



PEREGRINE

PERFORMANCE GROUP

WE ENABLE SUCCESS

Company Profile



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We Enable Success

At Peregrine Performance Group we enable success.

Whatever your workforce performance improvement needs, Peregrine can help. From front-end analysis (including performance-, goal- and task-analyses) to the development of multi-media, training and training support tools, Peregrine has the skills and expertise to help you succeed. Anchored by a team of award-winning learning industry veterans, and powered by experts in business management, performance improvement, instructional design, organizational development, multi-media, gaming and technical writing, Peregrine can help you take your team to the next level.

Human Performance Technologists

As experts in human performance technology (HPT), we offer:

- A wide range of performance consulting expertise
- Over two decades of award-winning training solutions
- Performance-based instructional design
- Measurable impact on learner performance and business results
- Innovative performance improvement solutions
- Learner engagement, when they need it and where they need it
- Informed, reliable advice



Business Results

Our solutions help business leaders:

- Expand markets
- Reduce risk and exposure to hazards
- Reduce high rates of turnover
- Decrease warranty costs associated with products
- Maintain quality and profitability during rapid growth
- Increase employee productivity
- Keep employees, customers, partners, and stakeholders informed

Human Performance Technology (HPT) uses a wide range of interventions drawn from many other disciplines, including total quality management, process improvement, behavioral psychology, instructional systems design, organizational development, and human resources management to improve team and organizational performance. (International Society for Performance Improvement, ISPI)



**International Society for
Performance Improvement**

WHERE KNOWLEDGE
BECOMES KNOW-HOW

We're There When You Need Us

Whatever your performance improvement needs, Peregrine has the experience and skills to help. We're expert, fully-insured consultants. Call on us when you need us.

Our Roots

Peregrine Performance Group (PPG) was founded in 2012 by award-winning, learning-industry veterans Russ Powell and Joe Halpin. Russ and Joe have a combined 40+ years helping business leaders make informed and wise decisions about their workforce performance improvement initiatives.

Our Vision

Through the effective application of HPT principles, tools and techniques, Peregrine strives to fulfill a vision in which:

- Businesses are profitable because they consistently deliver products and services of quality that truly meet the needs of their customers.
- Workers are successful (i.e., excellent and satisfied) in their work, because they have access to the information, tools and resources they need.
- Communities are valued because they provide strong support networks for their members.



Our Mission

At Peregrine we do one thing: *develop world-class human performance interventions*. These may be simple or complex, but they typically include the following:

- Assisting leaders of organizations in the clarification and communication of their goals and the processes by which they expect to achieve those goals.
- Designing and developing performance improvement systems—including training programs and training support tools (e.g., multi-media/videos, eLearning, job aids, etc.)—that help workers and their managers access critical information and build essential skills required to meet organizational objectives.
- Encouraging individuals to think carefully, collaborate often, and communicate clearly.

Our Values

The most important values at play behind-the-scenes in our work include:

- Integrity – We adhere to a professional code of conduct.
- Respect – We have a positive regard for others and encourage contributions from others.
- Excellence – We create products and perform services of high quality.
- Productivity – We link the learning activities and systems we design to observable results and the bottom lines of our client organizations.
- Humor – We encourage laughter where appropriate and include the whimsical in our thinking.



Our Team

Founders

About Joe Halpin

Joe Halpin has been producing results in the field of human performance technology for more than 20 years. Joe began his career with the California Society of Certified Public Accountants where he developed and managed continuing education for CPAs and other professionals in the financial services industry.

In 1993, he joined Anderson Soft-Teach—one of the pioneer organizations of the technology-delivered training movement—where he helped design and develop the award winning SmartCourseware line of training products and the SmartTrainer eLearning delivery platform.



Joe left Anderson Soft-Teach in 1997 to co-found Rapid Performance Systems (RPS). At RPS, he and his team developed the award-winning Sherpa Learning Platform. Joe led the implementation of the company's strategic plan with a focus on the development of technical and operational infrastructure.

Joe has extensive experience in the design and development of performance and training solutions in the area of information technology. He has also developed solutions for sales, communication, compensation and benefits, and helped organizations assess learning and development strategies.

Joe holds a Master of Arts in Instructional Technology from San Francisco State University and a Bachelor of Science in Corporate Communications from Ithaca College.

