

# Drake Resource Group, Inc.

## Project List (Updated 2012)



---

### Web-based

Call Center: SCORE On-line Reference Tool (*Allstate Insurance Company*)

Claims: Comparative Negligence (*Allstate Insurance Company*)

Finance: International Finance Accounting and Reporting (*Abbott Laboratories*)

Finance: International Finance Cost Planning (*Abbott Laboratories*)

Finance: Anti Laundering Money (*AAA, Inc.*)

Finance: Placed Ratio and Life Insurance Needs Analysis (*AAA, Inc.*)

Finance: Financial Literacy (*LendingTree Foundation*)

Finance: Sales Tax Concepts – Introduction, Definitions & Nexus (*Yetter Consulting Services/Sales Tax Institute*)

Human Resources: Allstate Management Curriculum (*Allstate Insurance Company*)

Human Resources: Allstate Corporation New Employee Orientation (*Allstate Insurance Company*)

Human Resources: Ask My HR Benefits Program (Interwoven TeamSite) (*Allstate Insurance Company*)

Human Resources: New Employee Orientation (*Alpine Access*)

Human Resources: New Employee Orientation (*Astellas Pharma Inc.*)

Human Resources: Diversity and Inclusion (*Bayer Healthcare*)

Human Resources: Connecting with Others (*Ceridian*)

Human Resources: Discrimination and Harassment Prevention (*Ceridian*)

Human Resources: Ceridian Information Privacy and Protection (*Ceridian*)

Human Resources: Recruiting & Selection (*TrueValue Companies*)

Human Resources: Job Descriptions & Organizational Structure (*TrueValue Companies*)

Human Resources: Performance Management (*TrueValue Companies*)

Human Resources: True Rewards (*TrueValue Companies*)

Human Resources: Global Orientation Program (*Underwriters Laboratories*)

Human Resources: Performance Review System (*Underwriters Laboratories*)

Information Technology: LifeDesk and LifeDesk Disconnect (*AAA, Inc.*)

Information Technology: Web Content Management (*Allstate Insurance Company*)

Information Technology: Intranet Publisher (*Allstate Insurance Company*)

Information Technology: Capability Maturity Model (*Allstate Insurance Company*)

Information Technology: Software Quality Control (*Allstate Insurance Company*)

Information Technology: iHotelier Reservation System (*TravelCLICK, Inc.*)

**Instructional Designers • Technical Writers • Project Managers • Graphic Artists • Organizational Developers**

**Web Designers • Web Developers • Web Conference Facilitators • Training Facilitators**

Leadership/Management: Matrix Management (*WorldVision*)

Leadership/Management: Building a Teen Mother Community Program (*Teen Mother Choices International*)

Process Improvement: Commercial Strategic Risk Management (*Allstate Insurance Company*)

Process Improvement: Welcoming Catholics Home; Ushers and Greeters (*Archdiocese of Chicago*)

Process Improvement: Copyright in Training Design (*Drake Resource Group, Inc.*)

Process Improvement: Transitioning Youth to Adult Health Care (*Illinois Chapter of American Academy of Pediatricians*)

Process Improvement: Risk Management (15 courses) (*Marriott International, Inc.*)

Process Improvement: Peer Review (*Marriott International, Inc.*)

Process Improvement: ULtraLink Report Generation Tool (*Underwriters Laboratories*)

Process Improvement: Safety Protection Course (*Willow Creek Community Church*)

Product Knowledge: Life Insurance Products (10 courses; Annuities, Term, Universal Life, etc. ) (*AAA, Inc.*)

Product Knowledge: Commercial Auto and Customizer (Property) Courses (*Allstate Insurance Company*)

Product Knowledge: Auto-Product and State Specific Auto-Product Knowledge Courses (*Allstate Insurance Company*)

Product Knowledge: Traditional Life Post-Center (*Allstate Insurance Company*)

