

**INNESSKIRK** GLOBAL

# Profile

Providing Solution with **iIMPACT™**

*Improving Management Performance  
through Analysis Coaching and Training*



# INNESSKIRK GLOBAL

**INNESSKIRK** | Providing Solution with *i*IMPACT™

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

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# WHO WE ARE...

## INNESSKIRK GLOBAL

derives its name from the founder's family island 'INNESSKIRK' located in Muskoka, Ontario, Canada. Representing a tribute to the family patriarch and his conviction to old school values of trust, integrity and the value of a handshake. The **INNESSKIRK** team firmly believes these fundamental business values are integral to today's work environment.

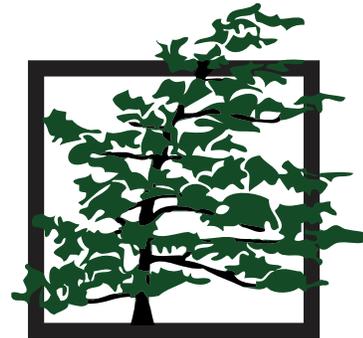
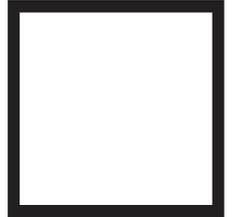
The emblem of the tree and box draws its influence from the pine trees found throughout Northern Ontario – the 'Muskoka pines'. Often located around the coastal waterways, rock faces and other adverse environments, these Muskoka pines



brave tremendous natural forces - wind, rain, sleet, and snow - to flourish in their environments. A symbol of both beauty and natural strength, the Muskoka pine provides proof that in

the face of change and adversity, it is stronger to be flexible and it confirms the importance of well-grounded roots, firm foundations, continued nourishment and a commonality of vision to the success of any venture. The **INNESSKIRK** team fundamentally believes that a strong constructive culture, an empowered work force and a clear understanding of strategy is a critical component to the successful implementation of any change initiative and ultimately the success of an organization.

The box around the tree is reflective of the perceived boundaries and limitations we impose on our personal and corporate development holding us back from our true potential. The image of the tree breaking through these boundaries represents **INNESSKIRK's** conviction that with proper foundations, deep roots, commonality of purpose and continual development (nourishment), companies and individuals can attain new levels of development and success.



## INNESSKIRK GLOBAL

We look forward to having you join the **INNESSKIRK** team and starting the journey to new levels of development and success through the defining of your foundation /roots, confirming staff awareness and adoption of a common purpose, and the continued development "nourishment" of human capital elements.

# INTRODUCTION

**INNESSKIRK GLOBAL**, is a management consulting organization offering training and development services worldwide through its offices in Canada, UAE and the USA and its affiliates in KSA.

Our unique **iIMPACT™**  methodology - **INNESSKIRK** Improving Management Performance through Analysis Coaching and Training – and **BLUE MINDSET™**  consulting services, delivers best quality development with clear measurable results.

**INNESSKIRK GLOBAL** is committed to supporting our clients by transforming their organizations into more effective, positive, achievement-focused work cultures that provide sustainable competitive advantages. Our unique **iIMPACT™** methodology - **INNESSKIRK** Improving Management Performance through Analysis Coaching and Training delivers best quality development with clear measurable results.

**INNESSKIRK** provides individually tailored consulting services and learning development programs to help organizations maximize returns from their human capital. We work to achieve your objectives within the context of your organization's current realities and future expectations. Whether targeting employee assessment or development, **INNESSKIRK** can provide an on-site program customized to meet the specific needs of your business.

**INNESSKIRK's** goal is to challenge, motivate and inspire people by providing the tools to improve personal growth and performance while ultimately ensuring competitive advantage.

**INNESSKIRK** consultants and trainers are accredited in the world-class culture and change analysis tools and methodologies of Human Synergistics International™.

**INNESSKIRK** believes a blended learning curriculum provides the ideal environment for learning. Adhering to this belief, **INNESSKIRK** offers development curriculum applying face-to-face workshops, online guided learning, assessments, work-driven projects and coaching sessions to transform delegates into internal consultants and ambassadors of change.

This high quality leadership and management training has been recognized by the UK's Institute of Leadership and Management (ILM) through their recent recognition of **INNESSKIRK** as an 'ILM Approved Center'. With this designation, **INNESSKIRK's** curriculum can now be offered with either the additional designations of ILM Endorsed, ILM Development Program or ILM Certified.

**INNESSKIRK** incorporates continuous coaching and company-specific **iIMPACT™** project work as part of the learning and development process to ensure its clients benefit from:

-  enhanced employee engagement
-  reinforced positive behavioral change
-  direct business results improvement
-  the highest possible return on their consulting and training investment

Our consulting and training services address these key challenge areas:

-  Management & Employee Effectiveness
-  Individual & Group Assessments
-  Teambuilding & Engagement
-  Executive & Project Coaching
-  Strategic Planning & Implementation
-  Mergers & Acquisitions
-  Organizational Culture & Effectiveness Audit
-  Commercial Aptitude

# INNESSKIRK DNA



## OUR VISION

To be the a leading source for improving organizational performance through analysis, coaching and training.

## OUR MISSION

Our Mission is to be recognized for consistently providing premier products and services to organizations and individuals who want to achieve a competitive advantage and establish extraordinary performance within their industry. We creatively assist organizations and individuals to achieve higher levels of performance while actively pursuing their vision. We fulfill our mission by:

- Consulting with senior management to identify specific business needs and to create human development strategies linked to those needs.
- Developing and delivering customized workshops and training programs that are integrated with the client's business strategy.
- Promoting behavioral change and lasting business performance improvement at all levels within the organization
- Delivering enhanced employee engagement and behavior change through pre and post workshop **iIMPACT™** assignments and coaching sessions throughout the process, thus ensuring a higher return on investment of consulting and training budgets.

