

About Learning Tree

Learning Tree was founded in 1974 and has grown to become a leading worldwide vendor-independent provider of training for managers and IT professionals. Since its founding Learning Tree has provided high-quality training to over 1,800,000 course participants from more than 13,000 organizations around the world. Approximately two-thirds of Learning Tree's participants come from Fortune 1000-level companies, their international equivalents and government organizations, and approximately one-third come from small and medium-size companies.

Our Mission

Learning Tree's mission is to provide technical professionals and managers with the skills and knowledge that significantly enhance their on-the-job productivity, and thereby improve the performance and increase the competitive advantage of their employers. Learning Tree focuses on:

1. Providing individuals with the knowledge and skills they need to contribute immediately and directly to their employer's key business objectives, and
2. Developing and maintaining long-term relationships with its corporate customers and course participants.

Value of Learning Tree's Core Delivery Method

Studies have shown that Active Learning promotes the best learning retention and most efficient learning environment. Learning Tree's core delivery method is instructor-led hands-on training (ILT), which translates to simulations/exercises embedded in all of our courses throughout classroom instruction. Over half of our instruction involves hands-on activities which require participants to draw upon project-related business issues in Technical and Management environments.

Hands-on instructor-led training will allow employees to:

1. Learn and practice their skills prior to returning to the work place,
2. Receive immediate feedback from the instructor and other participants,
3. Mimic the real-life work environment through team-building and social involvement, and
4. Assimilate their learning more rapidly when they return to work.

Learning Tree has recently taken our interactive learning techniques to even higher levels through our award-winning RealityPlus™ approach which incorporates rich media (video scenarios), total immersion into real-life situations, and decision-based learning which drives discovery and learning retention.

As a testament to the effectiveness of RealityPlus™ Learning Tree has received the "Outstanding Human Performance Intervention" award from the International Society for Performance Improvement (ISPI).

Training Content Meets Customer Key Business Objectives

All Learning Tree content (Technical and Management) is developed internally and designed to keep our clients at the leading edge of industry developments. Course development is a rigorous, systematic process that mirrors that of real-world systems development at a significant investment per course. Additionally, every year each course undergoes a *minimum* of two revisions, based on industry trends and participant feedback. Major revisions keep the courses up to date with current technology. Minor revisions address points of style and clarity of communication.

Content Redesign Focuses Training on Client Goals

For customers whose training needs require tailoring from our standard course offerings, Learning Tree offers custom course development for On-site course delivery. Custom development is a coordinated effort between the Customer, Account Manager, Technical Author and Product Development to focus content and course length on the customer's training goals. Content redesign fees vary depending on the

amount of material that must be customized and only seek to recover material development and technical author time.

Learning Tree Skills Assessment Tool Pinpoints Gaps in Skills and Knowledge

Customer has the option of the Learning Tree Skills Assessment Tool, an unbiased online assessment tool, to quickly identify gaps in skills and knowledge that diminish the performance and overall potential and productivity of the organization. Employees complete the self-assessment during a two-week period. Shortly after, the Learning Tree Account Manager will set up a consultation with the customer point of contact to review assessment reports that 1) identifies both team and individual strengths and weaknesses and 2) pinpoints optimum training courses that focus the training investment on the areas needing attention. The Skills Assessment Tool identifies skill gaps in the following key roles performed in most organizations:

Role
Business analysts
Dual managers: Projects and People
Managers
Project Manager
Project Manager: Software Development
Project Team Members (individual contributors)

Additionally, the Skills Assessment Tool:

- Assists with planning for formal training and career development activities, identifying candidates for specific projects or jobs, and justify training investments
- Allows managers new to the team or organizations, recently acquired or merged, an unbiased tool to quickly understand team and individual strengths and weaknesses
- Provides the means to bridge a wide variance in team experience
- Allows customers to build upon its employees by creating an environment where employees are encouraged to grow

Broad Proprietary Course Library and College Credit

Learning Tree offers a broad proprietary library of over 160 instructor-led course titles covering a wide range of Technical and Management topics. Learning Tree's extensive two- to five-day courses are recommended for one to two semester hours of college credit by the American Council on Education (ACE). Learning Tree is a trusted CPE provider of the International Information Systems Certification Consortium (ISC)². In addition, Learning Tree is on the National Association of State Boards of Accountancy National Registry of CPE sponsors and is a Registered Provider of the Project Management Institute (PMI).

