

Industrial Psychologists Services

We team with critical members of your organization to help you create and maintain the work processes, personnel training, and policies and procedures needed to facilitate a highly motivated workforce capable of achieving organizational goals now and in the future.

Our consultants have over 100 years of combined experience. All have related college degrees and most have graduate degrees in Industrial Psychology up to the PhD level. The list below is a sampling of the industries we have worked in:

- Oil & gas
- Refining
- Chemical/petro-chemical
- Pharmaceutical
- Power generation
- Pulp & paper
- Steel
- General manufacturing
- Food processing
- Brewery/distillery
- Airline
- Healthcare
- Medical equipment manufacturing
- Computer chip manufacturing
- Telecommunication

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Organizational Development

We use a systematic approach addressing the challenges and opportunities facing organizations in these rapidly changing times. We at Industrial Psychologists, Inc. (IPI) team with you to analyze your organizational processes by conducting a comprehensive review of existing conditions.

Our review starts by conducting a comprehensive review of your existing documentation. This review ranges from human resource policies and practices to line operational procedures. The purpose of the review is to provide a baseline of information prior to beginning personnel interviews.

After this documentation review, we emphasize the interdependence of job observation, job analysis, personnel selection, training, and evaluation in creating and maintaining highly motivated and committed job incumbents.

Some of the criteria and employee perceptions we evaluate as we assist with organizational development activities are:

- Communication effectiveness
- Potential role conflicts
- Workplace environment
- Work processes
- Work related stress
- Work-family role issues
- Employee-supervisor relationship
- Applicable regulations
- Training received by job incumbents
- Incident frequency and severity
- Job enrichment vs. job enlargement

The information collected is validated by (1) comparing data across various levels within the organization, and (2) comparing attitude and culture perceptions with actual job results.

IPI Goal

Our goal is to assist your organization in becoming more productive while helping employees lead physically and psychologically productive and healthy lives.

Methodology

Our project approach is a variation of a methodology that has been used by most industries for decades. Depending on the industry, it is referred to as ADDIE, Instructional System Design, or Systematic Approach to Training. No matter what you call it, the activities are divided into the following areas:

- Analysis
- Design
- Development
- Implementation
- Evaluation



IPI is prepared to perform turn-key efforts by completing all the following activities or assist you with one or any combination of the elements

Analysis

Do we have the right programs in place and how would we know? Our review of your existing programs complete with the subsequent gap analysis will answer this question. Our review will:

- Observe and assess work processes
- Assess compliance with:
 - Corporate policies/standards
 - Safety standards (OSHA, EPA, DOT, state regulations)
 - ISO quality standards
 - FDA Good Manufacturing Practices
 - Industry standards (API, EPRI, VPPPA)
- Analyze procedures/training programs
- Analyze tasks to determine training and procedure needs

Design

How do we identify when, where, and to what level we develop our employees to facilitate their success? IPI's recommended training curricula will identify both the training needed and the proper sequence for the training. Our design will:

- Design work processes
- Design human resource programs
- Design training curriculums
- Design implementation plans
- Identify the level of training needed
- Identify policies and procedures

Development

How do we develop our new programs? We offer as little or as much assistance as you choose. We are prepared to:

- Develop operating limits tables
- Develop policies, procedures and program management manuals
- Develop training materials

Implementation

How do we make our new programs functional? We can train your team members to implement the new programs. We also have the capability to provide short-term or long-term trainers to supplement your team.

- Train your trainers
- Conduct onsite training
- Manage training programs

Evaluation

How do we know if your new programs are effective or complete? We have the ability to evaluate the effectiveness of your new or existing programs. Our competencies include completing any of the following activities:

- Conduct program effectiveness evaluations
- Conduct job incumbent assessments to determine individual training needs and skill gaps
- Evaluate ROI of training
- Conduct program validation studies
- Evaluate programs for regulatory compliance including EEO/ADA requirements.

We Offer 3 Levels of Support

Level I - Gap Analysis

With this option, IPI will conduct an analysis of current conditions, compare those conditions with the organization's stated goals, generally accepted industry standards, regulatory requirements, and submit a report complete with recommendations to improve work processes and to mitigate identified gaps.

The report will include the necessary backup to support all recommendations. For example if the project included developing training curricula, the task lists identifying the job incumbent job duties will be included to support validation of the job relatedness of the recommended training.

Level II - Training and Consulting

With this option, IPI will assist with implementation of the recommendations contained in the report identified in Level I above. We will identify training resources that are commercially available, arrange for scheduling of the training, and in many cases, conduct the actual training.

We offer generic training courses in development and implementation of effective training and procedures. To facilitate more effective training, the course material can easily be modified to cover your actual documentation formats and to include case studies and exercises from your facility to make the training directly applicable to your personnel.

In addition, IPI consultants are available to work with your team members as long as needed to assist with (1) program implementation and (2) assist course attendees as they become comfortable applying the skills they learned in the course.

Level III - Program Development and Implementation

With this option, IPI will temporarily relocate a team of professionals to your site to complete the tasks identified in the scope of work of the project. All personnel assigned to the project will have the necessary skills to effectively perform assigned duties.

If requested, an IPI project manager and/or consultant will review materials developed during the project.

IPI will assign the number of professionals to the project needed to complete the project within the requested timeline.

All projects require the extensive involvement of your personnel. IPI provides the process and program development expertise and the client provides the organizational knowledge and validates the program content. This teamwork and organizational involvement increases the quality and accuracy of the programs. More importantly, it increases the acceptance of the programs by personnel that will use these tools to improve the organizations effectiveness.

