Solutions for Learning and Performance

Friesen, Kaye and Associates

PRESIDENT'S MESSAGE:

2016 marked FKA's 50th anniversary in the field of workplace learning and performance. A lot has changed in that time, but what has not changed is the evidence that learning provides value to an organization's culture and is a key driver of exceptional human and organizational performance.

During our 50 years, FKA has been a trusted partner to organizations across a broad range of industry sectors. We feel very privileged to be a part of our clients' successes. As we move forward, we will continue to develop and deliver high impact learning solutions that help our clients achieve measurable and positive business results.

By working collaboratively with you, we will provide effective performance solutions that align with your business goals. Through the development of learning strategies and the provision of practical tips, tools and techniques, FKA will help you improve performance, and attract and retain the talent needed for your organization's success.

This guide provides you with a brief description of FKA's award-winning and robust curriculum for learning professionals, as well as our comprehensive Learning, Coaching and Consulting Services that support all aspects of your learning and performance initiatives.

We are very excited to continue our partnerships with you.

Michael Nolan, President

Complete Multiple-Approach Curriculum of In-person, Online and Blended Programs for Learning Professionals

Tailored Onsite and Online Programs

Comprehensive Learning and Consulting Services

Development of In-person, Online and Blended Learning Solutions

One-on-One Coached Learning

Conferences and Professional Development Events

"Congratulations!! I've taken your Trainer Excellence course and was just amazed at what I took away. Your instructors are fabulous! The skills I learned are invaluable but more than that, the confidence boost I received will stay with me forever. Thank you so very much and here's to another half century for FKA!"
Joy Hollis, Siemens

#1 Train-the-Trainer

Voted by Training Magazine readers!

training

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Solutions for Learning and Performance

Visit our website for the latest information!   www.fka.com

Quality Programs to Improve Workplace Learning and

FKA Programs

As a learning professional, you want to ensure you receive the highest quality learning and development from the undisputed leaders in the learning field. FKA offers a full curriculum of programs to help you meet the learning challenges facing your organization. Before each program, you will complete an individual pre-course survey to highlight your specific needs and areas of interest. After, you will take away a valuable set of manuals, checklists and job aids to improve performance back on the job. Call us today and find out why thousands of organizations use FKA's products and services. It will be the best decision you make this year!

The Extra Benefits You Get With Your FKA Program:
- Delivered by CTT+ certified facilitators
- Value added tools and bonus material
- Built-in tutorials and self-directed learning guides
- Custom pre-program surveys to maximize learning
- Facilitators experienced in the design, development and delivery of learning
- FREE 1-year hot line support after every program

All FKA programs can be customized and delivered in a face-to-face, online or blended environment to meet your specific needs. Multiple programs are offered in French and Spanish.
For complete program details visit us at www.fka.com or call us today at 1-800-352-5585!

Plan and Manage

Managing the Learning Organization
As a learning leader, you need to identify critical components and strategies that ensure learning initiatives are linked to business needs. Examine common characteristics of high-performance learning organizations and build a best practices portfolio that ensures measurable results.

Performance Consulting
Are you charged with improving performance and results in your business unit? If you have been asked to address issues that may not be solved by learning solutions alone, this program is critical for you. Practice the concepts and skills through an engaging case study that simulates a consulting intervention from beginning to end.

Training Needs Analysis
Once the performance gap indicates that training is the solution, you need to get answers to the following questions: who needs what training, when and how? This program provides a structured process for those responsible for identifying and prioritizing organizational learning needs.

Coaching High Performance
To leverage the formal learning in your organization, you need to develop a coaching framework that continuously nurtures, and further improves the new skills back on the job. This program helps you develop both the coaching skills and strategies used to affect learning transfer and ongoing performance success.

Scoping and Planning
The training needs analysis is complete and now you need to plan the development project by answering some keys questions: How long will the course be? How much effort will be required? What resources are required? How long will it take to develop the course? This program provides a structured process for those responsible for scoping and planning the development of a learning solution. You will receive Excel spreadsheets to help you estimate course length and development effort.

Design and Develop

Designing Instruction
This cornerstone program is for anyone designing learner-centered learning solutions that lead to performance improvement and business results. You will gain the requisite knowledge, skills, and confidence to design and develop any learning program. Experience a variety of presentation and application methods that model effective adult learning. Take home electronic job aids and a detailed support manual that help transfer your learning to back on the job success.

Advanced Instructional Design
Moving beyond the basics, this program allows instructional designers and developers to make complex analysis and design decisions, especially when adapting existing designs to alternative delivery methods. Learning specialists who need to plan and scope quality, on-time and cost-effective learning solutions will benefit from this program.

