

ORGANIZATIONAL CHANGE

TIER1 brings an integrated multi-disciplinary perspective to organizational change capabilities, essential for large government agencies. Grounded in understanding the complex behavior of individual contributors, TIER1 leverages expertise in organizational behavior, design, sociotechnical systems, and human factors to provide insights into how changes will impact individuals, as well as the systems and processes they exist within. Our custom-crafted change methodology, people-centered solutions, and innovative tools like Sociomaps and Adoptify gaming platform offer a holistic view of performance improvement. This approach, considering factors such as role alignment, communication, and cooperation, ensures smooth transitions through changes, aligning with new processes and values. Practical applications of these capabilities include streamlining a government agency's transition to a new digital platform, minimizing disruption to public services, or restructuring a department for greater efficiency, reducing redundancy, and enhancing responsiveness to citizen needs. These examples underscore how TIER1's comprehensive and empathic strategy translates into tangible improvements in government operations, efficiency, and service delivery, realizing performance goals.

Corporate Info:

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NAICS Codes:

541715: R&D in the Physical, Engineering, and Life Sciences (Except Nanotechnology and Biotechnology)
541330: Engineering Services
541511: Custom Computer Programming Services
541614: Process, Physical Distribution, and Logistics Consulting Services
541618: Other Management Consulting Services
541690: Other Scientific and Technical Consulting Services
541720: R&D in the Social Sciences and Humanities
541990: All Other Professional, Scientific, and Technical Services
611430: Professional and Management Development Training

core CAPABILITIES:

Organizational Change

CULTURE · IMPACT ANALYSIS · CHANGE STRATEGY · SKILLS GAP ASSESSEMENT · ORGANIZATIONAL ALIGNMENT · COMMUNICATION PLAN · LEADERSHIP ENGAGEMENT · ADOPTION

Research & Performance Assessment

HUMAN PERFORMANCE · LEARNING NEEDS ASSESSMENT · MEASUREMENT AND EVALUATION / PRE-POST ASSESSMENTS · PERFORMANCE ANALYSIS AND PREDICTION
TRAINING AND EDUCATION DEVELOPMENT AND EVALUATION

Learning & Development

CUSTOM eLEARNING · GAMIFICATION AND INTERACTIVE SCENARIO-BASED LEARNING · JOB AIDS · LEARNING ANALYSIS AND INSTRUCTIONAL DESIGN
MICROLEARNING · LARGE ACADEMIES AND BLENDED LEARNING CURRICULUMS · INSTRUCTOR-LED TRAINING WORKSHOPS (VIRTUAL AND IN-PERSON)
COMPETENCY MODEL DEVELOPMENT · CERTIFICATION PROGRAMS AND COMPETENCY-BASED EXPERIENCES · ADULT EDUCATION

Technology & Creative Services

eLEARNING · GRAPHIC DESIGN · MOTION, VIDEO, AND PODCAST DESIGN · MOBILE APPS (NATIVE AND WEB-BASED) · LEARNING PORTALS AND CHATBOTS · TECHNOLOGY IMPLEMENTATION · UI/UX

Strategic Consulting Services

CHANGE AND TRANSFORMATION STRATEGY · COMMUNICATIONS · CULTURE TRANSFORMATION · DIVERSITY, EQUITY, AND INCLUSION · ONBOARDING · PROJECT MANAGEMENT · STRATEGIC PLANNING

CONTENT *specialization:*

LEARNING AND PROFESSIONAL DEVELOPMENT · TEAM AND GROUP DYNAMICS · IO PSYCHOLOGY · HUMAN FACTORS
TRAIN THE TRAINER · PERFORMANCE IMPROVEMENT AND COACHING · HUMAN PERFORMANCE MODELING · DATA SCIENCE/ANALYTICS
CREATIVE PROBLEM SOLVING · DEVELOPING TALENT AND TEAMS · DIVERSITY, EQUITY, AND INCLUSION

benefits TO WORKING WITH TIER1:

