

experience

RRG principals have been helping organizations with training and performance issues since 1980. Our personnel, adept at working in various corporate cultures, use their interpersonal, training and project skills to deliver projects on time and within budget.

Reisinger Resource Group, Inc. was incorporated in 1996; our clients and projects have varied, but our attention to detail has not.

services

We deliver the following services:

- needs analysis
- training: design / development / implementation
- project management of training initiatives
- classroom, web-based, and hybrid training programs
- design, development, and production of user guides and job aids
- development of help systems focused on your proprietary software and processes
- presentation design
- editing / proofing services
- web based tutorials
- web based assessments

workshops

We conduct programs to improve organizational and employee performance:

- user skills for *your* software and *your* processes
- train-the-trainer
- business writing
- presentation skills
- instructional systems design for technology based training
- customer service skills
- supervisory skills
- telecommuting issues

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"For every hour of user training an IT professional saves at least five hours of lost user productivity to the enterprise. Untrained users can take three to six times longer than trained users to complete the same amount of work. In today's competitive environment, knowledge becomes obsolete in as little as four months."

- Tiffani Bova, *Gartner Research Director*
June 12, 2006, eWeek

RRG can support your efforts to enhance employee performance. We can assess needs, plan and design a strategy, and develop materials for learning. We specialize in developing training and documentation around your specific software application and procedures. We work with your software developers and subject matter experts to create focused, effective training materials.



We can provide user guides, help files, or simulations focused on the best way to use your application. Excellent documentation means fewer calls to your Help Desk and improved customer satisfaction.

Solid instructional design underlies all of our training programs, whether the training solution includes instructor-led training, web-based technologies, or a combination of both. When training is the solution, RRG can either supply instructors or train your staff to meet your organization's needs.



Contact Martin Reisinger at **410.666.0100** or **mar@rrginc.com** to discuss optimizing the efforts of your users and applications.