



It's About People

Taking you and your team to the next level

Team Building Programs

Making Good Teams Great

Trying to do **more with less**? How will your team **adapt to change** and **increased demands**? A team will thrive if all its members respect, collaborate and communicate openly and honestly with each other.

Let IPS help your team become more adaptable, efficient and ultimately, more effective.

- Determine the expected outcome
- Examine what the team is doing well
- Lock in behavior that gets results
- Identify and adjust behavior that is hampering the team's success
- Create a positive working environment

Working side by side with your team, we make sure that everyone understands and implements the changes effectively.

We offer training and coaching services, including follow-up sessions for team members and/or team leaders in one-, three- or six-month installments to ensure the changes are effective and sustainable.

In addition, we can provide an assessment report, including an action plan for your leaders.

We also offer **management training seminars, personal training for executives & managers** and **call center training programs**.

We help **executives, managers, teams** and **call center personnel** refine their communication and management skills to achieve their goals and get results.

“Glenn has always had an ability to make everything make sense to employees and bring together a team.”

Rob Bayer
National Manager, CDG Management LLS

“Glenn has a remarkable ability to create outstanding business solutions that make perfect sense through his systems and the processes that he implements.”

Anthony Freda
Director of Operations, Millennium Teleservices

Meet Glenn Glenn Pasch founded Improved Performance Solutions because he deeply understands the day-to-day issues that affect an organization's performance. He has more than 16 years of experience in the direct marketing industry, including many executive positions at the #1 outbound teleservice firm in the United States. Glenn is a member of the **American Society for Training and Development**, the **International Coach Federation**, the **ATA** and **SOCAP International**.



IMPROVED PERFORMANCE SOLUTIONS

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