Developing Instructor-Led Training
This program gives facilitators and course developers in-depth, step-by-step templates for the design and development of face-to-face group instruction. The program ensures your learning programs are performance-based, interactive, challenging and stimulating to the learner.

Professional Certifications

Get certified with FKA Professional Certifications or other industry certifications! Based on the standards recognized by industry associations, you will gain the recognition and respect you deserve. Start your FKA certification journey with one of four professional designer or facilitator designations then move up to the FKA Master Learning Professional or FKA Master Learning Executive.

FKA Professional Designer
For learning designers and developers

FKA Professional e-Designer
For e-learning designers and developers

FKA Professional Facilitator
For classroom facilitators

FKA Professional e-Facilitator
For virtual classroom facilitators

FKA Master Learning Professional
For those responsible for all phases of face-to-face group instruction and/or e-learning

FKA Master Learning Executive
For those responsible for managing the learning organization

Microsoft | Learning — **Microsoft Certified Trainer (MCT)**

CompTIA CTT+ — **CompTIA CTT+ Classroom Trainer and Virtual Classroom Trainer Certification**

Go to www.fka.com for complete listing of requirements for each certificate.

Performance

"I wanted to take a moment and state that your Instructional Techniques Workshop was the most informative workshop I have been to in a long time. The quality of the way the materials were put together and presented was so beneficial to me. This will be one of my most important manuals to have at my workstation, to use and reflect on. I now see why Allied Solutions associates have all come back with the same feelings."
Donna Denver, Allied Solutions

Developing Interactive e-Learning
Interactivity is one of the keys to engaging learners in an e-learning environment. This program helps you design meaningful interactivity that adds value - whether the challenge is a self-directed on-line lesson or a live facilitated group session.

Fundamentals of Design and Delivery
This dynamic program gives you the immediate tools to be successful if you are: new to, or have no formal instruction in learning design or delivery. Learn to design appropriate and effective lessons and practice the skills of effective instruction.

On-the-Job Training: Design and Delivery
This practical program is developed specifically for OJT trainers and coordinators, subject matter experts and other personnel involved with the planning and implementation of structured on-the-job training programs and support materials.

Job Aid Design
This program focuses on the design of several different types of job aid formats. You will practice the design process using your own job-related projects and materials, and receive expert feedback.

Maximizing Adult Learning
All learning organizations are continuously challenged to do more with less. This interactive program will demonstrate how to maximize adult learning while minimizing wasted time – yours and the learners'! Go beyond designing slideshows and learn how to incorporate a variety of activities that keep learners engaged, learning and having fun.

Deliver

Instructional Techniques
This award-winning program is simply the finest Train-the-Trainer program available. It is the cornerstone for the CTT+ and MCT certifications. Developed in conjunction with the acknowledged standards for instructional excellence, it develops classroom delivery skills for both technical and non-technical trainer success. This is a must-attend program for all facilitators.

Instructional Techniques for OJT
Based on the foundation developed for FKA's industry standard Instructional Techniques program, this course adapts those skills for trainers who are facilitating instruction in an on-the-job environment.

Instructional Techniques for Teleconferencing
With the option to deliver instruction by phone or conference call, this program models the methods by delivering its content in the form of a teleconference. The program consists of two 2-hour content rich, highly participative teleconference sessions and one 2-hour session dedicated to practice and feedback.

Instructional Techniques for the Virtual Classroom
This program models blended learning with a range of synchronous and asynchronous activities. Two-hour online group sessions and individual practices combined with offline activities, prepares you to effectively facilitate online.

CTT+ Classroom Trainer
FKA's experienced facilitators focus on the skills required to achieve CompTIA's CTT+ Classroom Trainer certification. You will practice with FKA's Exam Simulator and review CTT+ objectives for the Essentials Exam. Under the guidance of FKA's CTT+ certified facilitators, you will prepare your best-effort performance recording for submission to CompTIA. We guarantee your success.

CTT+ Virtual Classroom Trainer
FKA's experienced facilitators focus on the skills required to achieve CompTIA's CTT+ Virtual Classroom Trainer certification during a series of virtual classes. You will practice with FKA's Exam Simulator and review CTT+ objectives for the Essentials Exam. Under the guidance of FKA's CTT+ certified facilitators, you will prepare your best-effort performance recording for submission to CompTIA. We guarantee your success.

CTT+ Classroom Trainer Boot Camp
If you are looking for CompTIA's CTT+ Classroom Trainer certification but also need the basics, then this Boot Camp is the place to be. This program starts with the foundations from the Instructional Techniques program and then covers all the content of the CTT+ Classroom Trainer program.