About Russ Powell

As a workforce performance improvement consultant, Russ Powell has been designing, developing and facilitating training programs and other performance improvement interventions for over 20 years.

Russ began his career in hospitality and then moved to a telecommunications company where he developed a reputation as a skillful training consultant and helped leaders in sales and customer service find more and better ways to win against their competitors.



A long-time fan of instructional games guru and industry thought leader Dr. Sivasailam Thiagarajan, in the early 2000's Russ worked closely with "Thiagi" to help him bring his interactive game designs from the business classroom to the Internet. Many of these games are still in use today with variations found in common eLearning development platforms.

Other notable achievements in Russ' career include his work with the United States Coast Guard and Oracle/Sun Microsystems. His work with USCG led to multiple awards for Outstanding Human Performance Interventions from ISPI. And at Oracle/Sun, his project team enabled companywide adoption of new account planning methods and won a gold *Excellence in Learning* award from Brandon Hall Research.

Today Russ continues to specialize in the design and development of innovative eLearning courses, job aids, and other performance support tools. He holds degrees in the behavioral sciences from Georgia State University and Loyola University. Russ is also an avid juggler and photographer.

Consultants

Deborah Klein

Deborah is an innovative leader, trainer and educator with extensive experience in management; instructional design and delivery; leadership development; and program development, management, and evaluation. She has a background in business, public relations and strategic planning. She's also a certified executive coach with a unique talent for motivating positive change in teams and individuals.



Anuja Dharkar

Anuja Dharkar brings to Peregrine over a decade of experience managing projects in the education industry. She has used her collaborative style and her experience in business, cognitive science, design and technology to lead worldwide multi-functional teams to achieve joint business goals. She helps Peregrine manage our most complex projects.



Sybil Hunt

Sybil Hunt is an exceptional writer and editor with many years of experience developing training programs and training support tools. Sybil has extensive experience in the hospitality industry and specializes in content development and instructional design. She helps Peregrine with eLearning and technical writing projects.



Eric Larson

Eric is an expert multi-media designer and developer. He's particularly skilled at helping content developers, instructional designers, and training managers produce online training modules. He helps Peregrine perform a lot of behind-the-scenes magic by way of audio production, post production, and publishing.



Erin Flasher

Erin assists Peregrine with interactive media development, production, and instructional design. She's been creating engaging learning and multimedia experiences for consumers, students and professionals for over 18 years. She holds an MA in Instructional Technology and Media from Teachers College in Columbia University.



Chris Romp

Chris Romp (MCAD, MCTS), one of our strategic partners, runs R3 Interworks. Chris provides expertise on integration systems, ERP/Accounting, CRM, databases, and cloud solutions based on Microsoft, Google, and Amazon. He develops custom business applications built on the Microsoft platform including .NET, SQL, and SharePoint.



Mark Bunnell and Dre Terry

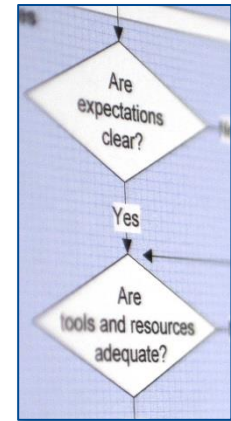
Skilled educators and performers Mark Bunnell and Dre Terry help Peregrine make crystal clear audio and visual recordings. As a husband and wife team of performers and comedians, when our clients have a need for edutainment, they help us make dry and dull content engaging.



Our Specialties

Front End Analysis

You've told your team what to do, but they're either not doing it or they're not doing it correctly. We help you determine why. Our front-end analysis (FEA) services help you discover the gaps in performance, the causes and possible solutions. We also help you plan for the introduction of new skills and behaviors to your workforce.



Performance-Based Instructional Design

Our instructional design methodology starts with performance. We don't just help you move your people from not-knowing to knowing, we help you move them from knowing to doing—and that makes all the difference. Our instructional strategies focus on outcomes (not topics and subject matter) and what it takes to achieve those outcomes. While we'll certainly cover topics and subject matter as required, they are not the primary drivers behind our designs. We believe that the only designs that are worth pursuing are performance-based; anything else is usually a waste of time and money.

eLearning Design and Development

We design and develop effective, affordable, state-of-the-art eLearning programs for desktop and mobile devices. We're experts in all phases of eLearning program development: analysis, design, development, implementation and evaluation.

