About Level Four Solutions Group

Level Four Solutions Group, Inc. was founded in 2007. We have grown organically and slowly by creating and maintaining healthy business relationships with our clients- centered on custom performance improvement solutions. Our customers with which we have repeat business, include the following:

- o   Salt River Project
- o   Puget Sound Energy
- o   Idaho Power Company
- o   Alstom Grid
- o   Florida Power & Light
- o   Central Hudson Gas & Electric
- o   Dominion Gas Transmission

Changing the approach to training services and developing a learning culture takes time, but the results are impressive.

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The Challenges

- **Age-related turnover**
  What happens to an organization when its most experienced and knowledgeable employees are walking out the door? Employers lose the institutional knowledge and history that employees take with them and many organizations lack sufficient transfer programs to stem the loss.

- **New staff require training**
  Utilities must plan to address the loss of institutional knowledge. Today's designers must be experts in the utility's business processes, design standards and customer service. Those who support the design process must be experts in the utility GIS and Asset Management software.

- **Technology is changing and growing**
  Products go through lifecycle changes that include revisions, vendor enhancements, customizations, integrations, upgrades and wholesale change outs. Knowledge, performance and business processes all are impacted, and user training and adoption are ongoing challenges. New Smart Grid investments affect engineering, design, construction, and maintenance groups. All groups feel the pressure of keeping employees up to date on new systems.

- **Employee Retention**
  Failure to retain and transfer institutional knowledge could result in a steady increase in employee turnover and further loss of institutional knowledge, translating into skill shortages, higher costs and lower efficiency. Utilities must respond rapidly based on changes in priorities, economic growth and technology.

- **Transition to a learning and performance-based culture**
  The culture of the utility workforce is transitioning from status quo to constant enhancement. Management processes are focused on customer service. Creating an adaptive culture that manages knowledge as an organizational asset is necessary to sustain business success.

- **Many levels of training/support are required**
  Baby Boomers (1946-1964), Gen. X'ers (1965-1980), Millennials (1981-2000) all have different levels of computer literacy. A variety of solutions will be necessary to address all the different learning needs.

- **Rapid ramp-up time for new staff- options**
  When utilities structure the knowledge transfer process it makes training successful, and employees help the company profit and grow. Employees are equipped to learn at the speed of change.

Learning is not a spectator sport. Everyone is involved.

LevelFourSolutions Group

The Solutions

- **Analysis**
  L4SG can guide you through the process of analyzing the gap actual and desired performance, assessing needs and priorities and separating training actions from others.

- **Design**
  Our experience in designing training solutions for the utility industry makes us a rare partner. In conjunction with your subject matter expert, we can create custom content, flexible delivery modalities and rapidly deploy a solution that meets your needs, with customized styling and branding as you deem appropriate.

- **Instructor-led training**
  Development of instructor-led training allows learners to work with experts and participate in a group environment with easy-to-use materials. We work with your experts to gather and refine content. We can deliver the content or make your experts shine. Accredited training and career-path programs provide employees with the skills and knowledge they must have to succeed in today's competitive environment.

- **Web Based Instruction**
  We can rapidly create eLearning content and evaluations that are compatible with the trainee's technical ability and your company's LMS. Reduce costs of training delivery, and improve access to accurate and consistent content.

- **Assessment**
  We build sensible and powerful performance or knowledge-based evaluations linked to the objectives of the training with detailed reporting and integration with your company's LMS. Our templates make it easy to update content, track scores and see results.

- **Change Management**
  We can help you identify and mitigate the impact of new systems, technology or processes. A savvy management plan for your change will yield successful results and a change-adaptive workforce.

- **Upgrades to existing training**
  As technology grows, your employees must learn to use more and more tools. Delta training doesn't always fill the bill for new employees. From foundational to job aids, multiple types of training for employees with different skill sets can be created.

- **Process mapping**
  A clear and detailed process map allows employees and stakeholders to identify opportunities to be more efficient.

- **Standard Operating Procedures**
  Capturing standard operating procedures and performance requirements can be challenging in the utility industry. Let us help you create the documentation you need to be successful.

Learn and Work with a Leader

Focused almost exclusively in control rooms and supporting organizations, L4SG has become a premiere provider of solutions that make sense and solve the business problems that impact operations. Our domain knowledge and passion for partnering and collaboration are unique in the industry.