CTT+ Virtual Classroom Trainer Boot Camp
If you are looking for CompTIA's CTT+ Virtual Classroom Trainer certification but also need the basics, then this Boot Camp is the place to be. This program starts with the foundations from the Instructional Techniques for the Virtual Classroom program and then covers all the content of the CTT+ Virtual Classroom Trainer program.

Advanced Facilitation Skills for Instructors
Highly competent and experienced facilitators who want to take their skills to the next level will benefit greatly from this program. Further develop your facilitation techniques by effectively managing group dynamics and the learning environment. Polish and adapt your questioning skills through practice of interactive learner-centered activities and receive feedback from your FKA facilitator.

Facilitation Skills: Running Effective Meetings
The process of facilitating meetings and group sessions goes beyond gathering facts, reaching conclusions and taking action on complex issues. This program focuses on the critical skills of group organization and leadership that utilizes the knowledge, ability and creativity of each individual in the meeting.

Facilitation Skills: Running Effective Virtual Meetings
This program allows learners to practice the fundamentals of facilitating virtual meetings. The program identifies key differences between the online and physical meeting environments and builds on proven verbal, organizational and leadership skills for better outcomes in your virtual meetings.

Facilitating Effective Customer Meetings
Many pre-sales and sales representatives are required to make effective product demos for their customers. In this program, you will facilitate a customer meeting, using an already developed presentation/demo, which creates linkages between your customers' challenges and relevant products that address their key business requirements. You will practice skills and techniques that control the demo environment and handle customer objections.

Presentation Skills
Get the fundamental skills you need to make effective presentations on any topic to any sized group. In this dynamic, highly interactive program, you will gain the confidence to deliver presentations that maximize impact and effect.

Presentation Skills for the Virtual Environment
Acquire the skills needed in the planning, preparation and delivery of effective presentations in the virtual environment. Learn how to keep your remote audience engaged and motivated. This program provides opportunities for interaction and practice using your organization's virtual presentation software.

Advanced Presentation Skills: Making Dynamic Presentations
As an experienced presenter, you want to focus on techniques that professional speakers use to take presentations from ordinary to "WOW". Working with other dynamic presenters, you will receive plenty of hands-on practice and feedback. Learn what it takes to inspire, persuade and call your audience to action.

Games That Teach
Adults are more motivated and learn better when they are engaged. In this game-based program, explore how to design, facilitate and debrief games intended for both fun and meaningful learning.

Evaluate

Developing Effective Assessments
If you need more data to evaluate whether your learners have learned, then this program is for you. Using content from your real-world programs and FKA's powerful guidelines and checklists, you will create assessment questions that are reliable, valid, fair and defensible.

FKA Clients

FKA has been privileged to work with organizations around the world, including: A.T. Kearney, Abbott Laboratories, ABIOMED, Aetna, Air Canada, Air Liquide, Allied Solutions, Ameren, American Management Association, Apria Healthcare, ArcelorMittal Dofasco Inc., Auto Club of Southern California, Bank of Canada, Bermuda Monetary Authority, Blackberry, BMO, Bombardier, Bruce Power, BSH Home Appliances, Cablevision, Cameco, Canadian Border Services Agency, Canadian Environmental Assessment Agency, Canadian Revenue Agency, Canon, Capital One, CBC, Cenovus Energy, Chevron, CIBC, City of Toronto, CSI, Department of State, Detroit Edison, Edupan, EMC Corporation, Esri, ExitCertified, EY, Federal Express Corporation, General Mills, Genesis Performance Systems, Global Affairs Canada, HUB International, Husky, International Monetary Fund, Kaiser Permanente, Kinectrics, KLA-Tencor, Kraft Foods, L-3 Communications, Lafarge, Library of Parliament, Lockheed Martin, McDonalds, Merck, Microsoft, Morgan Stanley, National Defence and the Canadian Armed Forces, Nielsen, Nordion, Novartis, OLG, Ontario Energy Board, Pacific Gas & Electric, PetSmart, Pfizer, Phillips Medical Systems, Prophix, Prudential, Rogers Communications Inc., Salesforce.com, Scotiabank, Service Canada College, Siemens Healthcare Diagnostics, Sony Pictures Entertainment, Sprint Corporation, Standard Life, Suncor, Symantec, The City of Calgary, The Empire Life Insurance Group, The Hartford, The Ottawa Senators, Training Magazine, United Nations Climate Change Secretariat, University of Phoenix, US Department of Defense, Verizon Wireless, VMware Inc., Vodafone, Walgreen Co., Whole Foods Market, York University, Zoetis, and many more.