## OUR VALUES

- Value added innovation
- Accountability
- Rewarding Relationships
- Teamwork

## Are you maximizing the return on your training investment?

Let us show you how we can help. **INNESSKIRK** facilitators encourage and guide your delegates to change their behavior through reality-based **iIMPACT™** projects to provide real bottom-line results and a higher return on investment for your organization.

Our **iIMPACT™** methodology is significantly more robust than programs which evaluate the effectiveness of a training program based on delegate memorization and reaction, rather than delegate behavioral change and direct business-improvement results.



Employee development does not end with an empowering workshop; rather, development must be encouraged and reinforced after the delegates return to the work environment. The **iIMPACT™** development program provides this catalyst to behavioral change.

**iIMPACT™** projects and **iIMPACT™** coaching sessions coupled with **iIMPACT™** business presentation workshops are used as measurable indicators of successful application and implementation of the workshop content.

**iIMPACT™** development programs create “delegate-consultants” or “Ambassadors-of-Change” empowered to provide real and sustainable competitive advantages to their organizations.



# DELIVERY OPTIONS

**Do you have delivery options tailored to your personnel's requirements?**

## 1 Facilitator-led Workshops

Facilitator-led workshops are an engaging learning experience taught by expert facilitators. All **INNESSKIRK** Facilitator-led workshops are designed and delivered by people who have subject matter expertise in addition to expertise on functions, framework, and **iIMPACT™** methodology. **INNESSKIRK** facilitators leverage their vast industry experience and are technical and instructional experts. **INNESSKIRK** provides authorized, world-class training recognized by accrediting bodies like Human Synergistics International and the American Management Association. The Facilitator-led workshops are focused on learning and practicing new skills – an outcome often not possible through online e-Learning processes. Facilitator-led workshops are synchronous learning experiences, requiring learners to be at the same location at the same time, making it the most effective and engaging learning method. Facilitator-led workshops follow our **iIMPACT™** methodology including pre-course and post course engagement.



# 2

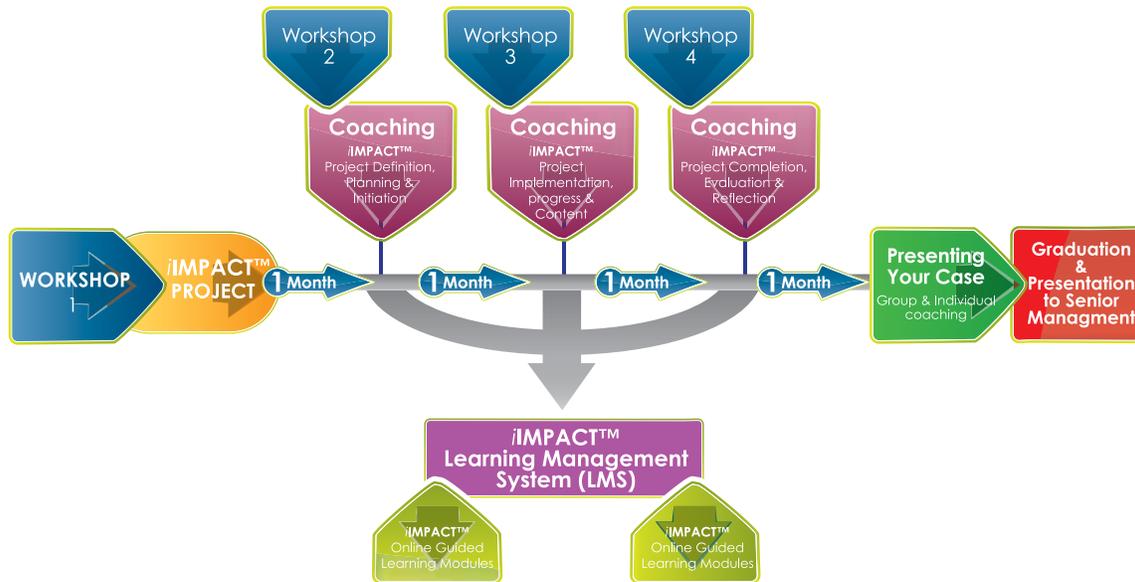
## Blended Learning Curriculum

Many organizations want recognized qualifications, awards or learning programs providing ease of delivery, and maximum flexibility to the workplace requirements. Learners' personal preferences tend to lean toward the use of modern technology, the option of self-study, and the ability to select trainings that suits their learning style or constraints of their working environments. **INNESSKIRK's** Blended Learning programs provide comprehensive suites of e-Learning courses to supplement and add value to **INNESSKIRK** Facilitator-Led workshops. It includes **INNESSKIRK's iIMPACT™** methodology and combines exams, work based projects and assessment of these projects. If selected, these activities can lead to industry recognized qualifications. Each program includes a number Facilitator-led workshops as well as e-Learning modules. The blend of these elements can be customized based on client requirements to deliver a highly effective, engaging and efficiently managed and monitored staff development program.

# 3 E-Learning Curriculum

**INNESSKIRK** introduces its guided e-Learning courses designed to assist organizations to develop competencies, enhance processes, and manage knowledge in order to improve organizational performance. The courses encourage employees to unlock their potential and to strive to achieve performance excellence. The web-based curriculum gives learners the freedom to learn at their own pace and in their preferred learning style; anytime, anywhere, and within a cost-effective learning environment.

# DELIVERY COMPONENTS



The **iIMPACT™** delivery program applies the **iIMPACT™** methodology in a manner designed to capitalize on learning environments, supported learning functions and environments conducive to fostering sustainable change.

