



Knowledge Design & Delivery uses your in-house **knowledge** and our expertise to **design** effective documentation & training for **delivery** of concise, consistent, relevant, and user-friendly learning and reference materials. We develop materials in any format you require, from paper-based to CD-ROM to the Internet. Since 1986, we have established a reputation for meeting aggressive schedules on time and on budget.

SERVICES

Some of our expertise and solutions include:

- Needs Analysis
- Technical Writing
- Classroom training
- Instructional design
- Online help
- Web-based training

We partner with you to create the best solution for your organization, your employees, your clients, your technical capabilities, and your unique way of doing business.

Knowledge Design & Delivery can perform some or all of the tasks involved in the lifecycle of a project:

- Planning – Needs analysis, instructional design, and prototype design for online training
- Development – Content gathering, storyboard development, web development, writing, editing, exercises and simulations
- Implementation – Deliver files on time and within budget, evaluate the effectiveness of training, develop a revision process

QUALIFICATIONS AND TOOLS

Our staff is knowledgeable about:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Adobe Photoshop
- Visio
- Macromedia DreamWeaver MX
- Macromedia Flash MX
- Macromedia Fireworks MX

INDUSTRY EXPERIENCE

We have experience in many industries, such as Medical Technology, Computer Systems and Data, Finance, Communications, Retail, Hospitality, Employee Development and Training, Manufacturing, Insurance, Research, and Telecommunications.

FOR MORE INFORMATION

Call us today to learn more about how you can turn your knowledge into productivity.

- Contact Polly Johanson, President, at 612-379-3883 ext. 218
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