Product Knowledge: Asthma (*American Academy of Pediatrics*)

Product Knowledge: Asthma Case Studies (*American Academy of Pediatrics*)

Product Knowledge: Bright Futures (*American Academy of Pediatrics*)

Product Knowledge: Diabetes (*American Academy of Pediatrics*)

Product Knowledge: GERD (*American Academy of Pediatrics*)

Product Knowledge: Immunization (*American Academy of Pediatrics*)

Product Knowledge: Medical Home (*American Academy of Pediatrics*)

Product Knowledge: Newborn Screening (*American Academy of Pediatrics*)

Product Knowledge: Nutrition (*American Academy of Pediatrics*)

Product Knowledge: Safe & Healthy Beginnings (*American Academy of Pediatrics*)

Project Management: eProject Project Management Tool (*Allstate Insurance Company*)

Project Management: The Project Management Process (*IreeTec, Inc.*)

Sales: Annuity Sales and Suitability (*AAA, Inc.*)

Sales: LifeDesk Quoting (*AAA, Inc.*)

Sales: State Specific Auto Quoting (*Allstate Insurance Company*)

Sales: Commercial New Agent Installation (*Allstate Insurance Company*)

Sales: Personal Financial Review (*Allstate Insurance Company*)

Sales: IMPACT Contact Management System (*Allstate Insurance Company*)

Sales: Fast Start Performance Tools (*Hewitt Associates LLC*)

Sales: Guided Demo Tour (*Hewitt Associates LLC*)

## Webinar/Web Conference

Interpersonal Skills: Sacred Rhythms (*Transforming Center*)

Sales/Product Knowledge: Express Learning Product Knowledge (12 courses) (*Allstate Insurance Company*)

Sales/Product Knowledge: Catwalk Conference Webinar Tool (*Catwalk Consulting*)

Process Improvement: Tips & Techniques for the Web Conference Moderator (*Drake Resource Group, Inc.*)

## Blended Solutions (Online/Webinar + Workshop)

Compliance: HIPAA Regulation Overview (*Caremark Rx*)

Engineering: Design for Manufacturability (*Motorola, Inc.*)

Financial Services: Education/IRA Concepts (*Allstate Insurance Company*)

Information Technology: Interwoven TeamSite (*Allstate Insurance Company*)

Information Technology: Enterprise Knowledge Network (Goldmind) (*PepsiCo*)

Sales: Commercial Revenue Growth Workshop (*Allstate Insurance Company*)

Sales: Super User Workshop - Executive Business Modeler (*Motorola, Inc.*)

## Classroom/Workshop Curriculum

Call Center: Phone and New Process Skills for Product Recalls (*Stericycle, Inc.*)

Call Center: New Business Curriculum with Reference Guide (*Allstate Insurance Company*)

Call Center: Customer Relationship Skills and Response Coaching Courses (*Allstate Insurance Company*)

Call Center: Servicing the Hispanic/Latino Market Reference Guide (*Allstate Insurance Company*)

Call Center: Business Process and Systems Course (*Allstate Insurance Company*)

Call Center: Siebel CRM System (*Allstate Insurance Company*)

Customer Service: Customer Service for the Technician (*Plumbing and Mechanical Contractors Association*)

Customer Service: Telephone Etiquette (*Plumbing and Mechanical Contractors Association*)

Claims: Ethics in the P-CCSO Workplace (*Allstate Insurance Company*)

Engineering: Process Characterization Workshop (*Motorola, Inc.*)

Finance: Internal Financial Policies & Procedures (*Abbott Diabetic Center*)

Finance: Financial Acumen for General Managers (*Abbott Laboratories*)

Finance: Allstate Billing Process (*Allstate Insurance Company*)

Finance: Exclusive Financial Specialist and EA/EFS Partnership Courses (*Allstate Insurance Company*)

Finance: Financial Acumen (*Lake Forest Graduate School of Management/Joy Global*)