Applying their **iIMPACT™** methodology, **INNESSKIRK** has created a tiered system for delivery that combines these **iIMPACT™** elements into a streamlined delivery model:

**Workshops:**



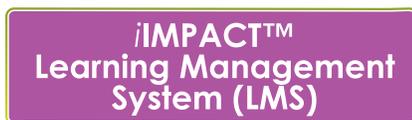
**Projects:**



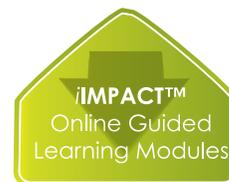
**Coaching:**



**Learning Management System (LMS):**



**e-learning:**



**Coaching - Presentation Structuring:**



**Graduation:**





# DELIVERY PROGRAM

## 1 Workshop Only

- *Pre-Workshop diagnostics*
- *American Management Association simulations*
- *Human Synergistic dynamic analysis*



## 2 Workshop & iIMPACT™ Project

- *Level 1 plus...*
- *iIMPACT™ Project*

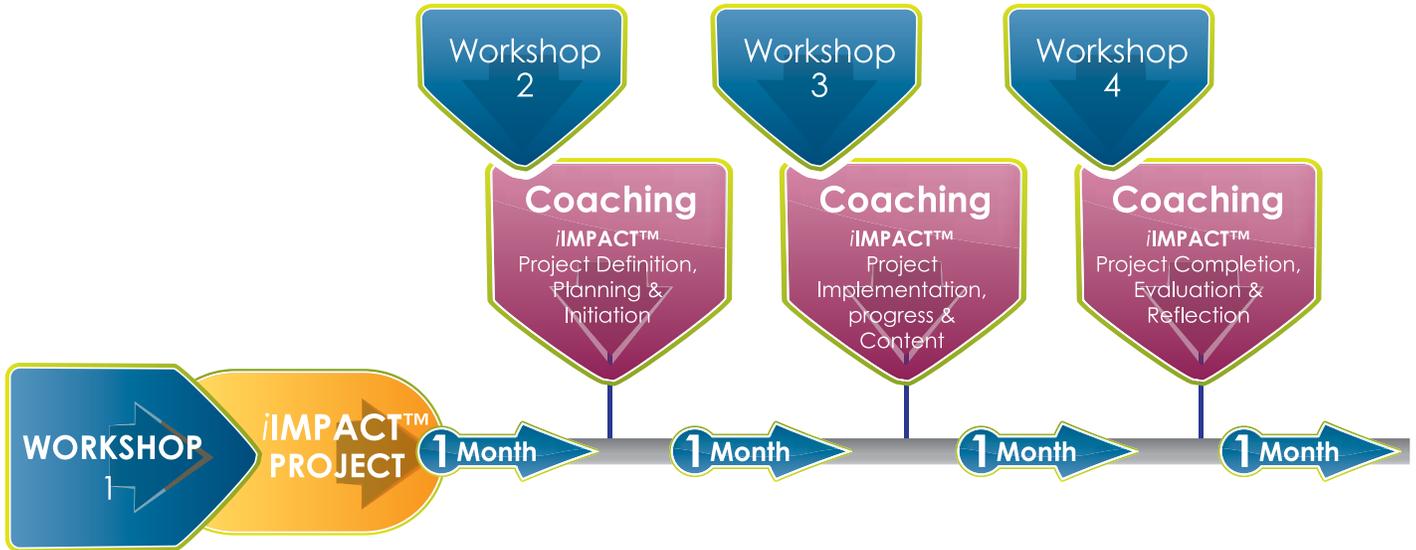


# 3

## Workshop, iIMPACT™ Project & Coaching

Level 2 plus...

- Multiple Discipline Workshops
- Coaching
- Monitoring administered by INNESSKIRK, Client, or both

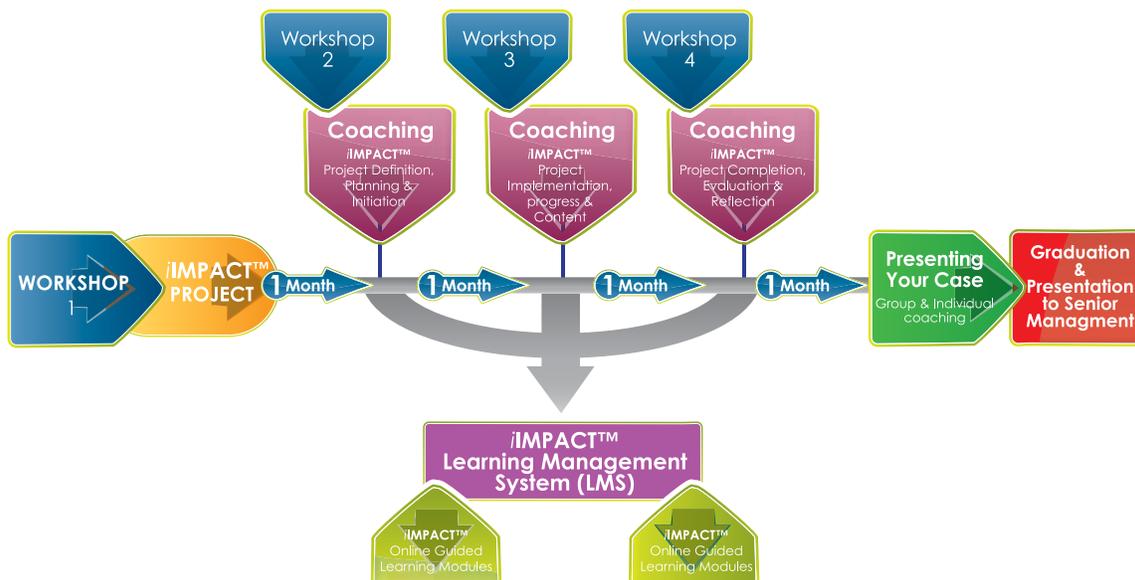


# 4

## Workshop iIMPACT™ Project, Coaching, Guided Learning & Graduation Package

Level 3 plus...