The following table lists Learning Tree course titles by curriculum:

IT Training Curriculums	
Windows Systems	Oracle Database
SQL Server	Security
Exchange	Network Training and PC Support
Visual Studio and .Net	TCP/IP, Cisco Network, and Telecom
Access, Excel, and Office	UNIX, Linux, and Open Source
Java Training	C++ and Perl
Web Development	Software Engineering
XML and Web Services	System Analysis
Management Training Curriculums	
Project Management	Business Analysis
Management	Leadership
Communication Skills	Writing and Presentation Skills
Time Management	Finance and Strategic Business Skills

Excel, Visio, and Project for Managers	Technology training for Managers
ITIL™	Prince2®

Instructor Experience Yields Effective Knowledge Transfer

Learning Tree has built the model for its instructor pool on the belief that active working practitioners and consultants make the best candidates and instructors because of both their (1) breadth of hands-on, problem-solving experience within real-life scenarios and (2) ability to stay on top of the latest industry trends. Further, our instructors bring to their courses an average of 20 years of management, classroom, and industry-specific curriculum experience, and we believe their experience allows them to mentor their pupils during training. However, before teaching in a Learning Tree classroom, each instructor must complete a rigorous, four-tier, “pass or fail” vetting and training process. Additionally, instructors must participate in on-going mentoring and Skills Development Labs (SDL) to maintain certification.

International Infrastructure Brings Delivery Scalability and Flexibility

Learning Tree’s sophisticated infrastructure and logistics capability allow us to coordinate, plan, and deliver our courses at Education Centers, hotel and conference facilities and customer sites worldwide. Mobilizing a team of over 650 instructors and course development, customer support, and logistics specialists and utilizing thousands of classroom and mobile computer workstations, Learning Tree can rapidly deliver any of its courses to any location in the world.

Scaleable Global Presence...

- **International focus since inception in 1974**
- **Consistent, high-quality content and delivery worldwide**
- **Course delivery in over 26 countries**
- **Uniform systems and processes in all offices**
- **Customer focus on business impact and bottom-line results**

On-Site Training

Learning Tree can present standard or customized courses on demand at its customers’ facilities (On-site) whenever and wherever they desire. Located at company headquarters in Reston, VA an interdepartmental team of account coordinators, instructor relations, logistics, and hardware/software personnel are in place to handle all of the details for an On-site course. On-site training plays a critical role in a just-in-time training model by allowing companies to:

- Bring together a critical mass of employees to gain fundamental training before they transition into individual development plans
- Increase efficiencies through employee interaction and breaking down silos within the organization
- Reduce training costs by allowing for flexibility in scheduling and the ability to quickly and easily tailor training to meet company requirements.

Public Training

Another customer option is to receive Public training at a Learning Tree Education Center which allows participants to interact with individuals from other industries thus providing them with insight into universal application of the concepts taught in each course. Our Education Centers and third-party venues are located in the following cities:

Within the United States:

- Los Angeles, CA
- Chicago, IL
- Boston, MA

- New York, NY
- Atlanta, GA
- Philadelphia, PA
- North New Jersey
- Baltimore, MD

- Washington, DC area
- Reston, VA
- Dallas, TX

- Toronto, Canada
- Stockholm, Sweden
- Tokyo, Japan

Internationally:

- Paris, France
- London, England
- Ottawa, Canada

Vendor Independence Provides Real-World Solutions from Multiple Sources

Learning Tree designs its own vendor-independent courses to provide participants an unbiased perspective of software and hardware products and the ability to compare and integrate multiple platforms and technologies from various vendors in a single course. We present an objective, evenhanded treatment of the pros and cons of new products and technology. Students learn about third-party alternatives that the vendors themselves would never share.

100% Satisfaction Guarantee Ensures Client Satisfaction

Learning Tree has a proven track record of providing outstanding service to our clients. Learning Tree has a written, 100% guarantee of satisfaction on all of the services that we provide. If we do not exceed your expectations, you do not pay for the services.