Having won numerous industry awards for our work in this area, and been recognized around the world as experts in eLearning design, when you work with us you can rest assured your eLearning project is in good hands.



Job Aids, Simulations, and Performance Support

Training is only as good as the performance support tools behind it. And, sometimes, performance support tools can even take the place of training, often saving hours of time and thousands of dollars that may have otherwise been wasted. We're experts in the design and development of performance support tools and systems including job aids, simulations, multimedia (e.g., videos, podcasts) and games.

We also provide consultation services and do one-on-one coaching to help executives, managers, subject matter experts and trainers develop and maintain supportive, transformational environments that make their performance improvement efforts stick.

Inside every fat course,
there's a thin job-aid
crying to get out.

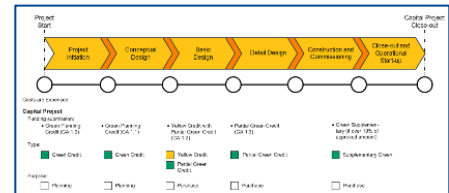
—Joe Harless,
HPT Thought Leader

Business Process Review and Refinement

Using Six Sigma and FEA methodologies, we help you evaluate your business processes and refine them to meet your organization's goals.

Business Process Documentation

Are the best practices of your top performers documented? If not, why not? Capture the expertise of your top performers and use it to make your business faster, better, stronger. Also, when a top performer walks out the door, for whatever reason—retirement, job offer, promotion, relocation of spouse—all their expertise walks with them.



As workforce performance improvement consultants we help you analyze and document how your best performers accomplish their results. And then help you turn that into job aids and/or training.

Instructional Games

Yes, we also build instructional games. From digital frame-games (e.g., Hangman, Jeopardy) to physical, tangible card- and board-games, we have talent and experience to help you design and develop your next instructional game.



Advice on Learning Technology

We help you analyze technologies and tools, including comparing, selecting, developing and implementing learning management systems, authoring tools, knowledge management systems, and development strategies and standards.

Training

High-quality, professional training is what we're known for. We help you move your team from *not-knowing* to *knowing* and from *knowing* to *doing*. From traditional, local programs facilitated in a business classroom to global eLearning programs delivered online—including synchronous (e.g., virtual instructor-led training (vILT) and non-synchronous (e.g., self-paced eLearning courses), we have the expertise to help you strategize, plan, design, develop, and implement learning programs that meet the needs of your employees, customers and partners.



Project Management

When it all needs to be tied together, and you don't have the capacity, we can help. We have experienced project managers who can lead performance improvement, eLearning and multi-media projects from inception to completion. Let us help you accomplish your goals, on time and within budget.

ILT to vILT Conversions

Let us help you move your instructor-led training from the business classroom to the Internet. We help you re-examine your goals and learning objectives and select and/or design activities to accomplish them. We help you develop the program(s), tools and skills you will need to deliver your vILT. Our conversions help you shave hours off delivery time and dollars off travel costs.

Media Production

Our team includes experts in the planning, production, and creation of audio visual (A/V) content, including creative treatments, script writing, talent selection, web development, video and audio productions, editing, graphics/animation selection and development, and programming.



Training Evaluation

As 20-year learning industry veterans, we're well-placed to help you review and improve your existing training programs—eLearning, live-virtual (vILT), or onsite (e.g., face-to-face, classroom).

Creative Writing

Sometimes it takes the perfect word, headline, or scenario to drive home the point or make an analogy ring true. Our writers are top-notch creatives who inject their writing with artfulness. When you need just the right dose of creativity for your web projects, PowerPoint presentations, eLearning programs, or A/V scripts, turn to Peregrine.



Authoring

The good news: there are myriad powerful authoring tools available today. The bad news: it's impossible to be competent on all of them, much less keep track of the latest and greatest—their pros, cons, features, uses, etc. Don't worry, Peregrine has you covered from video and audio editing to eLearning authoring tools. Our expertise includes Adobe Captivate, Articulate Presenter and Storyline, Camtasia, Flash, VideoStudio, SharePoint and many other tools for authoring effective learning media.