Finance: Financial Literacy Coach's Training Program (*LendingTree Foundation*)

Finance: Country Compliance Program (*Motorola, Inc.*)

Finance: The Budget Workshop (*Willow Creek Association*)

Finance: The Budget Counselor's Workshop (*Willow Creek Association*)

Human Resources: Healthcare Benefit Employee Meetings (*Hewitt Associates LLC for ServiceMaster, Lake Forest Hospital, Elkay Companies, Oce USA*)

**Instructional Designers • Technical Writers • Project Managers • Graphic Artists • Organizational Developers**

**Web Designers • Web Developers • Web Conference Facilitators • Training Facilitators**

Human Resources: Staffing Transformation: Recruiting and Sourcing Staff Workshop (*Motorola, Inc.*)

Human Resources: New Hire Orientation (*Stericycle, Inc.*)

Human Resources: Bio Systems Field Service Resource Guide (*Stericycle, Inc.*)

Human Resources: Performance Management (*Vantage-Solutions LLC*)

Interpersonal Skills: Present with Presence (*Hewitt Associates LLC for Ohio State University*)

Interpersonal Skills: Tutoring Workshop (*OMNI Youth Services*)

Interpersonal Skills: Communicating for Impact (*Stericycle, Inc.*)

Interpersonal Skills: An Ordinary Day with Jesus (*Willow Creek Association*)

Interpersonal Skills: Pursuing God's Will Together (*Transforming Center*)

Leadership/Management: Building a Talent Pipeline (*Abbott Laboratories*)

Leadership/Management: Performance Discussion Skills (*Abbott Laboratories*)

Leadership/Management: Implementing Vision (*Allstate Insurance Company*)

Leadership/Management: Thoughtful Freedom of Action (*Allstate Insurance Company*)

Leadership/Management: Partner With Your Client (*Allstate Insurance Company*)

Leadership/Management: Clarify Content Needs (*Allstate Insurance Company*)

Leadership/Management: Critical Thinking (*Allstate Insurance Company*)

Leadership/Management: Strategic Thinking (*Allstate Insurance Company*)

Leadership/Management: Organization Assessment (*Motorola, Inc.*)

Leadership/Management: Organization Design and Consulting (*Motorola, Inc.*)

Leadership/Management: Change Management (*Motorola, Inc.*)

Leadership/Management: Relationship Building and Coaching for Performance (*Motorola, Inc.*)

Leadership/Management: Matrix Management (*Motorola, Inc.*)

Leadership/Management: Project Planning (*Motorola, Inc.*)

Leadership/Management: Project Management (*Motorola, Inc.*)

Leadership/Management: Zondervan Management Skills (*Zondervan Publishing*)

Leadership/Management: Leading with Balance - People, Process and Projects (*Drake Resource Group, Inc.*)

Process Improvement: Brainware Software and POD Rebate Process (*Pactiv Corp.*)

Process Improvement: Gelco Software and Trade Management Process (*Pactiv Corp.*)

Product Knowledge: Transgenerational Shower Design (*Grohe America, Inc.*)

Quality: Basic Statistics (*Motorola, Inc.*)

Quality: Value Stream Mapping (*Motorola, Inc.*)

Quality: Six Sigma for Product Development (*Motorola, Inc.*)

Quality: Designing for Six Sigma (*Motorola, Inc.*)

Quality: Requirements Management Fundamentals (*Motorola, Inc.*)

Quality: Reliability Modeling & Data Analysis (*Motorola, Inc.*)

Quality: Quality Essentials for: Customer Fulfillment Centers, Hardware, Software, Manufacturing, and Sourcing Courses (*Motorola, Inc.*)