- Exceptional Past Performance Ratings
- Certified B Corporation
- Secret Facility Clearance
- Quick and Accurate Turnaround
- Global Reach and Experience, with Team Members Dispersed Across the United States
- Collaborative, Diverse, and Experienced Team
- Accessibility and Section 508 Trained
- Approved GSA Contractor
- SAM Registration Complete and Up to Date



To learn more, or connect with our government experts scan the QR code.
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CLIENT

THE CHALLENGE

THE RESULT



Defense Security Cooperation University (DSCU)

DSCU needed to update its learning strategy to better support the global Security Cooperation Work Force and Partner Nations, and to facilitate the onboarding of new hires and faculty development, adapting to the evolving needs of the global workforce and modern classroom environments.

TiER1 partnered with DSCU to develop a forward-thinking curriculum and internal training programs, while also providing efficient LMS support through platforms like Blackboard and Cornerstone OnDemand (CSOD). This collaboration resulted in ACE accredited courses, meeting various certification requirements and promoting organizational change and educational excellence.



Effective Combat Casualty Care Handoff Operations (ECCCHO)

DHA Phase II STTR

The ECCCHO initiative faced the pressing issue of non-standardized and non-validated protocols for patient handoffs, necessitating a comprehensive organizational change plan to streamline the process and integrate evidence-based approaches effectively.

TiER1 responded by creating the ECCCHO system, grounded in organizational change principles. The system includes:

1. A Toolkit with mnemonics and a digital TCCC Card to ensure essential handoff elements are consistently addressed.
2. The Method, leveraging team performance research and TiER1's expertise in bridging organizational gaps, to offer a structured approach to handoffs.
3. Outcome measures for evaluating and refining the handoff protocols.

This approach fostered a more efficient and reliable handoff process, aligning with the broader objectives of the organizational change plan.



U.S. Department of Transportation
Federal Railroad Administration

Federal Railroad Administration

Automation is being introduced into freight locomotive cabs. Positive Train Control and Fuel Optimizer are two different systems that provide safety and fuel savings benefits, respectively. However, little systematic evaluation has been performed to examine the potential for these systems to introduce new error mechanisms into the locomotive cab.

TiER1 conducted a human-in-the-loop study, using a high-fidelity freight train locomotive cab simulator and 16 crews of experienced engineers and conductors. The research team investigated potential error types known to occur with automation and identified an opportunity for Crew Resource Management training to improve communication and error detection and mitigation.



FIFTH THIRD BANK

Fifth Third

Prioritizing the people side of a large acquisition that impacted 3,000 employees, Fifth Third wanted to imagine a comprehensive M&A experience that focused on culture, brand, and business needs.

Our team partnered to define an integration and employee experience strategy that provided a meaningful transition for new employees and all major lines of business. After thorough discovery and definition of the systems and process integration that needed to occur, the team developed acquisition experience maps that guided leadership alignment, employee onboarding, and a comprehensive organizational change strategy.



PPG LOTUS – ERP Implementation

To successfully guide their organization toward a stronger, more unified business, PPG wanted to streamline its systems, processes, and information by implementing a centralized technology platform (ERP). TiER1 was brought in as a change management partner, and to manage all communication and training associated with the multi-year transformation.

The Oracle implementation replaced 140+ legacy systems resulting in a more streamlined PPG. The change management, communication, and training development led by TiER1 impacted 2,000+ end users across 4 SBUs in North America, Mexico, and Canada.

Over the multi-year engagement, TiER1:

- Led the change strategy and leadership alignment plan.
- Managed 180 super users to support their network.
- Developed an employee communication portal.
- Created readiness activities including roadshows and demos.
- Developed action plans based on ongoing end user surveys.
- Launched various modes of training including eLearning, ILT for 50 business processes, Train-the-Trainer sessions, job aids, and all coordination associated with training across various locations.

SOME OF OUR *clients*