- Online Guided Learning Modules
- Individual Presentation Coaching - Structuring
- Group Presentation Coaching - Structuring
- Business Analysis Peer Presentation
- Senior Management Presentation



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# **COURSES**

## **BUSINESS CULTURE & BEHAVIOR MAPPING**

-  Developing Blue Mindset Success
-  Group Styles Inventory™
-  Leadership Impact®
-  Life Styles Inventory™
-  Management Effectiveness Profile System™
-  Management Impact®
-  Organizational Culture Inventory®
-  Organizational Effectiveness Inventory™
-  Shaping an Effective Business Culture

## **FINANCE**

-  Budgeting for Learning and Development Managers
-  Budgeting for Non-Finance Managers
-  Business Finance
-  Credit Management
-  Finance for Non-Finance Managers
-  Invoicing, Cash Flow and Work In Progress
-  Vendor Management

## **FINANCIAL COMPLIANCE & GOVERNANCE**

-  Anti-Bribery and Due Diligence Overview
-  Anti-Money Laundering Fundamentals
-  Corporate Espionage - Silent Enemy
-  Corporate Ethics
-  Know-Your-Client (KYC) Fundamentals

## **INTER-DISCIPLINE PROFESSIONAL DEVELOPMENT**

-  Bid-Tendering Introduction for Non-Supply Chain Professionals
-  Commercial Contracts for Non-Legal Professionals
-  Contract Management for Non-Supply Chain Professionals
-  Creating and Evaluating Service Level Agreements (SLAs)
-  HR for Non-HR Professionals
-  Investments for Non-Financial Professionals
-  Legal for Non-Legal Professionals
-  Marketing for Non-Marketing Professionals





## MANAGEMENT FUNDAMENTALS

- ✎ Business Writing Fundamentals
- ✎ Communication – Influencing and Persuasion
- ✎ Communication – Memos, Reports and Emails
- ✎ Comprehensive Management Skills
- ✎ Contract Management – Bid-Tendering Fundamentals
- ✎ Creative Thinking and Innovative Decision Making
- ✎ Cultural Awareness and Nationalization
- ✎ Presenting Your Case
- ✎ Developing Emotional Intelligence
- ✎ Essential Networking Skills
- ✎ Effective and Professional Meetings
- ✎ Financial Analysis and Budgeting
- ✎ Giving and Receiving Meaningful Feedback
- ✎ Interview Skills Fundamentals
- ✎ Interpersonal Skills Development
- ✎ Leading and Managing Your Team
- ✎ Listening and Questioning Skills
- ✎ Managing Time, Prioritizing and Planning
- ✎ Management Skills Essentials
- ✎ Mastering Communication Skills
- ✎ Personal Branding and Work Ethics
- ✎ Practical Application of Principles of Finance
- ✎ Principle-Based Leadership
- ✎ Proactive Supervisory Skills
- ✎ Professional Communication
- ✎ Team Leadership Dynamic - Masterclass
- ✎ Technical Writing and Practicum
- ✎ Writing Effective Key Performance Indicators
- ✎ Workplace Coaching and Mentoring

## MANAGEMENT & LEADERSHIP

- ✎ Advanced Employee Relations
- ✎ Advanced Interviewing Skills
- ✎ Association Management Essentials
- ✎ Change Management Essentials

# **COURSES**

## **MANAGEMENT & LEADERSHIP CONT...**

-  Communication - Scenario Planning
-  Conflict Resolution - Attaining Accord
-  Creating High Performance Teams
-  Customer-Focused Management
-  Effective Management by Objectives
-  Mental Toughness Masterclass
-  Performance Management
-  Professional Coaching Skills
-  Stress Management and Analysis
-  Strategic Thinking & Planning Theories - Applied
-  Team Leadership Dynamics
-  Train-The-Trainer

## **PROJECT MANAGEMENT**

-  Project Management - Action Planning
-  Project Management Boot Camp
-  Project Management for Non-Project Managers
-  Deep Dive - Costs
-  Deep Dive - Human Resource Management
-  Deep Dive - Project Integration
-  Deep Dive - Managing Projects
-  Deep Dive - Project Communications
-  Deep Dive - Procurement Management
-  Deep Dive - Project Scheduling
-  Deep Dive - Project Scope Management
-  Deep Dive - Quality Management
-  Deep Dive - Risk Management
-  Deep Dive - Stakeholder Management

## **SALES & NEGOTIATION**

-  Advanced Negotiation Skills
-  Commercial and Contract Fundamentals
-  Conflict Resolution in Customer Service
-  Consultative Selling
-  Customer Care Excellence
-  Key Account Management
-  Managing Difficult Customers
-  Managing High Performance Sales Teams
-  Marketing Fundamentals – Making Them Work
-  Negotiation Fundamentals
-  Retail Sales Fundamentals
-  Sales Forecasting and Monitoring
-  Sales Fundamentals
-  Sales Management Fundamentals
-  Telephone Etiquette – Sales and Customer Service

## **SENIOR MANAGEMENT**

-  Advanced Financial Analysis - Case Specific
-  Advanced Marketing - Branding
-  Advanced Presentation Skills - Business Analysis and Structure
-  Crisis Management - Plan of Action
-  Crisis Management - Scenario Planning
-  Leading High Performance Teams
-  Public Relations and Media Relations
-  Risk Management - Identification
-  Senior Management Program - Case Specific
-  Strategic Thinking and Planning Theories - Identifying Strategy

*Our course material is designed to promote highly interactive sessions and is based on up-to-date world-class standards like business simulations from the American Management Association and behavior assessment tools from Human Synergetics International. Each delegate receives a comprehensive course binder, email access to the facilitator and copies of presentation slides.*



# WORKSHOPS

## IN-COMPANY

Customized content and workshops to meet company-specific training and development needs are critical to successful corporate development programs. Gap analysis and identifying behavior are the first steps to creating the requisite in-depth development program that combine targeted course curriculum and materials that complement both the prevalent corporate culture and the personnel development needs.

Utilizing the **iIMPACT™** methodology, **INNESSKIRK** takes the time to fully analyze and understand the company, the culture, and the approach necessary to make certain that the workshops meet both the clients' needs and the attending delegates' personal development requirements.