How can we help YOU succeed? Contact Peregrine today.

Clients

Peregrine works with some of the world's most successful organizations across many business sectors.

Banking/Financial Services

- Bank of New York Mellon
- CalPERS
- Prudential
- Wells Fargo

Defense and Space

- L3 Communications
- NASA
- United States Coast Guard

Energy

- Solar Energy International
- Sungevity
- Texaco
- ThermaSource

Entertainment

- Pixar

High-Tech/Computer Software/ Information Technology

- ACS/Xerox Learning Services
- Adobe
- Altera
- Cisco
- GoDaddy
- Google
- Mindspeed Technologies
- NetApp
- Oracle/Sun Microsystems

- SuccessFactors

Hospitality/Food and Beverage

- Arnowitz Creative Agency
- Coca-Cola Refreshments
- Hilton Worldwide

Human Resources/Staffing/Contingent Workforce Management

- Nelson Human Resource Solutions
- Nelson Staffing
- WorkforceLogic

Law Enforcement

- California Highway Patrol
- United States Coast Guard

Manufacturing

- SOLA Optical

Medical/Medical Support

- REACH Air Medical Services
- United States Coast Guard, Health Services

Pharmaceuticals/Medical

- Merck
- Pfizer
- Philips
- Roche/Genentech

Telecommunications

- AT&T
- Verizon/MCI

Project Examples

Here are some notable projects we've worked on¹. For more, including examples, please visit our website projects page peregrinepg.com/ppg-projects.

Coca-Cola Refreshments

Coca-Cola, the world's most valuable and recognized brand, needed to update their Merchandiser On-Boarding Curriculum. They had conducted a training gap analysis that included the review and assessment of each topic in the existing curriculum. Where needed, Coca-Cola revised, improved, and designed topic content to meet the needs of their 11,000-strong Merchandiser community.



As Coca-Cola re-designed the curriculum, they discovered they needed additional resources and turned to Arnowitz Creative Agency (ACA), a branding and social media firm with an extensive background in rich-media development. ACA in turn needed a unique combination of project management skills and instructional design expertise. They chose Peregrine Performance Group.

During the ten-week project, Peregrine developed and implemented a multi-phase schedule that included the development, review, revision, and implementation of print, video, and eLearning elements. We managed all resources, client relationships, and project tasks, and provided guidance on instructional design.

Peregrine and Arnowitz delivered all project assets by the project end date with all components of the project meeting or exceeded expectations. Coca-Cola is currently piloting the curriculum.

Roche/Genentech

Global Pharma Technical Operations Engineering (PTE)

Roche/Genentech was looking for help integrating the processes and practices of two engineering organizations that had recently merged. They called on one of our strategic partners, Ratcliff Consultants, and Ratcliff Consultants called on us. We were hired to help about a dozen subject matter experts—senior leaders who were managing an annual project portfolio of roughly \$500 million—capture and communicate project management guidelines and then ensure that those guidelines were implemented across the organization.



We worked closely with each leader to help them refine guidelines for their particular area of expertise. We created several performance support tools, including eLearning modules and job-guides, to help them distribute and explain the guidelines to a global audience.

¹ Some of these interventions were completed directly by Peregrine since its inception in 2012. Some were completed by our consultants prior to the official formation of the company. Regardless, each offers testimony to Peregrine's unique ability to produce results and enable success.

As reported by project stakeholders, our work led to an increase in projects that were executed on time, in budget and within scope. This work also led to improvements in efficiency and timely compliance with new regulations.

Regulatory Affairs/Pharmacovigilance

We are currently working on a three-phase project with Roche/Genentech in which we are helping a segment of their workforce learn to use new software for planning and tracking regulatory compliance activities—risk management plans, risk minimization activities, periodic safety update reports (PSURs) and post authorization safety studies (PASS).

We are working closely with subject matter experts in regulatory affairs helping them capture and communicate standard operating procedures and best practices.

Our focus has been on creating eLearning modules, user manuals, and quick-reference guides for common tasks.

With the first phase of the project complete, key stakeholders are reporting that the outputs we produced have exceeded expectations, user adoption of the software is going smoothly, and calls to the help desk are minimal.

