

AVATAR



Achieve More.

avatarms.com | 800.728.2827

**Have a lot of employees?
If so, you have potential people problems.**

Avatar Management Services, Inc. is your expert resource in solving people problems. We help you achieve the best performance possible from your employees by focusing on how work gets done, then creating customized outcome-based processes that lead to better work performance.

“Avatar analyzed our business and identified several opportunities to implement best practices to achieve better performance in our operation. They helped us write and implement standardized policies across all of our operating locations. They developed custom education and training materials for all of our major employee groups. In just a few months, they helped us build a solid foundation of business practices and have continued to help us refine the processes that influence our people. Avatar is our strategic partner and consistently performs beyond our expectations.”

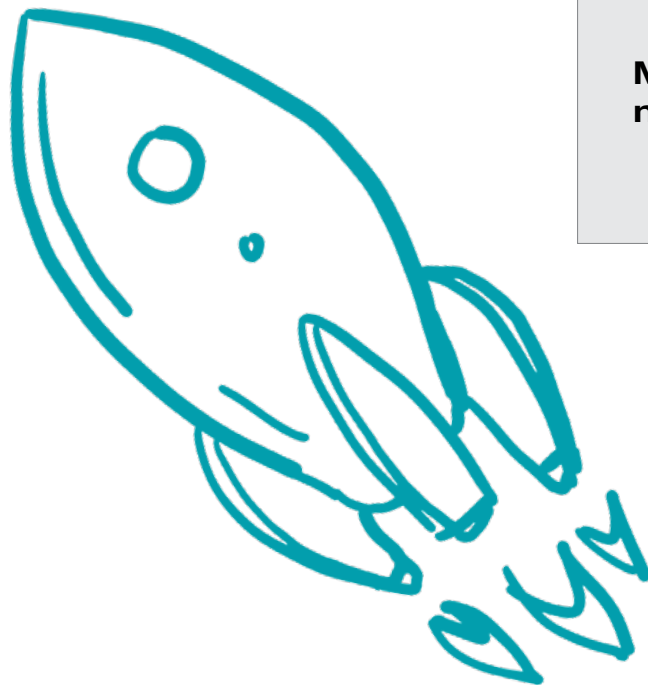
Drew Jones
Vice President
Keolis, NA



\$90



**Million increase in
market value
- Keolis, NA**

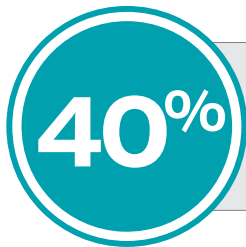


Compass™ Analysis

Like a physician, we diagnose before we prescribe. Where are you today? What are your current business processes? Are there opportunities for improvement? We review your goals, values, competencies and processes for managing human capital. We focus on your procedures for hiring, orienting, training, educating and leading your people. We define key work behaviors and link them back to your key performance indicators.

Based on our analysis, we create custom-designed, outcome-based processes to help you:

- Find and Hire the Right People
- Align Them With Your Mission
- Educate, Train and Develop Them



Increase in Job Satisfaction
- MedStar Emergency Medical Services



We are the global leader in employee performance improvement.





"The enormity of our project required that we had a partner we could work well with and we trusted. The training strategy Avatar developed was nothing short of amazing. Avatar's approach was multifaceted, exciting, fun and most importantly, effective!"

Don Mitacek
President and CEO
ART Transportation Maintenance, Inc.

Creation and Development

Avatar creates custom-branded business processes you can use to improve any key metric:

- Sales
- Safety
- Productivity
- Customer Service
- Operational Efficiency

Think about it. Success for every key performance indicator you have is based on how well your people perform their work. We produce tangible products, for example a [hiring process](#), a [virtual university](#) or something as simple as a [learning game](#). These processes lead to tangible improvements for you - improvements in sales, productivity, customer service and safety, to name a few. We can save you time and money, do it faster and achieve greater outcomes. [It's all we do and we do it better than anyone.](#)



**Increase in Productivity
– Eaton Aerospace**

"Avatar not only helped us with our best practices review, but they also helped us write our formal plan. They created and helped us implement an on-going change management plan to reduce resistance in the field. And, they developed a dozen different custom-branded processes for recruiting, hiring and training that we put in place at all 560 locations."

