

# NorQuest News & Notes

Volume 3, Issue 1

December, 2003

## Inside this issue:

<i>Trade Shows</i>	2
<i>Our Vision</i>	2
<i>20/20<sup>®</sup> Insight Gold</i>	3
<i>Core Collection &amp; Epic</i>	4

## Please note:

A name change to  
**NorQuest Learning Solutions.**

Watch out for NorQuest's **new website** with many new online programs and products!



## Happy Holidays from all of us at NorQuest!

## 20/20<sup>®</sup> Insight Gold Training 360 Feedback



The fall has been busy at the NorQuest Learning Solutions office in Sarnia, Ontario. Servicing client needs has been the focus of the autumn season. Senior Consultant, Bill Blake took specialty training in the 20/20<sup>®</sup> Insight Gold program, which is a fabulous 360 management tool for obtaining and relating feedback. In order to best serve the



clientele, Office Manager, Judy McKechnie travelled to Virginia to take the in-depth administrator's course for the 20/20<sup>®</sup> Insight Gold program. Both Bill and Judy know the program is a state-of-the-art 360 feedback instrument. It can be customized to a company to suit the specific needs of an organization. It can provide powerful feedback from within the organization or from the organization's clientele. It can also be used for customer satisfaction surveys and for organizational climate surveys

## New Associate, Jim Brennan



Doreen Blake, President of NorQuest Learning Solutions, welcomes Associate, Jim Brennan to the NorQuest team of trainers. Jim has worked in business and education and used the DiSC<sup>®</sup> products extensively in a sales organization to enhance teamwork and increase productivity.



## Trade Shows

NorQuest Learning Solutions presented a booth at the **Sarnia and District Chamber of Commerce** Annual Trade Show, where the Sarnia-Lambton community was introduced to a wide variety of training services and related products available at NorQuest. The evening was well attended by Sarnia's business community.



**The Peel Institute of Financial Planners** hosted another trade show display that Norquest entered. There, financial planners updated their education qualifications in the insurance and financial planning industry, and saw the interpersonal and teambuilding training programs offered by NorQuest.

## Our Vision—Peak to Peak Learning

At NorQuest Learning Solutions we seek to enhance skill levels and self-awareness, thereby enabling and empowering individuals to realize their full potential, and through effective interaction with others, to achieve individual, team, and corporate goals.

The path to full potential is a series of peaks. Each peak attained gives one the confidence and vision to undertake new peaks or challenges.

Simply put, our goal is to unleash the power of people. By providing peak experiences, individuals and organizations are led to envision and achieve even greater success. This success through succeeding, and achievement through achieving, is the essence of the **Peak to Peak Principle**, the foundation of our training and coaching programs.

Our **training programs** are customized for your organization / company needs. We recognize that your needs are unique, and we would like an opportunity to help you evaluate the best training solution for your company.

# About Performance Support Systems



***NorQuest is proud to be partnered with this organization.***

Performance Support Systems is a customer-driven, team-centered, highly adaptive organization that is based in Newport News, Virginia. The company's product development and customer service efforts are driven by a corporate vision to create self-assessment and self-development systems that are so technologically advanced, easy-to-use, versatile, affordable, and graphically exciting that success-oriented people everywhere will purchase and use them to achieve their full potential.

Two of the principals, Dennis E. Coates, Ph.D. and Meredith M. Bell, M.A., have over fifty years combined experience in the field of human resource development. Together, they have served hundreds of organizations and have influenced the development of over 100,000 managers and professionals.

The primary focus of the company is to provide leading-edge tools and knowledge in the area of performance improvement. This focus has led to the development of a uniquely flexible, affordable, and customizable assessment and development system: **20/20<sup>®</sup> Insight Gold**, which the company markets and distributes internationally.

**20/20<sup>®</sup> Insight Gold** is the most versatile feedback tool on the market. With this system, you can set up projects to collect virtually any type of feedback—ideas, thoughts, facts, opinions, impressions, ratings, surveys— from any number of people about the performance of an individual, a team, or even your organization as a whole. It is a state-of-the-art, affordable **360-degree feedback system** for personal and professional development.

***Ask us how we might help you in your business to achieve even more success!***



# Core Collection & Epic

The Core Collection includes six of the most powerful self-discovery tools. Each instrument can be used as a stand-alone product or together in various combinations.

DiSC® Classic Profile

Team Dimensions Profile®

Discovering Diversity Profile®

Work Expectations Profile

Personal Listening Profile®

Time Mastery Profile®



The Core Collection is supported by a new line of Facilitator's Kits. These include the Facilitator's manual that have the research and technical background, fully scripted seminars, two profiles, and PowerPoint® slides of the handouts and overheads that can be customized with your own company's logo.

All of these profiles are now also available on **EPIC—Electronic Profile Information Centre**. This provides a simple way to deliver profiles via the internet.

*Ask us about setting up your own EPIC account and then you will have access to all of these online profiles.*

## Norquest Learning Solutions

518 Rosedale Avenue,  
Sarnia, ON  
N7V 1Y9

Phone: 519-344-9391  
Fax: 519-344-6457  
Email: [dblake@norquestlearning.com](mailto:dblake@norquestlearning.com)



*We work with organizations that want to create a work environment where people grow and perform at their best.*

***We are the 'Who to go to' people for high quality training, coaching, resources and supplies for learning, leading, and performing in the new workplace.***

***We thank you for your continued support in using the programs and products that NorQuest can provide.***

***We look very much forward to working with you again in 2004!***

---

WE'RE ON THE WEB!  
[www.norquestlearning.com](http://www.norquestlearning.com)

---