**INNESSKIRK's iIMPACT™** in-company workshops build upon the framework of our courses. They combine pre-diagnostic interviews, readings, questionnaires, case studies, industry best-practice material, simulations and dynamic mapping tools. This combination delivers curriculum that fosters environments structured to provide sustainable changed behavior.

While the **iIMPACT™** methodology recommends a 12-1 ratio of delegates to facilitators, additional facilitators can be provided for larger group environments. **iIMPACT™** development programs can be provided in a number of different formats dependent upon client developmental demands.



# PUBLIC

Recognizing that a fundamental component to professional development is the interaction with and the leveraging of fellow professionals and their experience, **INNESSKIRK** provides a forum for professional networking and development through its public **iIMPACT™** Workshop programs.

These programs are standardized and conducted on a scheduled basis throughout the region. Offering fundamentals and universally applicable skills and techniques, the workshops provide an opportunity for cross-industry exposure and interaction while affording companies the opportunity to send delegates to an environment that is conducive to professional development while also reducing work flow interruptions.

Public workshops are pulled from our proprietary selection of workshops and range from one to four days in duration. While workshop attendance is restricted to twelve delegates, flexibility remains to add additional workshops as dictated by demand. The **INNESSKIRK iIMPACT™** Workshop schedule is available upon request.

Workshop materials include manuals, case studies, simulations and psychometrics targeted at educating, reinforcing and ultimately improving business behaviors. Further reinforcement is offered to delegates on a post-workshop basis in the form of coaching sessions – phone, email or face-to-face.



# Q: Are your change initiatives maximizing business results?

Our clients look to us for the expertise and ability to implement the ideas we present. Simply put, we provide our clients with world-class insights which generate tangible and measurable results. Our services include:

## A. Strategic Change Interventions

We emphasize the critical value of human resources to accelerate effective business integration. We draw upon our experience and assist clients to enable growth and encourage synergy during strategic change initiatives. Our experience includes:

-  Change management and facilitation
-  Culture integration and planning
-  Leadership alignment and development
-  Talent retention
-  Competency and behavioral-driven assessments
-  Succession Planning

## B. Operational Policies and Procedures

Analysis of work flow processes conducted to identify best practices necessary to complement work force competencies. Our services can include the mapping of these practices and protocols to ease transfer of knowledge and improve employee retention. Our experience includes:

-  Organization design and work-flow mapping
-  Workforce planning and employee selection
-  Human Resource services and protocol implementation

## C. Culture Transformation

**INNESSKIRK** consultants are accredited in world-class culture analysis tools and methodologies. Our expertise in culture change is unparalleled. We deliver cultural awareness, as well as cultural analysis programs specifically created to benchmark current behavioral norms throughout organizational hierarchies. Development programs are subsequently created and implemented to address the specific needs identified during the analysis. Individual, team and organizational analysis tools are designed to:

- 🏢 Measure current behaviors, skills and performance
- 🏢 Identify strengths and development opportunities
- 🏢 Highlight barriers to personal and organizational effectiveness
- 🏢 Develop more productive behavior and skills
- 🏢 Monitor change and improvement over time

**INNESSKIRK** was created specifically to assist our clients to transform into an effective, positive, achievement-focused work culture as a sustainable competitive advantage in a relatively short time, while yielding extraordinary bottom-line results. Our commitment to internationally recognized, research-based solutions has allowed us to work with some of the most exciting and successful organizations around the world.



**INNESSKIRK** | Providing Solution with *iIMPACT*™

# D. Succession Planning

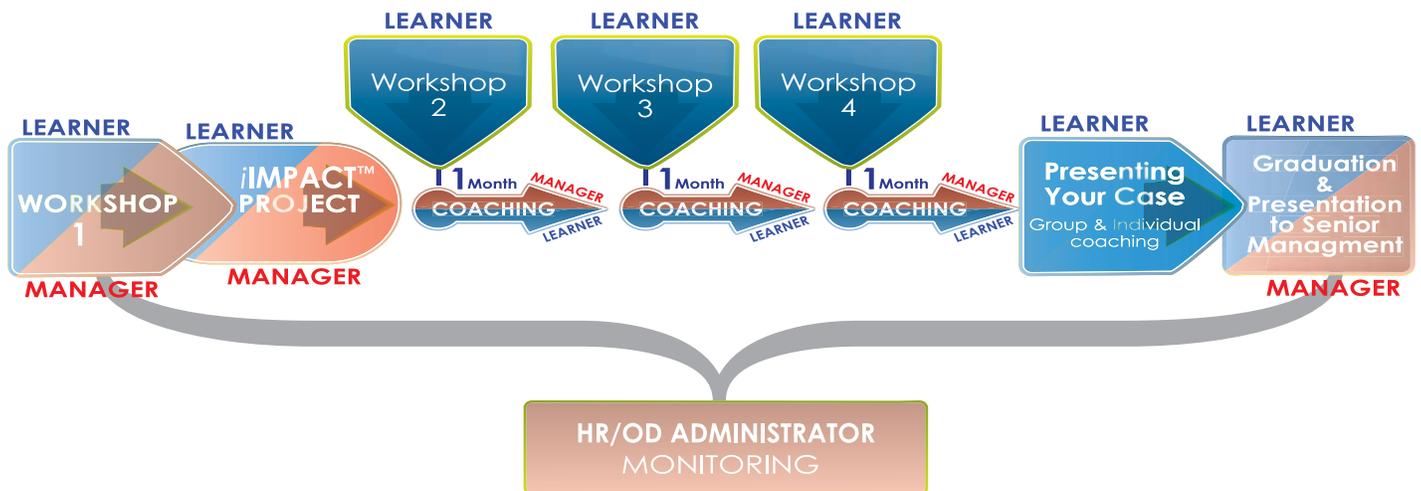
Organizations often face challenges in recruiting, developing and retaining skilled employees, whether they are experienced or fresh graduates. **INNESSKIRK** has developed a comprehensive program targeted at addressing this need, **INNESSKIRK** has created a learning stream that comprehensively addresses the roles of the three critical participants in any workforce development initiative:

-  the Learner;
-  the Manager; and
-  the HR Administrator.

