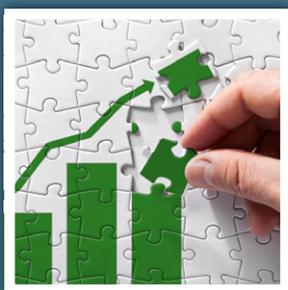


Employees are only your organization's most valuable resource if they can exceed expectations. To deliver more than average, expected results, employees at all levels need to understand their organization's business drivers—they need to be truly fluent in how and why your organization operates.

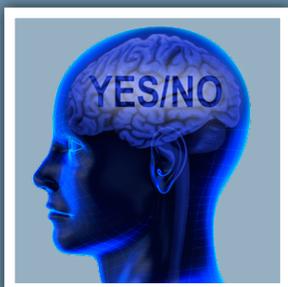
Alliance Performance Systems calls the transfer of this business knowledge to employees "Organizational Fluency" and, for decades, we have worked with leading firms in the healthcare sector and other sectors to design solutions that develop the organizational fluency of employees. In particular, our solutions are geared to customer-facing employees (i.e. sales professionals) and their direct managers. Why? Because the upside that comes from helping these employees understand business drivers is dramatic. When they truly understand their organization, these employees make smarter decisions and deliver greater ROI for their organizations.

APS will customize any and all of the organizational fluency solutions described below to your business. We can also build an entirely new solution for you from scratch.



## Organizational Fluency 101 and 201™

A proprietary program developed by Alliance Performance Systems, *Organizational Fluency 101 and 201™* uses the metaphor of an airline to help participants build the business acumen needed to chart the course for their organization. The first part of the program focuses on understanding the business drivers for your company and your competition. The second part of the program helps participants understand the responsibilities, objectives, and priorities for all of the company's stakeholders, internal and external. The program also promotes critical thinking skills by asking participants to connect the dots between data and decisions and their possible business impacts.



## Thinking Critically About Your Business™

Another proprietary program developed by Alliance Performance Systems, *Thinking Critically About Your Business™* focuses more on decision making at the business unit and team level and less on the overall drivers of the business. Participants learn a structured process for analyzing and evaluating data from the customer perspective and from the business unit perspective. In the process, they become better risk managers. The program also focuses on communication. *Thinking Critically About Your Business™* gives participants the knowledge and tools to successfully disseminate data and information throughout your organization.



## Apples & Oranges™

Alliance Performance Systems has customized this program developed by Celemi, our strategic partner, for the healthcare industry. *Apples & Oranges™* helps participants experientially learn about the economic demands on their business. Participants delve into cause-and-effect relationships to discover how different changes in policy affect profitability, and they realize the importance of avoiding costs that do not result in added value for the customer. The program also explains how key indicators tell the story of a company and why it is important for all employees, not just the CFO and CEO, to know that story. In the end, *Apples & Oranges™* makes participants more aware of their company's common goals.

To learn more about these solutions and organizational fluency, please contact Peter Pisarri, Senior Vice President of Client Development for Alliance Performance Systems, at: [ppisarri@allianceperformance.net](mailto:ppisarri@allianceperformance.net) or call (941) 766-0058. To learn more about Alliance Performance Systems, visit: [www.allianceperformance.com](http://www.allianceperformance.com)