Sun Microsystems/Oracle

Sun Microsystems was looking for a “faster, better, cheaper” way to bring their global sales force up-to-speed on a new account planning model they had adopted. They had grown weary of the linear slideshow-with-audio style of training their salesforce had become used to.



After deciding to use Dr. Sivasailam “Thiagi” Thiagarajan’s innovative four-door approach to eLearning, Sun Learning Services brought in Russ Powell to lead a team of instructional designers and subject matter experts and create this program for them. Russ worked with Sun sales and methodology experts, and a team of technical developers, to create an instructional program that combined Thiagi’s four-door model with elements of Sun’s internal sales processes (e.g., account planning, opportunity management, business- and territory-planning).

The program was wildly successful. Not only did it meet the leaders’ business objectives, they asked for twelve more courses in this style. In addition, Brandon Hall Research honored one of the courses with a gold *Excellence in Learning* award for Best Custom Content.

During Russ’ tenure with the Sun Learning Services (SLS) instructional team, they won ASTD’s BEST Award for organizational excellence and placed #11 on Training Magazine’s worldwide list of the top-125 training organizations.

REACH Air Medical Services

REACH is a critical care air transportation organization. At a time of rapid growth, the company was facing a multitude of extraordinary changes to its infrastructure, personnel, processes, and regulatory compliance needs. In order to make informed decisions about how best to address and adapt to these changes, REACH leaders wanted to analyze the current state of the company’s learning and development activities, resources, and capacity.



REACH asked for help from Peregrine to do the following:

Conduct a front-end-analysis that focused on:

- Current state of learning and development for each business area
- Vision of the future state for each business area
- Learning and development needs and gaps that exist

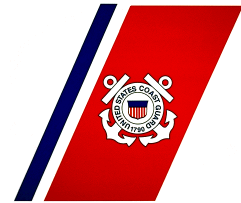
We also helped REACH investigate and confirm learning and development needs related to:

- Operational processes and procedures
- Management systems and structure
- Development tools
- Expertise needed based on current and future plans

Our report, including a gap matrix and recommendations, helped leaders make informed decisions about implementing a new learning management system and changes to related processes and procedures.

U.S. Coast Guard

In the wake of the September 11th, 2001, terrorist attacks the United States Coast Guard was dealing with a rush of new recruits and needed to update several of their instructor-led training programs. They hired Russ Powell (through L3 Communications) to lead a team of instructional designers, subject matter experts, course developers, editors, and alternative media specialists in the redesign and development of two of their “A” schools. Russ also performed front-end analyses for the USCG National Security Cutter C4ISR “Deepwater” training program.



As project leader, Russ played a dual role of project manager (planning, executing, tracking, and completing project tasks) and instructional designer (analyzing, designing, developing, implementing and evaluating instructional materials).

He also ran train-the-trainer sessions and served as an adviser to military and civilian personnel on training-related issues.

Russ' work on USCG programs led to several ISPI Awards of Excellence for Outstanding Human Performance Intervention.

Nelson Human Resource Solutions

Nelson Human Resource Solutions, an independently-owned group of companies that provides placement and staffing services, was trying to meet the growing needs of organizations in Northern California's staffing market, including Silicon Valley. They needed help revamping the

organization's new employee orientation program. Their objective was two-fold: (1) help the organization's managers get their people up-to-speed faster and more effectively (i.e., building the right skills at the right time), and (2) decreasing employee turnover. They brought in Russ to help design and develop this new employee orientation program.



After working with the Director of Learning to pinpoint the organization's needs, Russ helped him create a state-of-the-art corporate university focused on building essential professional development skills, sales skills, industry-specific knowledge, and technical skills among new Nelson employees.

Within only a few weeks, managers began reporting that their people were entering the field more motivated and better equipped with the knowledge and skills they needed—saving time and delivering results to the bottom-line quicker than before. And, as expected, turnover dropped dramatically.

Philips

Phillips' Global Operations Business Unit was charged with training all its customers and team members, including technical support engineers, application consultants, customer advocates, product managers, and product build engineers. They wanted to convert all customer-facing training programs from business classrooms to eLearning and needed to establish a foundation on which they could continue to develop eLearning programs.



