



May 2012

Want A FREE Assessment?

Your feedback is very important to us, which is why we want to hear from you! Attached to the email containing this newsletter is a very brief questionnaire. Please answer as honestly as possible and email your completed survey to Lauren Deibel at ldeibel@p-excel.com. Once we receive your feedback you will receive one of the following assessments:

Emotional Quotient (EQ)
Hard Skills Test (see page 2 for a full list)
Personal Talent/Skills Inventory
Sales Skills Index
Workplace Motivators

In order to get a complimentary assessment, **completed surveys must be submitted by 5pm on Friday, May 18, 2012.** Performance Excellence will use your feedback to deliver focused communications in your areas of interest. If you would prefer to discuss your feedback with us in person or by phone, please contact us (see below).

Congratulations TTI!

On April 26, 2012, Bill Bonnstetter, chairman of Target Training International (TTI), Ltd., and Dr. Ron Bonnstetter, vice president of research and development, were recognized for their ongoing innovation and collaborative efforts during the 2012 Edison Awards. Their Edison Award nomination recognized Bill Bonnstetter's invention of the TTI Performance DNA and the application of Performance DNA to the educational realm by Ron Bonnstetter, who first proved the value of using TTI instruments for soft skill knowledge.

While the Edison Award was bestowed upon Kern Entrepreneurship Education Network (KEEN), KEEN uses TTI's Performance DNA assessment to run this program. This assessment, which is also used by Performance Excellence, provides insights into the job-related dimensions of personal and professional competencies and skills, and has been the mechanism behind KEEN, which is currently working with 20 private U.S. colleges and universities. To the Bonnsetters and everyone else at TTI, congratulations!

Managing Change

A global study recently conducted by Towers Watson found that 65% of companies with the best change management follow a formal, systematic process. In fact, having a clear vision of what their organizational change was intended to achieve was reflected in over 84% of highly effective companies.



Also important were the roles of both Senior leaders and the communication/change management professionals in communicating the changes to those involved. The most successful Organizations had goals that were clear, specific, measureable, and were communicated *prior* to the anticipated changes.

Motivated employees also played a large part in successful change management. Nearly two-thirds of highly effective companies incorporated programs to sustain the positive effects of change over time. Employee support and a sense of co-ownership in change initiatives can go a long way for an organization as it navigates a new territory.

In order to achieve constructive change within your Organization, maintaining and implementing an intentional strategy is critical for success. Performance Excellence has workshops and consultants available to help you better understand the process of change – call us today!

Who We Are

Performance Excellence delivers solutions for the people areas of your business through the use of effective and efficient strategic solutions. Our valid and time-tested assessments, coaching sessions and other business solutions provide managers and supervisors with tools and systems that increase employee productivity, job satisfaction and overall organizational effectiveness. Performance Excellence can help your business reach its maximum potential by developing your company's most valuable asset - its people.



Solutions for achieving maximum individual and organizational performance.



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We have assessments for just about any hard skill you want to measure!

- Accounts Receivable
- Accounts Receivable/Billing Fundamentals
- Adobe (*Illustrator, InDesign or PageMaker*)
- Audio Transcription
- Behavioral Interviewing
- Bookkeeping
- Bookkeeping Fundamentals
- Business Communications
- Business Communications Writing Sample – General
- Business Concepts
- Business Ethics Awareness
- Business Letter Compose
- Business Letter Edit
- Business Math
- Business Vocabulary
- Business Writing
- Change Management
- Customer Care Simulation
- Diversity Awareness
- Dynamic HTML
- E-Commerce Concepts
- Editing & Proofing (*Chicago Style*)
- English Language Comprehension - US English
- English Vocabulary
- Filing (*Names or Numbers*)
- Financial Accounting (U.S.)
- Financial Analysis (U.S.)
- Financial Management (U.S.)
- Following Instructions
- General Accounting - US
- General Clerical Grammar
- General Clerical Spelling
- General Cognitive Index - Verbal Ability
- Global Cognitive Index - Deductive Reasoning
- Global Cognitive Index - Quantitative Ability
- Handling Money - US
- Human Resources Concepts (U.S.)
- Information Security Awareness
- Information Technology Security Fundamentals
- Information Technology Terminology

- Internet Research Techniques and Resources (U.S.)
- Internet Security Concepts
- Internet Technology Fundamentals
- Interpersonal Communications
- Interviewing and Hiring Concepts (U.S.)
- Lotus (*varied*)
- Marketing (*Concepts or Strategy*)
- Math Fundamentals
- Math Problem Solving
- Math Skills (*Basic or Intermediate*)
- Microsoft (*varied*)
- Multitasking Ability
- Network Authentication
- Network Monitoring
- Network Security
- Network Technical Support
- Networking Concepts
- Office Management (U.S.)
- Office Procedures (U.S.)
- Oracle (*varied*)
- Payroll Fundamentals (U.S.)
- Payroll/Payroll Tax Reporting - US
- Peachtree Accounting
- Presentation Skills
- Programmer/Analyst Aptitude
- Programming Concepts
- Project Management
- Proofreading
- QuickBooks
- Reading Comprehension
- Reviewing Forms
- Sexual Harassment Awareness (U.S.)
- Spelling (U.S.)
- Spoken Language English
- Technical Help Desk
- Technical Writing
- Time Management (U.S.)
- Verbal Reasoning
- Workplace Fundamentals (U.S.)
- Written English