**Instructional Designers • Technical Writers • Project Managers • Graphic Artists • Organizational Developers**

**Web Designers • Web Developers • Web Conference Facilitators • Training Facilitators**

Sales: Internal Agency (*Allstate Insurance Company*)  
Sales: Call Collaboration (coaching) (*Allstate Insurance Company*)  
Sales: MyLife from Allstate (new sales process) (*Allstate Insurance Company*)  
Sales: Launching Agency Success (2-week workshop to start up a new agency)(*Allstate Insurance Company*)  
Sales: New Agent Development (*Allstate Insurance Company*)  
Sales: Fundamentals of Selling P&C and Life (*Allstate Insurance Company*)  
Sales: Support Desk Training Guide (*Allstate Insurance Company*)  
Sales: Time and Territory Management (*Allstate Insurance Company*)  
Sales: Managing Allstate's Business: Independent Contractor Agent Environment (*Allstate Insurance Company*)  
Sales: Turning Service into Sales (*Financial Training Resources, Ltd.*)  
Sales: Client Development Demo Pack Training (*Hewitt Associates LLC*)  
Sales: Consulting Skills Scenarios (*Lake Forest Graduate School of Management/Medline*)  
Sales: Introduction to LoanSoft (*Platinum Mortgage*)  
Sales: Sales Mastery Series (*Samurai Business Group*)  
Sales: Prime Financial Sales Institute (*Selling Dynamics*)

## Self-Paced Learning Experiences

Claims: Communication Tools for Frontline Managers (*Allstate Insurance Company*)  
Financial Services: Registered Representative Manual (*Allstate Insurance Company*)  
Human Resources: Quality: Don't Just Wing It! (*Allstate Insurance Company*)  
Human Resources: Inclusion Catalyst Guidebook (*Motorola, Inc.*)  
Quality: Change Acceleration with ChangeNet Guidebook (*Motorola, Inc.*)  
Sales: Train-the-Trainer Self-Study Guide (*Allstate Insurance Company*)  
Sales: Developing Your Customer Focus (*Associated Equipment Distributors Foundation*)  
Sales: Onboarding New Sales Representatives Worksheets (*Pactiv, Inc.*)

## Learning Management Systems

Compliance: (*Ceridian, Inc.*)  
Finance: (*Get It Together*)  
Finance: (*LendingTree Foundation*)  
Finance: (*Sales Tax Institute*)  
Leadership Development: (*International Teams*)  
Leadership Development: (*Teen Mother Choices International*)  
Professional Development: (*Ascendis Learning Connection*)

## Learning Supplements

Call Center: Evaluations, Surveys, and Methodology Description (*Allstate Insurance Company*)

Call Center: Auto/Property Validations (*Allstate Insurance Company*)

Call Center: Running a Model Office (*Allstate Insurance Company*)

Call Center: Gap Analysis for CIC Site Instructors (*Allstate Insurance Company*)

Evaluation & Measurement: Knowledge and Performance Tests (*CIBA Vision*)

Evaluation & Measurement: Knowledge and Performance Tests (*Corn Product International*)

Financial Services: Allstate Financial Trainer's Resource Guide (*Allstate Insurance Company*)

Financial Services: Training Preparation and Admin Guidebook for Facilitators (*Allstate Insurance Company*)

Financial Services: Trainer 911 Kit (*Allstate Insurance Company*)

Financial Services: EA/EFS Partnership Program Guide and Forms (*Allstate Insurance Company*)

Financial Services: All My Dependents Scenario Kit (*Allstate Insurance Company*)

Financial Services: GIFTS Financial Counseling Job Aids (*Clara Abbott Foundation*)

Financial Services: Clara Abbott Scholarship Process (*Clara Abbott Foundation*)

Human Resources: Staffing Wrapper Website (*Motorola, Inc.*)

Human Resources: New Hire Orientation Toolkit (*Hewitt Associates LLC for Chevron Corporation*)

Learning and Development: Front-End Analysis (*Abbott Laboratories*)

Learning and Development: Nutrition Business Unit Skills Assessment Survey (*Abbott Laboratories*)