Frank J. Ciccarella
Vice President Safety, Training and Security
Laidlaw Transit

78%

**Reduction in Accident
Frequency
- Laidlaw
Transportation**

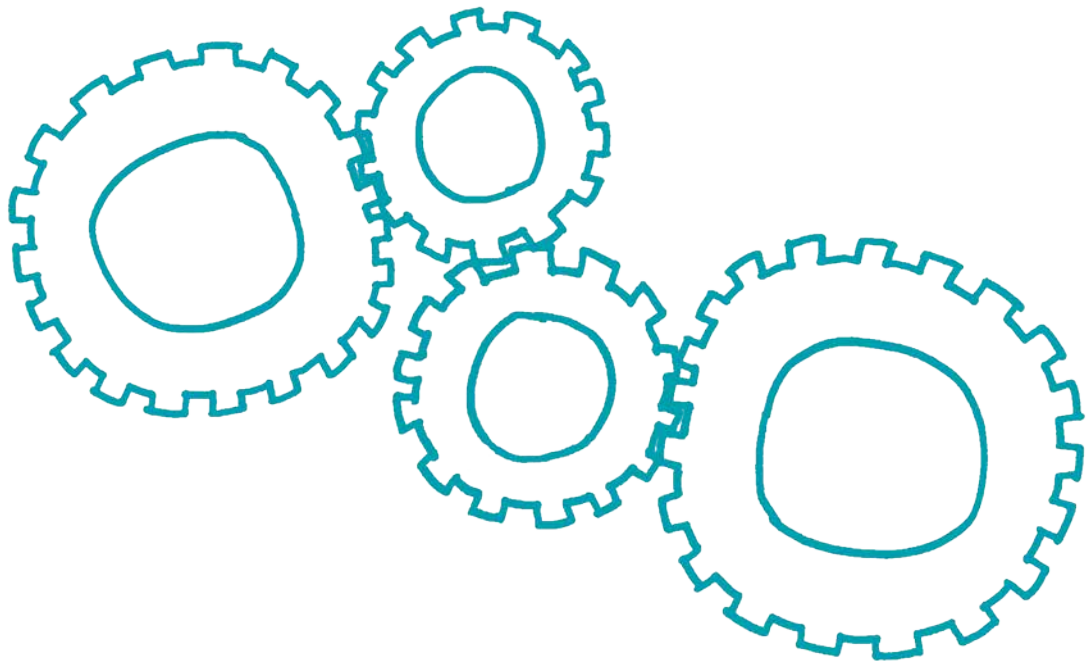


Experienced and Efficient

Avatar has expert consultants, highly experienced in developing practical, intuitive solutions for your employee performance challenges.

We excel at:

- Organizational Development
- Change Management
- Industrial / Organizational Psychology
- Instructional Design
- Media Production

