

PERFORMANCE IMPROVEMENT CAPABILITY

TIER1 brings an integrated multi-disciplinary perspective to performance improvement. This perspective is grounded in the recognition that even when success is judged at the organizational level, it emerges from the complex behavior of the individual contributors. TiER1 leverages deep expertise in learning and professional development, organizational assessment and evaluation, human factors, industrial and organizational psychology, human performance modeling, and data analysis to provide meaningful insights into the interactions of the individual and the task environment. Most importantly, we understand that just as performance is driven by a web of factors, insight is shaped by integrating specialized expertise across these various disciplines. Whether that is understanding how learning impacts motivation, or how a change in safety policy might affect efficiency, or whether a given KPI reflects a relevant dimension of performance—such insight demands the holistic view of performance that TiER1 provides.

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:

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
- Quick and Accurate Turnaround
- Accessibility and Section 508 Trained
- Certified B Corporation
- Global Reach and Experience, with Team Members Dispersed Across the United States
- Approved GSA Contractor
- Secret Facility Clearance
- Collaborative, Diverse, and Experienced Team
- SAM Registration Complete and Up to Date
- Use of Design Thinking, Complexity Science, and Foresight Methodologies



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PAST *performance*

CLIENT	CONTRACT INFORMATION	SUMMARY
	<p>Defense Security Cooperation University (DSCU)</p> <p>Contracts: HQ0013-11-C-0002 HQ0013-16-C-0007 HQ0034-19-C-0051 HQ0034-19C-0143</p> <p>Current Contract Duration: 5.5 years (Base year plus 4.5 option years)</p> <p>2019-present (ongoing)</p> <p>\$13,628,433.93</p>	<p>The purpose of this contract was to provide learning design and development services for Defense Security Cooperation University (DSCU). Throughout this engagement, we have partnered with DSCU faculty to design interactive courseware that supports new requirements for members of the DoD Security Cooperation Workforce (SCW) using a variety of authoring tools. TiER1 has provided LMS support by managing courses within Blackboard and Cornerstone OnDemand (CSOD), responding quickly to issues of both staff and students and providing course reports to DSCU management. Courses designed in collaboration with DSCU faculty are ACE accredited and meet beginner, intermediate, and advanced certification requirements for the Security Cooperation Workforce.</p> <p>As part of this contract, TiER1 also worked with the Humanitarian Demining Training Center (HDTC) in Fort Lee, Virginia. We collaborated to create a 'next-level' approach to learning experience design, development, and re-design. We then deployed current offerings to position HDTC Learning and Development as a center of excellence through the evolution of learning experiences and programs to a university model. We also supported the broader goals of workforce development. Part of the Humanitarian Mine Action Casualty Care (HMACC) curriculum included an Introduction to the Tactical Combat Casualty Care (TCCC) Phases of Care, Becoming a TCCC Trainer, and Navigating the Deployed Medicine site.</p>
	<p>Army Research Institute</p> <p>Contracts: W911NF19D0002 W911NF19F0053</p> <p>SEPT 2019 – SEPT 2022</p> <p>\$1,820,213.28</p>	<p>Recent conflicts have highlighted the need for leaders with competencies that go beyond tactical and technical skills. To succeed in today's dynamic and complex operations, Army leaders must develop competencies that enable adaptive and innovative thinking to solve complex problems and allow them to thrive in uncertain and chaotic conditions (The Army Human Dimension Strategy, HQDA, 2015). To do this requires developing leader competencies that encompass advanced cognitive skills such as critical thinking skills that transfer to novel and unfamiliar contexts. To help address this need, the TiER1 team supported the Army Research Institute in developing an application to better assess, track, and report critical thinking skills (CTS) of Maneuver Captain's Career Course (MCCC) students. The research involved developing a critical thinking skills rubric and a digital application to record, track, and report scores of critical thinking skills and other performance outcomes during operations orders briefs (OPORDS). Follow on work included: (1) Needs assessment for critical thinking and Small Group Leader (SGL) development at MCCC; (2) Multiple evaluations of the rubric created during previous work; (3) Evaluation of MCCC's SGL development program; (4) Creation of tools and methods for SGL development; (5) Identification of contextual factors that influence CTS development in junior officers.</p>
	<p>Air Force Research Laboratory Competency-based Adaptive Training Systems (CATS)</p> <p>Contract: FA8650-16-C-6696</p> <p>MAY 2013–SEPT 2018</p>	<p>CATS is aimed at developing a competency-based learning management system. It incorporates an underlying framework that (1) determines learner proficiency, (2) selects and presents a training program from all available competency-aligned assessment opportunities, and (3) allows dynamic generation and updating of individual learning paths.</p>
	<p>US Air Force Academy</p> <p>Contract: FA864920C0225</p> <p>JUL 2020 – SEPT 2023;</p> <p>\$999,948.00</p>	<p>TiER1 leveraged our in-house platform, Performance1, to build a software application for the support of cadet leadership development at USAFA through a mentoring platform with embedded learning activities, guides, and coaching tools. This platform has been implemented at USAFA and an ongoing relationship with USAFA is being explored to promote additional development and engagement.</p>

SOME OF OUR *clients*