Phillips called on Joe Halpin to help them do this. His work included the following:

- Develop a classroom-to-eLearning conversion strategy.
- Manage the instructional strategy, design, development, and technical aspects of the project.
- Create script framework including layout, point-of-view, voice, style, formatting, and instructional strategy.
- Develop software interface for the delivery of content modules, including the selection of development software and module structure.
- Develop instructional components, including simulations, practice exercises, real world scenarios, and evaluations.
- Train Phillips subject matter experts/instructional designers how to design, develop, and implement an eLearning development process.

All project outputs met or exceeded expectations.

GoDaddy

GoDaddy, in an effort to boost sales of domain names, decided they wanted to help some of their partners learn to teach small business owners how to build their own websites using GoDaddy's new Website Builder (WSB) product.



GoDaddy did not have much instructional design expertise in-house, so they turned to Peregrine for assistance. We helped them design an eLearning module and create a “workshop-in-a-box”—a classroom-based instructor-led training (ILT) program that could be taught by almost anyone with basic computer skills and training platform skills. We also developed a virtual instructor-led training (vILT) based on the original workshop.

Preliminary results suggest that these programs are on track to contribute to increases in sales and use of the WSB product as expected.

CalPERS -

CalPERS had decided to replace over forty customer and employee service systems with a web-based, single point of service, contact system for both customers and employees. They asked us to help with the effort:



- Conduct training needs analyses for service desk and request fulfillment information technology resources and internal customers.
- Analyze policies, processes, and procedures that impacted the service desk and request fulfillment training and align training solution with processes and procedures
- Design and develop instructor-led and online training content for the service desk and request fulfillment system, including learning activities, assessments, and instructor guide
- Conduct train-the-trainer workshops for internal trainers

NetApp – Sales

NetApp was looking for ways to uncover more business opportunities and bring in greater revenue from newly-hired sales representatives. After determining there was a need to improve components of their new hire training in this area, NetApp's Senior Sales Training Manager contacted us for help.



After helping the training manager clarify her objectives, we worked with her and NetApp sales experts to build fictional case studies based of course on real success stories from the field. We also created interactive classroom activities that supported the objectives.

The sales training manager reported a marked increase in effectiveness of her new sales people as well as increased retention of new employees.

Bank of New York Mellon

When BNY Mellon implemented Workscope Compensation Planner for all managers with direct reports as well as a new worldwide compensation philosophy, they asked us to help in the following ways:



- Work with the Chief Administration Officer, HR Business Partners and business unit managers, to identify goals and objectives for a “Pay for Performance” curriculum
- Plan and conduct a four-day design session for the “Pay for Performance” curriculum
- Design and develop five courses (both instructor-led and eLearning) in the curriculum. Areas targeted for knowledge transfer included compensation basics and the new compensation philosophy. Areas targeted for performance improvement included how to plan compensation with the Workscope system and how to use the system to manage direct and indirect reports.

Stakeholders reported satisfaction with all project outputs as well as performance improvements in all target areas.

Awards and Endorsements

Industry Awards

ISPI Award of Excellence for Outstanding Human Performance Intervention

- Project: Health Services Technician “A” School
- Client Organization: L3 Communications for the U.S. Coast Guard

ISPI Award of Excellence for Outstanding Human Performance Intervention

- Project: National Security Cutter C4ISR “Deepwater” Training
- Client Organization: L3 Communications for the U.S. Coast Guard

Brandon Hall Gold Excellence in Learning Award for Best Custom Content

- Project: Selling Business Value: Account Planning
- Client Organization: Sun Microsystems

CRM Industry Awards, Users Choice, Macromedia eLearning Innovations Finalist

- Project: SherpaLearning eLearning Platform
- Client Organization: Various

Customer Interaction Solutions Product of the Year

- Project: SherpaLearning eLearning Platform
- Client Organization: Various

What Our Clients Have to Say

“Structured, creative, elegant approach to training design”

“PPG partnered with me on a large, complex, highly visible and time-starved instructional design project for Roche/Genentech. We succeeded in part due to their structured, creative and elegant approach to training design. They are amazingly productive and at the same time able to focus on those few key performances that help people get up-to-speed without wasting their time. On a personal note, they are fun and stimulating to work with. They know their craft so well that we could address logistical, tactical and strategic issues altogether. In addition, they have a knack for engaging people. Some integration efforts are met with skepticism and delay, which can destroy anticipated gains. Their engagement of subject matter experts and the quality of their results created enthusiasm and confidence for the program. It is too early to see results, but the impact will affect an annual project portfolio of \$1/2 billion. I am actively looking for future opportunities to work with them again.”