This program provides an environment conducive to successfully sustaining workforces. Holding all parties accountable for mutual development, the program applies the fundamentals of the **iIMPACT™** development program to create and deliver sustainable development.

The following diagram details the flow:

The Learner is colored **BLUE**  
The Manager is colored **RED**



## E. Merger and Acquisition

Merger and Acquisition (M&A) activities drive significant change within organizations and create complex situations, especially when it comes to managing employee transition integration. Leadership, managing change and shaping culture are all important assets for an organization at the crossroads. During M&A transactions, leaders are forced to focus on what they can measure. Our systems will allow you to measure how your personnel can influence the structural, talent and cultural risks associated with change.

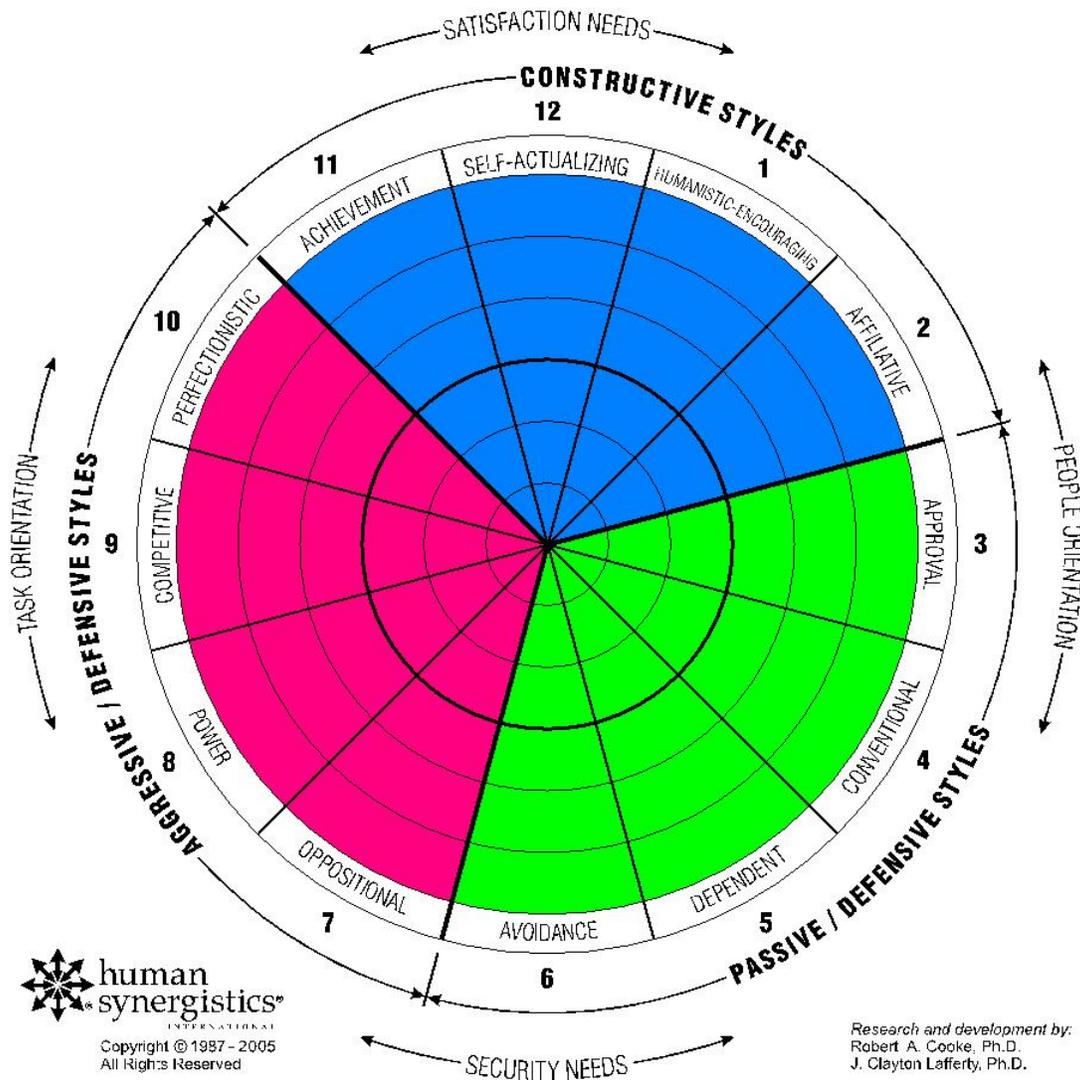
Elevating the strategic role of HR and OD during the M&A lifecycle can lead to significant advantages, including:

- 📊 Accelerating the economic value of the merger
- 📊 Integrating sales teams to efficiently increase combined productivity
- 📊 Aligning all levels of leadership and culture of the new organization
- 📊 Promoting effective retention of valued personnel
- 📊 Establishing protocols for safekeeping organizational knowledge
- 📊 Expanding synergy between and within integrated business units

# What can this circle tell you about your organization's performance?

The Circumplex is the driving force behind the integrated system for organizational measurement, feedback and development from Human Synergistics International.

Sectioned into three behavioral styles – Constructive, Passive and Aggressive Defensive – the Circumplex provides the basis for benchmarking organizational culture through a common and consistent language for feedback, analysis and change initiatives.



