



# RATCLIFF CONSULTANTS INC.

Training and Development for Change

Is your organization making a high-stakes change? Consider training that turns “inert” knowledge into effective action.

Ratcliff Consultants creates “live” training simulations—*performance clinics*—to accelerate learning new skills, new business processes, information systems, organization changes, and new roles.

Walter Ratcliff has been an independent consultant since 1987 specializing in instructional design, organization effectiveness, project management, and facilitation. See him about results-oriented training before your next organization change.



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**Performance clinics:**

A *performance clinic* is a "live" problem- or scenario-based simulation used to accelerate learning systems, process, new product launch, or staff up-skilling changes.

Performance clinics are a training simulation, a model of a real environment used for training.

We develop custom training simulations that are cost-effective for small numbers of people. We tailor them to your objectives, your systems, business processes, policies, tools, and your business problems.

**Results-oriented training:**

Have you ever wondered why you can't fast-forward through a class? Why does it take so long to get to the "meat?"

We design training that focuses on *practical, hands-on, immediately applicable* skills. We specialize in designs for *higher-order skills* that professional-level jobs require; skills such as decision-making, problem-solving, analysis, and interaction.

Our courses are based on cutting-edge methodology:

- Accelerated acquisition of expertise using performance modeling and cognitive task analysis
- Rapid prototyping of courseware using learning architectures, modeling tools, and accelerated learning theories
- Level 1 - 4 evaluation methods

**Services to accelerate change:**

Training is about change, whether it's personal or organizational. We bring a comprehensive set of skills to all engagements:

- Organization effectiveness consulting
- Front-end analysis (to establish the most effective approach)
- Instructional design
- Instructional development (see tools list below<sup>1</sup>)
- Test development
- Training delivery
- Implementation and communication planning
- Change facilitation and process consultation
- Project management

1. Tool skills: Adobe InDesign, PageMaker, FrameMaker, Photoshop, Captivate, Photoshop, Illustrator, Acrobat; Macromedia Dreamweaver, Fireworks, Flash, Breeze; Microsoft Project, Project Workbench, CA SuperProject, Microsoft Access, Visio, Workflow Analyst





## Project List (partial)

Lead instructional designer for the following projects.

### 2006

Performance-based assessment for clinical trial site monitors (online simulation) (Biotechnology)

### 2005

Online course for clinical trial site monitors (using simulations, process animation, other online media, and coaching) (Biotechnology)

Performance clinic (problem-solving simulation) for clinical trial managers (classroom-based) (Biotechnology)

Online performance support system for clinical trial managers (Biotechnology)

Consolidation reference architecture course for IT architects (classroom-based performance clinic) (Computer hardware and software company)

Online sales and product knowledge course for reference architecture product/service offering (radio-call in show format) (Computer hardware and software company)

### 2004

Consolidation reference architecture online briefing for project managers (Computer hardware and software company)

Documentation and information management process change course (classroom, online job aids) (Biotechnology)

IT consolidation performance clinic (classroom simulation) for IT architects (Computer hardware and software company)

"IT architecture basics," a performance clinic for new IT architects (classroom-based simulated engagements) (Computer hardware and software company)

### 2003

Project management course for clinical trial managers (classroom with labs and coaching) (Biotechnology)

Performance clinic for project managers (classroom simulation) (County government)

High-Availability assessment methodology web-based course (Computer hardware and software company)

Developing use-cases web-based course (Computer hardware and software company)

### 2002

Performance clinic for project managers (classroom team-based simulation/game) (Professional services company)

Global mentoring program for IT, marketing, and customer service professionals (Oil company)

On-boarding program for IT consultants (classroom training) (Computer hardware and software company)

### 2001

Sneaker-based training for physicians (coaching, job aids) (Healthcare company)

Help system for electronic medical record system (Healthcare company)

High availability assessment methodology performance clinic (classroom) (Computer hardware and software company)

### 2000

High-availability operating system patch upgrade course (web-based training) (Computer hardware and software company)

Lending compliance training (classroom) (Commercial bank)

## Position Summary

Performance and Learning Consultant, Ratcliff Consultants. 1987—present.

Training Manager, Tesseract Corporation. 1985—87

Organization Effectiveness Consultant, Wells Fargo Bank. 1983—85.

Management Development Consultant, Crocker National Bank. 1980—83.

M.S. Human Resources Management/Organization Development, University of Utah. 1978.