– Walter Ratcliff, Director
Ratcliff Consultants, Inc.

“Best course we’ve developed”



“[PPG] led the development of a very important sales course for us. We asked them to create a new design based on Thiago’s four-door approach to eLearning. This was a challenging project with demanding clients, complex subject matter and political tension. They managed our internal client expertly. Their solution was praised by our client and I consider it the best course we’ve developed—elegantly designed with high-value content and methodology.”

– Joe Campbell, Director, Sales Training
Sun Microsystems

“Enabled our new hires to get up-to-speed and performing quickly and efficiently”

“We asked Peregrine to take on two big projects: document the most critical procedures of our [solar power system installation] field team—our Field Managers—and build a new hire training program that would enable new members of our workforce to get up-to-speed and perform in their roles quickly and efficiently. In the first project, they worked side-by-side with our Field Managers and their leaders for several weeks translating their interviews and observations into a set of procedures we now call the Field Manager Handbook. In the second, they worked with executives, team leaders and subject matter experts across the organization to build a state-of-the-art New Employee Orientation (NEO) program. Both projects received rave reviews and exceeded our expectations (with all measurements consistently above 4.5 out of 5).”



– Andrew “Birchy” Birch Co-founder, CEO
Sungevity, Inc.

“High integrity; I recommend them and would use them again”



“Helped us communicate new guidelines [to our project management teams]. Led to an increase in projects that were executed on time, in budget and within scope, as well as improvements in efficiency and compliance with new regulations. High integrity, asked great questions and met deadlines. I highly recommend them and would use them again for another project.”

– Janise DeVoe, Sr. Training Manager
Genentech, Inc.

“Highly disciplined, learner centric”

“They have a highly disciplined approach to design and a learner-centric approach to facilitation. The combination of these traits differentiate them from many in this field. I was always confident they would produce as promised. They have impeccable character and are a pleasure to work with. I endorse them without reservation.”



– Chris Holmberg, Director of Learning
Nelson Human Resource Solutions

“Exceeded our expectations, engaged every student”

“They facilitated a webinar for our team of solar technology instructors on ways to become better, more engaging trainers. The program exceeded our expectations; they engaged every participant and modeled what they were teaching. One of our instructors commented, ‘Best webinar ever! Great use of techniques to help students interact.’ I recommended them highly.”



– Kathy Swartz, Director of Training
Solar Energy International

“Raised standards for training”



“Helped us re-design two major training programs and completed the design and development in record time, exceeding our expectations. Helped raise standards for training here on the base and ensured that we graduated confident and competent technicians.”

– LCDR Peter Seaman, Training Manager
United States Coast Guard Training Center

“Great communicators; good at blending inquiry and advocacy; they get results”

“[Peregrine] brought a valuable mix of instructional design expertise, project management skills, and real-world business experience to our team. They are great communicators who are good at blending inquiry and advocacy. They collaborated well with a wide range of players—from technical to non-technical employees, and senior-level executives to field-level workers. And they get results. Outcomes from our work together included better and more sustained adoption of sales methodologies by our sales people.”



–John Duggan, Senior Manager, Global Sales Methodologies
Sun Microsystems, Inc.

“Efficiency is up, safety incidents are down”

“ThermaSource brought Peregrine in to help us build performance-based job-support tools and training. We’re already seeing extraordinary results. Our efficiency is up; our safety incidents are below industry average; management is reporting more unity between and among teams; we’re seeing reductions in equipment damage; and our turnover is down. If you’re looking for help creating or refining professional job-support tools and/or performance-based training, contact Peregrine. I recommend them highly.”

– David Wetherbee, Superintendent
ThermaSource

For more information about Peregrine Performance Group, visit www.peregrinepg.com.

Follow us on Twitter at <http://twitter.com/PeregrinePer4mc> and on LinkedIn at <http://www.linkedin.com/company/peregrine-performance-group>.
