



RATCLIFF CONSULTANTS INC.

Training and Development for Change

Is your organization making a high-stakes change? ...a new system? ...a new business process? ...a new product launch?

- ▶ Who installs a new system without testing first? Who staffs an office but doesn't hold a fire drill?
- ▶ Then why make a high-stakes change without simulating it first? Consider training that turns inert knowledge into effective action.

Ratcliff Consultants creates live training simulations—*performance clinics*—to accelerate learning new skills, new business processes, information systems, organization changes, and new roles.



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Performance clinics:

A *performance clinic* is a live problem- or scenario-based simulation used to accelerate learning systems, process, new product launch, or new skills.

Performance clinics are a training simulation, a model of a real environment used for training.

We develop custom training simulations that are cost-effective for small numbers of people. We tailor them to your objectives, your systems, business processes, policies, tools, and your business problems.

Training Wikis

Wikis can provide web-based training with significant cost savings. Our wiki model embeds the business process, step-by-step training instructions, tutorial simulations and a practice environment with social media features

Results-oriented training:

Have you ever wondered why you can't fast-forward through a class? Why does it take so long to get to the "meat?"

We design training that focuses on *practical, hands-on, immediately applicable* skills.

We specialize in designs for *higher-order skills* that professional-level jobs require; skills such as decision-making, problem-solving, analysis, and interaction.

Our courses are based on cutting-edge methodology:

- Accelerated acquisition of expertise using performance modeling and cognitive task analysis
- Rapid prototyping of courseware using learning architectures, modeling tools, and accelerated learning theories

Services to accelerate change:

Training is about change, whether it's personal or organizational. We bring a comprehensive set of skills to all engagements:

- Organization effectiveness consulting
- Front-end analysis (to establish the most effective approach)
- Instructional design
- Instructional development (see tools list below¹)
- Test development
- Training delivery
- Implementation and communication planning
- Change facilitation and process consultation
- Project management



Project List (partial)

Project manager, lead consultant for the following projects.

2011

Simulation-based leadership Institute for top executives (Insurance)

Value creation process consulting to reorganize corporate engineering function (Biotechnology)

2010

Wiki-based training for regulatory publishing (Biotechnology)

Online training and ambassador toolkit for integration of two engineering organizations. (Biotechnology)

Training and user adoption consulting to introduce Apple iTouch-based mobile registers (Retail)

2009

Simulation-based web-based training for project management. (Biotechnology)

Implement best practices for pharma engineering via online training and change process (Biotechnology)

Web-based training and business process consulting to improve retail operations (Retail)

2008

Certification program for quality professionals (Biotechnology)

Program evaluation of calibration technician training using business intelligence system metrics (Biotechnology)

Developed training wiki for biostatistics community of practice (Biotechnology)

2007

Performance clinic for product management ideation supported by wiki-based toolkit (online financial institution)

2005

Performance clinic (problem-solving simulation) for clinical trial managers (classroom-based) (Biotechnology)

Online performance support system for clinical trial managers (Biotechnology)

Online sales and product knowledge course for reference architecture product/service offering (radio-call in show format) (Computer hardware and software company)

2004

IT consolidation performance clinic (classroom simulation) for IT architects (Computer hardware and software company)

"IT architecture basics," a performance clinic for new IT architects (classroom-based simulated engagements) (Computer hardware and software company)

2003

Project management course for clinical trial managers (classroom with labs and coaching) (Biotechnology)

Performance clinic for project managers (classroom simulation) (Government)

High-Availability assessment methodology web-based course (Computer hardware and software company)

2002

Performance clinic for project managers (classroom team-based simulation/game) (Professional services company)

Global mentoring program for IT, marketing, and customer service professionals (Oil company)

2001

Sneaker-based training for physicians (coaching, job aids) (Healthcare company)

High availability assessment methodology performance clinic (classroom) (Computer hardware and software company)

Position Summary

Performance and Learning Consultant, Ratcliff Consultants. 1987—present.

Training Manager, Tesseract Corporation. 1985—87

Organization Effectiveness Consultant, Wells Fargo Bank. 1983—85.

Management Development Consultant, Crocker National Bank. 1980—83.

M.S. Human Resources Management/Organization Development, University of Utah. 1978.