workplace self-management skills. It is the only diversity / inclusion program in North America to combine the "what", the "why", and the "how to" components proven to help participants systematically design and implement their own respectful behavior "plan of action".

### Leadership Development Walking the Talk: Leadership Skills for the Global Economy

Developed in conjunction with one of Ohio's leading universities, EdgeOhio's leadership training series ensures that your leaders and managers are equipped with the knowledge, skills and attitudes that really make a difference.

Some of the concepts and tools covered include: personal style assessment, conflict resolution strategies, communicating for results, effective decision making, how to encourage accountability and motivating others to get optimal results.

### Sales Force Development Building Sales Effectiveness

Combining the "best of the best" from the latest sales training methodologies, our sales effectiveness series leverages the fact that your sales people have the potential to create powerful client relationships to position your organization as the supplier-of-choice in your industry. This customized sales seminar strengthens both the tactical selling skills and attitudes of your sales personnel.

### Time Management Effective Time Management: Getting the Most Out of Your Day... and Your Life

This workshop was designed for busy people who want to work smarter, not harder.

Since "busier" does not usually mean more productive, you will learn approaches for prioritizing and sticking to your schedule, how to approach work from an "I want to" instead of an "I have to" mindset and skills for effective goal setting and action planning.

### Team Development Committed to Quality®

Developed in partnership with one of the world's premier telecommunications companies, EdgeOhio's team development program is designed to strengthen the relationships between intact team members. Stronger, more respectful, relationships lead to more effective and successful group (and organizational) performance.

For detailed descriptions of all of our seminars and workshops, please visit [www.edgeohio.com](http://www.edgeohio.com) or call us at (216) 674-1085 or (888) 892-0300.