# Q: What is your Mindset?



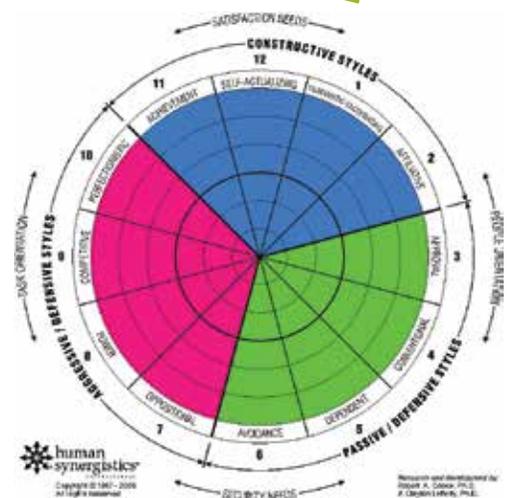
**INNESSKIRK's** team utilizes the full suite of Human Synergetics International products to offer comprehensive organizational audits analyzing behavior styles and their effectiveness at the organizational, group/team and individual levels.

The evaluation tools utilize the same language throughout all levels of the benchmarking process creating a clear understanding and a common base for future development and change initiatives.

## DEVELOPMENT OF THE INDIVIDUAL IS THE KEY TO ORGANIZATIONAL SUCCESS

## BUILDING A BLUE MINDSET FOR SUCCESS

- BLUE** is a constructive and achievement-oriented 'way of life' and is closely associated with personal effectiveness
- BLUE** is where self-actualizing individuals thrive in the final step towards maximum growth and maturation
- BLUE** signifies pronounced interest in people, a tendency to care about others and an ability to encourage them to improve
- BLUE** is synonymous with a high degree of commitment to forming and sustaining satisfying relationships





# EFFECTIVENESS AUDIT

## INPUT

Questionnaires

- Future Ideal Culture identified (*Decision makers - Leadership*)
- Current Operational Culture identified (*Staff*)
- Effectiveness & Causal Factors identified (*Staff*)

## ANALYZE

Reporting

- Report preparation / interpretation
- Analysis workshop (*Decision makers - Leadership*)
- Prioritize key action issues (*top 3*)

## PREPARE

Awareness & Buy-in

- Share results (*staff focus groups*)
- Discuss priorities / action plan
- Communicate expectations

## ACTION

Behavior Change Interventions

- Online Guided Learning
- Group Training Workshops
- Individual Analysis (*LSI / MI*)

## RESULTS

Evaluate & Adjust

- Re-test after 18 months
- Review improvements
- Evaluate & adjust process

# ORGANIZATIONAL EFFECTIVENESS & CULTURE:

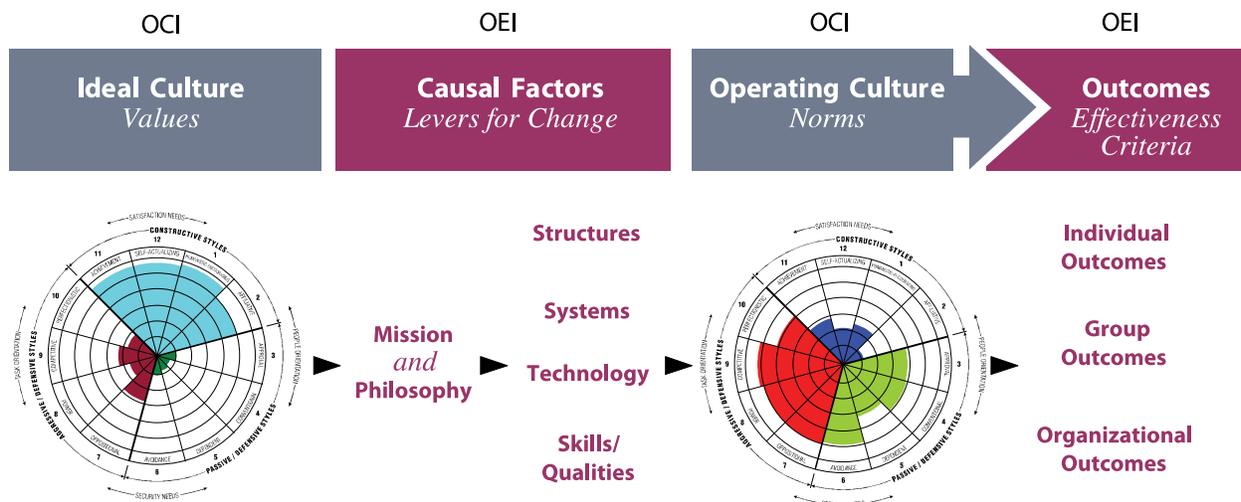
**Organizational Culture Inventory (OCI)** and **Organizational Effectiveness Inventory (OEI)** are tools to identify and benchmark both organizational culture and the factors of change that contribute to the organization’s culture.

Comprised of two surveys, the **OCI** identifies the IDEAL culture, and then the CURRENT operating culture; while the **OEI** identifies the causal factors contributing to the CURRENT operating culture. The **OEI** measures 31 specific factors that are causally related to culture. These factors are organized into five general categories

-  Mission and Philosophy, in terms of the extent to which they are clearly articulated and focus on customer service.
-  Structures, in terms of the extent to which they permit (or restrict) influence, empowerment, and employee involvement.
-  Systems, in terms of the motivational nature and fairness of human resource management, appraisal and reinforcement, and goal-setting systems.
-  Technology, in terms of the extent to which jobs are characterized by autonomy, skill variety, significance, task identity, feedback, and interdependence.
-  Skills/Qualities, in terms of communication, leadership, and sources of power

The subsequent report analyzes the gaps existing between the two cultures and is used to identify areas to improve.