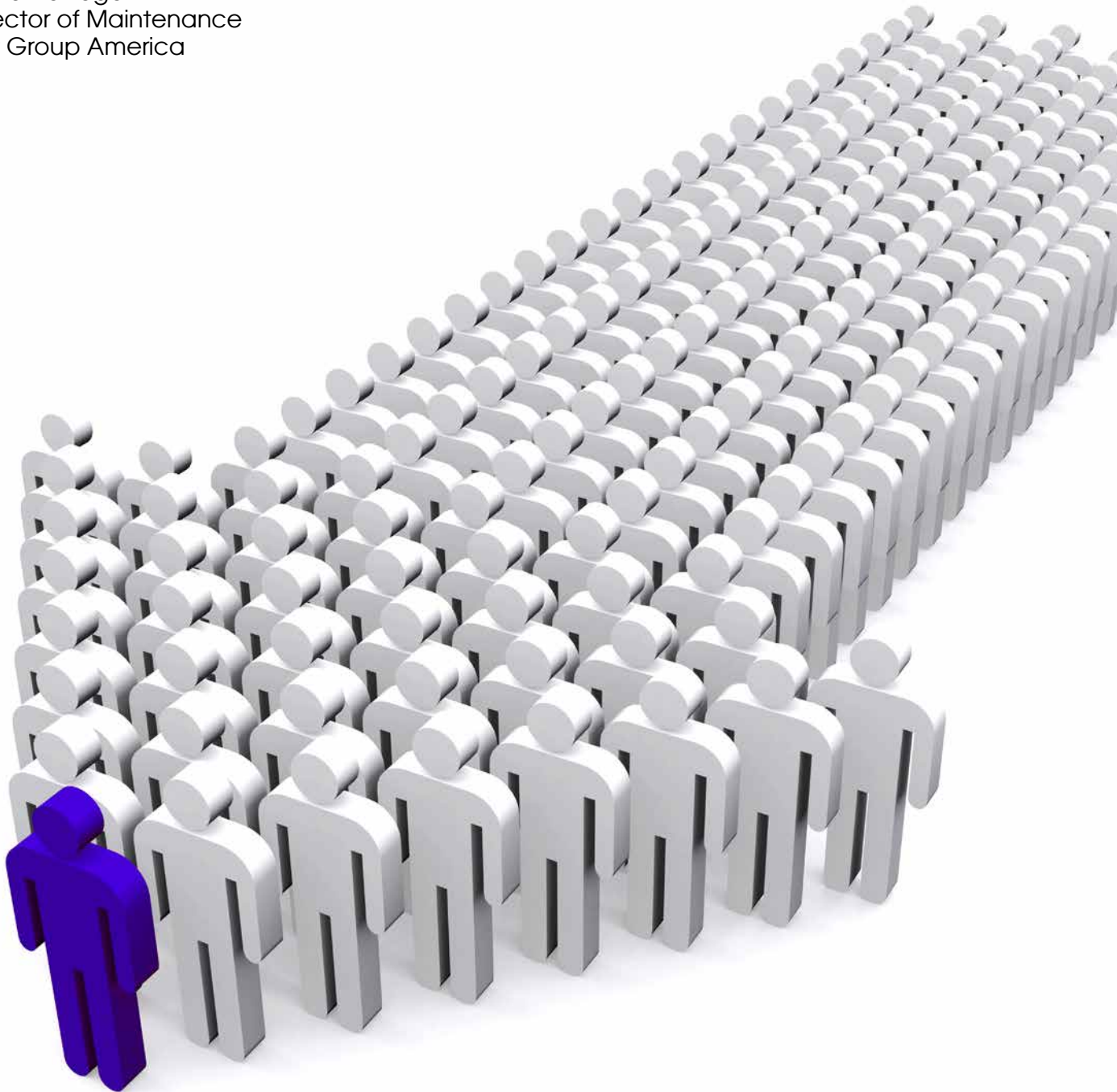


**Million Reduction in Cost of Loss
- Republic Services**



"Avatar analyzed our operation, met with our people and identified potential points of resistance and then created effective communications to break down resistance. Next, they produced professional education and training materials, using a blended approach, to help our people master new technologies and implement new business processes. This large-scale project was at the forefront of our business plan and was under the constant scrutiny from our executive team, shareholders and Wall Street analysts. Failure had never been an option and with Avatar's help this project was an incredible success."

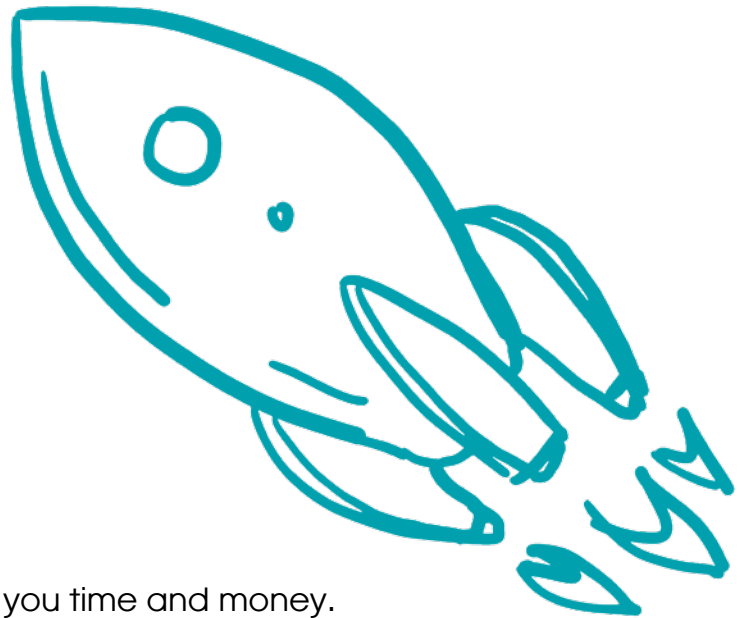
Steve Helriegel
Director of Maintenance
First Group America



Vertically Integrated

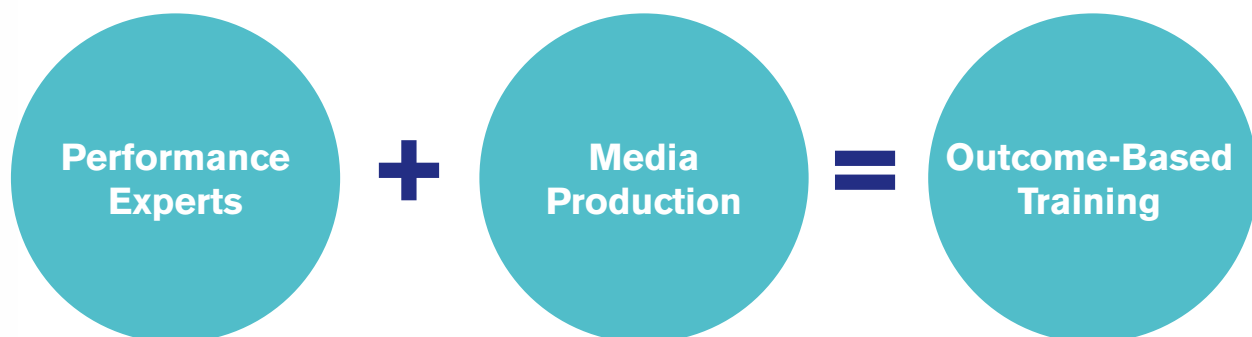
We do everything in house.