Support Tools

CTT+ Exam Simulator™ - Online

This is the fast, effective tool and resource that prepares you for the CompTIA CTT+ certification Essentials Exam. Consider these benefits:

- It was developed with specific knowledge of the requirements for CTT+ certification.
- It provides hands-on practice for the test as you review the CTT+ objectives.
- It is the only practice exam authorized by CompTIA for CTT+.
- You'll have easy online access and can get you started right away.

30-day or 90-day subscriptions available. To subscribe go to www.fka.com – click on CTT+ Exam Simulator

Tutorials:

- Adult Learning Principals™
- Instructional Strategies Framework™
- Instructional Systems Design Methodology™
- Introduction to Interactivity™
- Introduction to Model of Performance™
- Introduction to Motivating Learning™
- Media Decisions™
- Systematic Learning Process™
- Trainer ROI Tutorial™
- Writing Objectives™

Go to www.fka.com for the latest tutorials

Conferences, Keynote Presentations and Professional Development Events

As both a thought-leader and pioneer in workplace learning, FKA professionals are sought after presenters at International Conferences, consistently receiving the highest ratings for their sessions. We can deliver any of these special conference presentations at your location. Check out the complete list of topics at www.fka.com.

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FKA Learning, Coaching and Consulting Services

With FKA Learning, Coaching and Consulting Services you will meet your organizational challenges and business goals with effective and practical performance solutions. Use our expertise from conceptualization through to production and implementation of your interventions. Strategic consulting, combined with the design, development and delivery of customized solutions, has helped thousands of organizations. FKA's extensive credentials stand on a strong foundation of business experience in all industry sectors.

The cornerstone of FKA's comprehensive services is our Instructional Design Methodology, which is backed by five decades of hands-on experience and thousands of successful projects. Using the latest tools, we assist you with partial or complete project implementation including: needs analysis, strategic planning, design, development, implementation, measurement and evaluation.

Analyzing Needs & Planning Strategy

Learning and performance solutions lead to successful on-the-job performance when based on complete and accurate analysis of the required skills and knowledge. We examine the causes of your performance gaps and identify learning and non-learning solutions tailored to meet the needs of your organization.

Design, Development & Implementation

We are specialists in the design, development and implementation of highly effective learner-centered performance and learning initiatives. FKA can conduct the necessary tests and pilot programs to validate at every step of the process, ensuring your initiatives are linked to your strategic business goals.

Measurement & Evaluation

Ongoing evaluation is required to ensure that learning programs remain relevant to business needs, organizational strategies, job performance and results. We can help with the evaluation of course content, instructional methodologies, reliability and validity of tests, and effectiveness of exercises and delivery.

e-Learning and Blended Learning Solutions

Our Instructional Systems Design Methodology provides the foundation for the development of a complete range of blended learning solutions. Complement your existing classroom or traditional programs with e-learning components to maximize performance and results.

One-on-One Coached Learning

Can't attend an FKA program and need to enhance your skills? FKA offers one-on-one coaching on any of the topic areas covered in our programs and Learning, Coaching and Consulting Services. Coaching is available in-person, online or by phone. FKA's Coached Learning approach to transferring skill and knowledge is an effective alternative for providing you with the tools and techniques required to excel in your profession.

Observation and Feedback

FKA will observe your facilitators or presenters delivering or presenting in-person or online. We will provide oral and written feedback to help them communicate with impact and incorporate effective techniques to keep their audience engaged.

e-Learning Readiness Assessment

Let FKA help your organization determine if e-learning is an effective way for you to transfer skill and knowledge. FKA will examine the feasibility of e-learning; develop a plan; and coach you through the development, implementation and adoption of e-learning throughout the organization.

Learning Strategies

Let FKA pave your way to success by developing your organization's learning strategy that will align learning with your business goals and measure the return on your investment. The key to addressing these priorities is to develop a Learning Strategy. This 'Road Map' provides the direction and framework to link learning effectiveness and efficiency to the business needs through improved human performance.

Review and Feedback of Curriculum

Receive feedback from the experts! FKA will review your curriculum—designed for any delivery mode—to ensure it adheres to a systematic learning process, promotes learning and achieves its instructional intent. FKA will provide written and oral feedback upon completion of our review.

Repurposing Traditional Training

Moving to an e-learning or blended learning format? Let FKA repurpose all or part of your traditional training to e-learning and benefit from our proven approach that ensures high quality instructional design.

Visit us at www.fka.com for all the latest details or e-mail us at fka@fka.com

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