## ‘How Culture Works’ Model



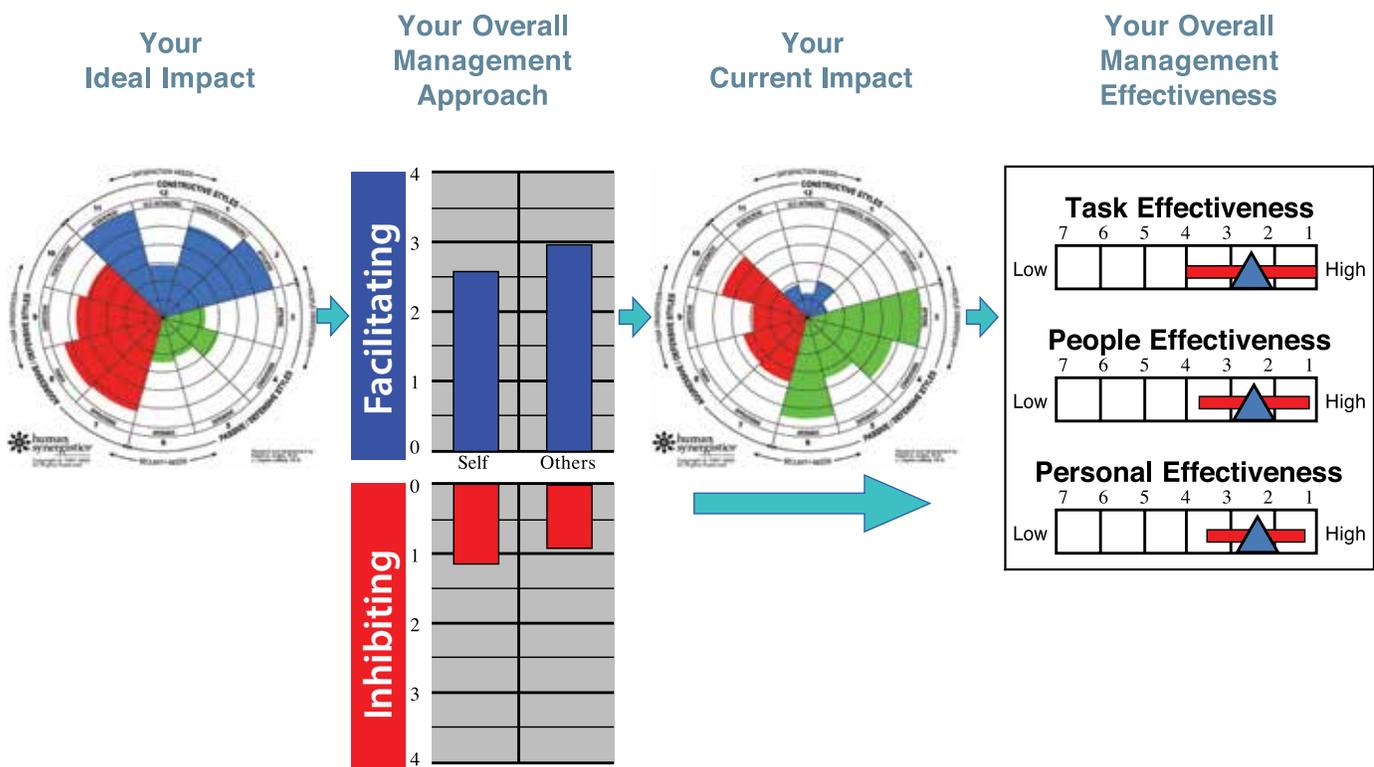
# BLUE MINDSET™ PROMOTING ACCOUNTABILITY

## MANAGEMENT & LEADERSHIP CULTURE:

Mapping contributing factors to the overall organizational culture is further documented in both the **Leadership Impact (LI)** profile and the Human Synergistic's newest product, the **Management Impact (MI)**.

The MI product reviews the following three areas of impact experienced by a manager:

- ☒ The effectiveness of the manager
- ☒ The ideal and current impact of the manager's style
- ☒ An evaluation of management approaches used by the manager



All **INNESSKIRK** Consultants are fully accredited by Human Synergistics International for the use of these tools.

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# Why INNESSKIRK?



**1** Customized consulting services and training programs that answer your identified and agreed needs;  
*so you know your investment is accomplishing what it is meant to do.*

**2** Targeted pre-course diagnostics that identify delegates' and organizational development needs;  
*so you can get down to meaningful business on Day one of the program, ready, willing and able to contribute and make a difference.*

**3** Detailed feedback reports that highlight delegates' contribution as well as key course exercise results;  
*so managers can follow-up on Facilitator recommendations with delegates, teams, and effectively measure performance improvements while continuing the development process.*

**4** **iIMPACT™** post-course projects that reinforce concepts from training;  
*so delegates have an opportunity to apply their learning on a 'real-life' business project for maximum impact, understanding and performance.*

**5** **iIMPACT™** coaching sessions that complete the training cycle;  
*so delegates embrace the company's commitment to provide professional follow-up as a means to reinforce the learning and develop their people.*



**6** Consultants and Facilitators who are accredited in the Human Synergistics suite of HR assessment tools and team building simulations;  
*so people buy into your HR/OD program as main contributors to the process of identifying development needs, thereby benefitting fully from very stimulating activity based training.*

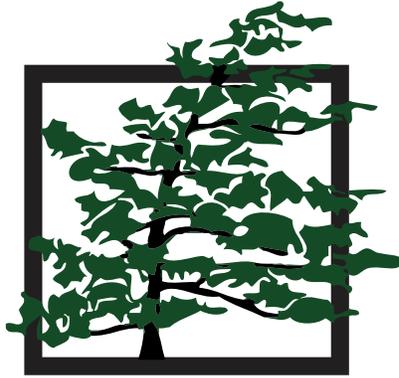
# PRESENCE



**Canada | United Arab Emirates | United States of America**

In 2004, **INNESSKIRK** was incorporated in the United States of America, and expanded internationally. Identifying opportunity in the Middle East markets, **INNESSKIRK** began the latest phase of its evolution in the United Arab Emirates. With offices in USA, Canada and UAE affiliates in Saudi Arabia and Lebanon, and drawing on resources in the UK, and Australia, **INNESSKIRK** now provides truly international consulting services targeted to meet your needs.

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