Information Technology: iHotelier Reservation System Reference Guides (*TravelCLICK, Inc.*)

Information Technology: Global Order Capture Application Needs Analysis and Design (*BE Associates for Avery Dennison*)

Information Technology: Interwoven TeamSite Job Aids (many customized versions) (*Allstate Insurance Company*)

Organizational Development: Feasibility Study and Feasibility Study Tools (*Teen Mother Choice Int'l*)

Organizational Development: Director's Guide and Director's Guide Tools (*Teen Mother Choice Int'l*)

Organizational Development: Finance Consultant Curriculum Map (*Allstate Insurance Company*)

Organizational Development: Exclusive Agent Effectiveness Recommendations (*Allstate Insurance Company*)

Process Improvement: New Product Development Process (*Willow Creek Association*)

Process Improvement: System Technologist Documentation Support (*Motorola Solutions*)

Process Improvement: Impact Timeline Documentation Support (*Motorola Solutions*)

Process Improvement: Education Support Process Mapping (*National Safety Council*)

Project Management: Multimedia Education Group Project Management Process (*Allstate Insurance Company*)

Project Management: Sarbanes-Oxley Compliance eLearning Rollout Process (*Pactiv Corporation*)

Publishing: Teacher Guides and Student Worksheets for Middle School Science Curriculum (*Discovery Education, subsidiary of Discovery Channel*)

Sales: Client Utilization Improvement (*ADP, Dealership Services*)

Sales: Sales Skills Assessment Survey (*Encompass/Allstate Insurance Company*)

Sales: Client Development Advisor Website (*Hewitt Associates LLC*)

**Instructional Designers • Technical Writers • Project Managers • Graphic Artists • Organizational Developers**

**Web Designers • Web Developers • Web Conference Facilitators • Training Facilitators**

Sales: Exclusive Agent Establishment Online Toolkit (*Allstate Insurance Company*)

Sales: Economic Declarations Agency Partnership Job Aids (*Allstate Insurance Company*)

## Facilitation

Call Center: Running a Model Office (*Allstate Insurance Company*)

Customer Service: Customer Service for the Technician (*Plumbing and Mechanical Contractors Association*)

Customer Service: Telephone Etiquette (*Plumbing and Mechanical Contractors Association*)

Information Technology: Interwoven TeamSite (*Allstate Insurance Company*)

Information Technology: Microsoft Access, Microsoft Excel and Microsoft Project (*Allstate Insurance Company*)

Leadership/Management: Applied Drug Store Management (5 facilitators; 3 years running) (*Walgreen Corp.*)

Leadership/Management: Leading with Balance - People, Process and Projects (*Drake Resource Group, Inc.*)

Sales: SNAP, Lotus Notes, New Laptop & PDA Hardware classes (*Abbott Laboratories, Inc.*)

Sales: Introduction to LoanSoft (*Platinum Mortgage*)

## CD-ROM

Claims: Quest for Subrogation (*Allstate Insurance Company*)

Claims: P-CCSO New Employee Orientation (*Allstate Insurance Company*)

Product Knowledge: Indemnity (*Allstate Insurance Company*)

Manufacturing: Manufacturing Interactive (*Arthur Andersen*)

Sales: Achieve... Impacting Sales Performance for Auto and Property (*Allstate Insurance Company*)

## Marketing Solutions

Financial Services: Charting a New Course Recruiting CD-ROM (*Allstate Insurance Company*)

Human Resources: The Life Specialist Recruiting CD-ROM (*Allstate Insurance Company*)

Marketing: Website updates, press releases, conference materials, case studies (*Gas Technology Institute*)

Sales: Hospitality Toolkit (*TravelCLICK, Inc.*)

Sales: FTR Inc. Multimedia Prototype (*Frontline Group/Financial Training Resources, Inc.*)

Sales: Pastors Coaching System website (*Ministry Advantage*)

Sales: New Business Model process (*Allstate Insurance Company*)