

# KICK OFF 2009



RELIABILITY



FLEXIBILITY



RESPONSIVENESS



INTEGRITY

expertise in action™



# RELIABILITY



## Data Driven Decision Making Simulation

Do you know what information to look for each week or each month when you produce your numbers? What should you do when your actuals are not what you expected? How do you make corrections early in the year to ensure you will exceed your goals at the end of the year? What can you do to ensure ACS exceeds investors' expectations?

At ACS, our numbers are the foundation for good decision making.

*Data-Driven Decision Making* will sharpen your skills in reliably predicting and analyzing your financial results. This workshop will use a facilitated online simulation to help you improve your reliability in being able to deliver results. The *Data-Driven Decision Making* workshop is highly recommended for everyone who is managing a P&L.



*"How do you maintain consistent results? In our business, it's not always smooth sailing. When unexpected situations arise, it's up to you to meet the challenge and have a plan in place to produce your results. We have the reputation of producing results for our clients, no matter what the circumstance. Make sure your plan reflects that."*

Joe Doherty  
Group President – Government Solutions Group

# FLEXIBILITY



## Strategic Planning for Offshoring Workshop

By now you know what offshoring means and you know the fundamental questions to ask that determine the real potential regarding what functions within your organization can be considered for offshore delivery. But are you comfortable with how to properly plan the movement of work that has offshore potential? Are you familiar with the operational areas that must be addressed during planning to support offshore work? Do you struggle to find answers to skill availability, offshore costs, time to identify and build space in support of offshore, and how to bring all the pieces of the offshore puzzle together?

If the answer to any of these questions is “No”, then the *Strategic Planning for Offshoring* workshop will offer insight and a roadmap to help make the achievement of your offshore objectives much more obtainable. At ACS one of the key strategic pillars is the ability to deliver the highest quality service from low cost areas around the globe. The foundation to a successful strategy is the timely execution of operational objectives which create the environment for delivery excellence. The understanding of basic considerations and actions required in support of offshore activity will enable you to think outside the box and demonstrate flexibility in support of your business needs. This workshop is recommended for anyone who wants to give themselves every advantage for successfully moving work offshore.



*“Our business strategies are constantly evolving. What worked last year, or even yesterday, might not work today. Do you manage the changing requirements of your daily workplace, without allowing expenses to steamroll out of control?”*

Derrell James  
Group President – IT Outsourcing Solutions Group



# RESPONSIVENESS

## Renewals, Renegotiations and Rewards Workshop

Do you find yourself going into renewal discussions with more issues and challenges than successes? How do you start positioning the renewal 18 months before the contract expires? Are you searching for a process for renegotiation that leads to greater rewards for your team and ACS?

*Renewals, Renegotiations and Rewards* will lay out a framework for how you can be responsive to your clients' needs and still ensure a profitable account for ACS. This workshop will outline a process for signing renewals that will have a greater success rate. If one of your primary roles is negotiating renewals on existing contracts, then *Renewals, Renegotiations and Rewards* is for you.



*“People change. Business changes. There are ever-changing demands on our time and capabilities. It’s your responsibility to meet these demands, but that is not enough; you need to find the balance between being responsive to the client and your team. When your plan is mutually beneficial, then you are truly being successful.”*

Ann Vezina  
Group President – Commercial Solutions Group

# INTEGRITY



## Developing Expertise at ACS Workshop

Do you struggle in helping to grow your strong performing team members' careers at ACS? Have you identified your successor and the development plans that need to be in place to ensure a successful transition? Can you differentiate between a high performer and a high potential performer? How can you get better value from the time you dedicate to coaching and mentoring your team?

*Developing Expertise at ACS* will deepen the integrity of ACS leaders by laying out an approach for developing the expertise of others. This workshop will help you build a tactical plan for with whom you should be investing your time and how to make the best use of the precious time you have for employee development. The *Developing Expertise at ACS* workshop is designed for senior leaders who are ready to develop strategic succession plans and ensure the business is poised for exponential growth.



*"We have a core set of values at ACS. The most successful people here have internalized those values and they are consistently reflected in their actions. Do you have appropriate measures in place to identify those who do and those who have the potential? How do you bring out that potential in others?"*

Michael Huerta  
Group President – Transportation Solutions Group

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