

A close-up photograph of a person's hands clasped together on a wooden surface. The person is wearing a white dress shirt and a blue and gold striped tie. The background is softly blurred, focusing attention on the hands and the text overlay.

NO PAINS, NO GAINS

How our Partnership Analysis In-depth Needs Study (PAINS™)
is helping hundreds of companies
all over the world build healthier bottom lines.

Competitors aren't your greatest threat



Companies invest millions in time and resources in order to stay competitive, identify trends and understand their competitors. Yet, the greatest threats to businesses don't come from outside competition but, rather, from inside their organizations. People who don't communicate and interact effectively with their teams, management and customers actually sabotage your business. And, the costs involved with continually attracting, hiring and replacing employees can rob a company of its hard-earned profits.

We understand these ongoing challenges. That's why OWLS has developed our exclusive Partnership Analysis In-depth Needs Study, or PAINSTM, system. It's a process that helps us start to understand the real causes of your pain, identify your organization's most pressing needs and develop programs to attract, retain and get more from all your people. It's a system that is only available from OWLS. And, it's a proven process that has helped thousands of companies all over the world build healthier bottom lines.

Our PAINS System is a pain-free process that begins with a conversation. Our people ask your people specific, probing questions that help identify key problems and opportunities you may not even know you have.

We all know the clichés. Band-aids don't fix broken bones. Chicken soup may be good for the soul but it's useless in fighting cancer. Quick fixes can't bring lasting change. And, off-the-shelf or incomplete leadership and organizational development programs won't deliver the results you need. Only programs that start by listening and pinpointing your needs can result in programs that deliver results. Investing in the right leadership program is just as important for your company's growth as investing in your IT platform. Our clients think of our programs as their growth platforms. Anything less leaves you with inaccurate input and inferior results. For client after client, OWLS programs continue to deliver results and prove their worth.



A closer look at your PAINS

If you rattled off a vague list of symptoms to a doctor and then asked for medical advice, no responsible physician would write a prescription or wheel you off to surgery before analyzing the cause of those symptoms. The same is true when taking care of your business' training and development needs. A training group that claims to have an event that "fixes" all the communication problems in your business or boasts that their programs are all things to all companies, is just as irresponsible as a doctor who provides less than individualized treatment tailored to the specific needs of each patient. That's why OWLS takes the same diagnostic approach to developing programs that the finest physicians take in providing medical care.

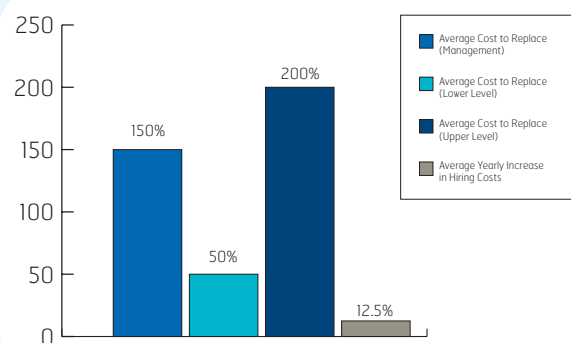
Our PAINS process delivers better programs and more from every training and development dollar you invest. We begin the process by learning about your company, your people and your challenges. We explore not only job roles and team interactions but also the demographics, psychographics and culture of your organization. We not only dig into the "whats" of your organization, but also the "whys." We get up-close and intimate with how your systems are contributing to the results— or lack of results— that are causing you problems and pains.

We learn how you've addressed your challenges in the past. How you, and your key people, view the strengths and opportunities of your organization. We evaluate your employees' motivation to change, their desire for growth, their passion to make real and greater contributions. Only when our analysis is complete do we begin the task of designing the program or programs that will deliver the results you deserve.

This PAINS process is a proven system. We'd like to help put it to work for you. This analysis provides you with valuable insights into yourself, your people and your organization. Still, we don't charge you for it. And, you have no obligation to do anything after the analysis. But, we find every day that prospective customers who go through the system with us become clients and lasting partners in the process of attracting, developing and retaining leaders at every level of their organizations. We'd like to do that for you, too. Please contact us today, experience the PAINS process and start getting real results for your organization at www.owlsinc.com.

The growing pains of employee retention*

- ◆ The cost of replacing a management team member averages 150 percent of the individual's annual salary.
- ◆ The average price tag on replacing employees has risen to between 50 and 200 percent of their annual salaries.
- ◆ The average cost-per-hire in the U.S. has reached nearly \$4,600. That's 25 percent more than just two years ago.
- ◆ The number of companies that identify leadership training as either their first or second management priority continues to increase every year.
- ◆ Studies show quality training programs deliver an ROI of, on average, as much as 50 percent with many organizations reporting returns of as much as 100 to 200 percent.†



*2006 data from Bersin & Associates, specialists in corporate learning research.

†Data from a University of California study published in Tech Transfer.



Find out how PAINS has helped thousands of clients all over the world.
Visit us today at www.owlsinc.com and read more about it.

“I wanted to send a note of appreciation to the OWLS Staff for today’s leadership course for our Microsoft Team. From today’s experience, I am looking to bring my consulting team back to OWLS.”

—Nate Harris, Manager Microsoft Consulting Team

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“We successfully achieved bringing a very new team together and gaining team work and building relationships. It was extremely valuable. Many thanks.”

—Shirley Gibbs, Manager, Mary Washington Hospital

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“I wanted to thank OWLS for making our manager’s retreat such a great success. I also want to let you know that the OWLS team did an excellent job identifying our needs and designing a program for us. I would highly recommend the OWLS team to anyone.”

—Stacey Proctor, Human Resources Manager, ARAMARK



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