



Business Simulations. Gamification.

“Learners retain only 5 percent of what they hear and 10 percent of what they read, but they remember more than 50 percent of what they learn through discussion and interaction.”

Josh Bersin
Principal | Human Capital
Deloitte

Teledec

INTERNATIONAL

TRANSFORMING ORGANIZATIONS
SINCE 1987



Invest in Business Simulations.

Your staff's success—is our obsession.

Many professions train by experiential learning methods such as pilots, the military, healthcare, fire and police, and many others... so why not train your staff the same way?

Business simulations provide an interactive learning experience that requires participants to apply what they have learned in a business training event in a robust, risk-free environment. Participants build relevant skills, improve conceptual knowledge, and gain a better appreciation of business strategy and the systems of business management in order to build and improve skills, confidence, and performance.

Interpretive simulations serve as the bridge between learning and real-life experience. They provide participants with the opportunity to make relevant decisions in a competitive market and in functions within your company.

Experience.

Experience and foresight leads to performance improvements.

Teledec's Business Solutions offers its clients a depth of experience in identifying and developing custom solutions designed to improve business performance. From

operations through customer support, we deliver effective solutions that build your bottom line. We believe that the best solutions are the by-product of a symbiotic partnership between your senior management team and our team of strategists and implementation specialists — working together to deliver exceptional performance and meaningful ROI.

Teledec specializes in operations, training, and staffing to a variety of audiences – management, sales force, customers, etc. We engage experienced consultants, in-house designers, producers and developers, to execute our custom solutions, applying the latest state-of-the-art technologies to ensure success.

Our strength is in helping organizations develop more strategic and adaptive training programs that significantly improve business performance. Teledec has a rich history of experience and leadership as a single source provider of simulations and integrated business solutions.

Our gamification simulation programs include:

- **Apollo 13** – IT Service Management
- **CarWorks** – Lean PM and Six Sigma
- **Challenge of Egypt** – Traditional and Agile Project Management
- **Grab@Pizza** – Business-IT Alignment

Call 630.300.5121 to discuss your needs with one of our consultants, and for a FREE estimate.

Simulation and Gamification Learning Process

Each of our simulation programs will be customized to organization's specific needs and learning objectives. During the simulation program the team will be "learning-by-doing". The team will perform the following learning activities:

- **Decision Making** – *Decide how IT needs to reorganize and invest in improving performance.*
- **Discussion** – *Discuss and prioritize changes (which need to be implemented, and with what priority).*
- **Planning and Costs** – *Develop an implementation plan, financial analysis and budgeting.*
- **Reflection and Review** – *Reflect and share experiences, identify new solutions to improve performance.*

Apollo 13 – IT Service Management

You are the Mission Control Center (IT Operations) of NASA and your goal is to support the Crew during the Mission. You must design your services, implement them, execute them and apply continual improvement practices in order to make the mission a success. There will be challenged with issues, problems, events, changes and increasing business demands that must be met in 4 rounds.

ITSM best practices need to be applied in order to succeed. You will guide the crew through the launch, journey to and from the moon and to a safe return and splashdown, at while realizing the strategic goals for the mission.

CarWorks – Lean Process Management and Six Sigma

CarWorks is a successful car manufacturing company. They have delivered high quality cars to their customers, the distributors, for years. For a long time they delivered the cars in just one color with just a little variation. As Henry Ford once said "You can have any color you like, so long as it is black!" The customer had the choice for a standard or sport model. However now that car industry is highly competitive, and consumer demands are changing CarWorks must innovate their products to retain a position in the market. But to stay competitive, they must also streamline the way they produce the cars.

You are working in the factory of CarWorks. You work in one of the following divisions: Planning, Purchasing, Finance, Sales or Production. As a team you will design and execute your processes to produce cars to meet the sales contracts. However market and customer demands change, and rapidly. Increasing demands, increasing opportunities to succeed...

or fail. As a team you must streamline your processes to reduce costs and wastage, you must also innovate new processes to meet the changing market needs.

Challenge of Egypt – Traditional and Agile Project Management

The Pharaoh wants a beautiful pyramid close to the river Nile. He wants this pyramid to secure his afterlife. In order accomplish this, he wants to have a pyramid with a lot of corridors and some places to store his valuable goods. He has formed a team to take ownership of this project and he assigned a project manager. This team, together with a team of hard workers will build the pyramid.

The Pharaoh shares his requirements and expects a project plan. If this plan meets the budget, time, scope and quality requirements, he will approve this plan. Upon approval, the team will build the pyramid in 3 rounds of 30 minutes.

During the simulation the team will be challenged with realistic events and requests for changes.

Grab@Pizza – Business-IT Alignment

Grab@Pizza is a very successful company selling millions of Pizza's every year. But after 6 months in the current year, the sales figures are far below expectations. The CEO urges the Business Manager to make a challenging recovery plan. This plan is based on a 6 month strategy to bring the sales and profit back on target. IT is a crucial enabler for reaching new markets, streamlining processes and reducing administrative overheads. The IT department must organize themselves to explore the business demands, translate them to IT strategy and organize IT Support, IT Operations and Change Management to ensure that the Business is successful at the end of the simulation.

Our gamification simulation programs include the following phases:

- **Pre-Assessment** – *Meeting with stakeholders to understand the current challenges one week prior.*
- **Simulation** – *Gamification Workshop*
- **Post-Assessment** – *Debrief stakeholders on the learnings and improvement recommendations.*
- **Final Report** – *with actions items based learnings and identified improvements.*

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Teledec

INTERNATIONAL

COMPANY OVERVIEW



OVERVIEW.

Teledec International works with organizations to assess operational effectiveness, identify infrastructure and technology transformation requirements, develop learning programs designed to enhance skills and employee performance, improve and enhance marketing and sales processes, and identify and engage outsourcing and staffing resources, while creating a sustainable growth culture. Through proprietary processes supported by more than 30 years of experience, Teledec senior consultants, designers and engineers build and implement customized business solutions that deliver significant ROI by protecting and improving your organizational assets.

Teledec has been a premier provider of operational, training, and staffing services since 1987. Started as a training company, Teledec's principals are experienced and highly skilled business professionals who have a deep commitment to performance and value. Delivering world-class business

solutions requires a deep understanding of industries and markets, as well as having the right people, with the right skills, to get the job done. More than 150 global corporations and institutions have come to rely on Teledec's innovative and cost effective solutions that span an astonishing number of integrated services across a spectrum of industry-specific platforms.

Our goal is to generate measurable results and value for our clients through reliable, cost-effective, high-quality, and innovative services. We are specialists in customizing every aspect of our services to meet the client's exact needs, including research, analysis, design, application development, production, outsourcing and staffing, delivery, and project management.

Call 630.300.5121 to discuss your needs with one of our consultants, and for a FREE estimate or visit our website at teledec.com for more information.

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