- Expert Analysis and Guidance
- Professional Media Production
- Collateral Design and Production
- Fulfillment – Physical and Virtual



Our vertically integrated approach saves you time and money.
We are your partner in achieving employee performance solutions.

Formula for Success



“Avatar created professional, high-quality tools focused on measurable learning objectives. Avatar was our one-stop partner. We rolled the course out across 20 different countries, where it received rave reviews. I highly recommend Avatar as a partner in developing and implementing any major change initiative.”

Alex Guariento
Director, Global Transportation Safety
Baker Hughes

“Avatar helped us standardize our labor relations policies and procedures. They produced effective front-line leadership training that improved employee relations and reduced our exposure to union organizers. They even created campaign materials we used to successfully maintain our union-free status.”

Kimberly Norman
National VP, HR
American Medical Response

“Avatar is highly creative and very professional. I know of no other company quite like them. Their unique blend of safety and instructional design expertise, combined with their media production capabilities positions them to effectively tackle large-scale initiatives for major companies like ours.”

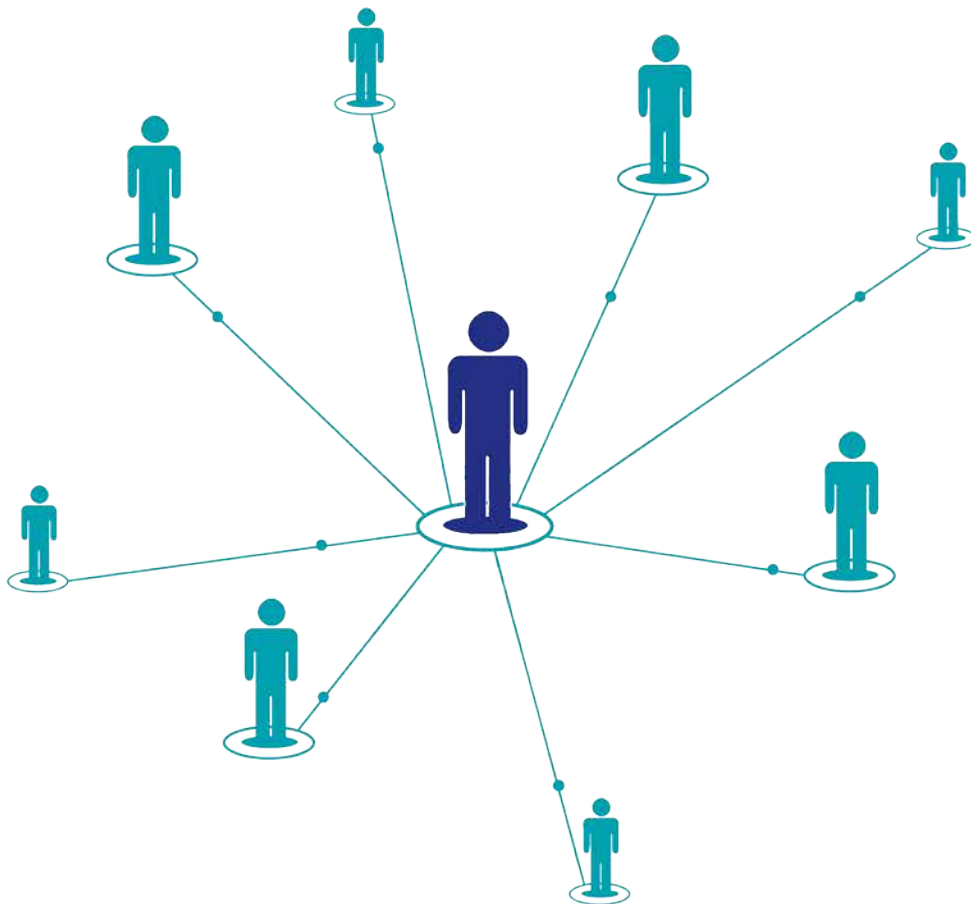
Christopher Hensen
Manager, Safety Training
Republic Services



Better Solutions . . . Better Performance

Our clients remain loyal for decades, not years. They invest in their people because it makes sense. Our solutions lead to better job performance, which leads to more sales and greater profits.

So let's talk. Call or visit our website today to learn how we can help you hire the right people, educate, train and inspire them to achieve remarkable results.



AVATAR

Achieve more.





Avatar creates custom-designed business processes that help you attract, hire, train and motivate best-fit employees. You get better quality people who are capable and engaged. This leads to better operational results and greater profitability.



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