

Drake Resource Group, Inc.

Key Project List (Updated 2009)



Web-based

- Call Center: SCORE On-line Reference Tool (*Allstate Insurance Company*)
- Claims: Comparative Negligence (*Allstate Insurance Company*)
- Finance: Anti Laundering Money (*AAA, Inc.*)
- Finance: Placed Ratio and Life Insurance Needs Analysis (*AAA, Inc.*)
- Human Resources: New Employee Orientation (*Astellas Pharma Inc.*)
- Human Resources: Ask My HR Benefits Program (Interwoven TeamSite) (*Allstate Insurance Company*)
- Human Resources: Diversity and Inclusion (*Bayer Healthcare*)
- Human Resources: Global Orientation Program (*Underwriters Laboratories*)
- Human Resources: Performance Review System (*Underwriters Laboratories*)
- Human Resources: Allstate Management Curriculum (*Allstate Insurance Company*)
- Human Resources: Allstate Corporation New Employee Orientation (*Allstate Insurance Company*)
- Information Technology: iHotellier Reservation System (*TravelCLICK, 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*)
- Process Improvement: Risk Management (10 course modules) (*Marriott International, Inc.*)
- Process Improvement: Peer Review (*Marriott International, Inc.*)
- Process Improvement: Copyright in Training Design (*Drake Resource Group, Inc.*)
- Process Improvement: ULtraLink Report Generation Tool (*Underwriters Laboratories*)
- Process Improvement: Safety Protection Course (*Willow Creek Community Church*)
- Product Knowledge: Term Life Insurance Product Course (*AAA, Inc.*)
- Product Knowledge: Commercial Auto (*Allstate Insurance Company*)
- Product Knowledge: Commercial Customizer (Property) (*Allstate Insurance Company*)
- Product Knowledge: Auto-Product Knowledge (*Allstate Insurance Company*)
- Product Knowledge: State Specific Auto Product Knowledge (*Allstate Insurance Company*)
- Product Knowledge: Traditional Life Post-Center (*Allstate Insurance Company*)
- Product Knowledge: Nutrition (*American Academy of Pediatrics*)
- Product Knowledge: Asthma (*American Academy of Pediatrics*)

Product Knowledge: Immunization (*American Academy of Pediatrics*)
 Product Knowledge: Reflux (*American Academy of Pediatrics*)
 Product Knowledge/Process Improvement: Commercial Strategic Risk Management (*Allstate Ins. Company*)
 Project Management: eProject Project Management Tool (*Allstate Insurance Company*)
 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: Fast Start Performance Tools (*Hewitt Associates LLC*)
 Sales: Guided Demo Tour (*Hewitt Associates LLC*)
 Sales: Personal Financial Review (*Allstate Insurance Company*)
 Sales: IMPACT Contact Management System (*Allstate Insurance Company*)

Webinar/Web Conference

Sales/Product Knowledge: Express Learning Product Knowledge Topics (*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

Billing: Allstate Billing Training (*Allstate Insurance Company*)
 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 (*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: Response Coaching (*Allstate Insurance Company*)
 Call Center: Siebel CRM System (*Allstate Insurance Company*)
 Customer Service: Customer Service for the Technician (*Plumbing and Mechanical Contractors Association*)

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

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

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

Finance: Exclusive Financial Specialist (*Allstate Insurance Company*)

Finance: EA/EFS Partnership (*Allstate Insurance Company*)

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

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

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

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

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

Human Resources: Healthcare Benefit Employee Meetings (*Hewitt Associates LLC for ServiceMaster*)

Human Resources: Healthcare Benefit Employee Meetings (*Hewitt Associates LLC for Lake Forest Hospital*)

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

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

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

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

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..*)

Quality: Change Acceleration with ChangeNet Guidebook (*Motorola, Inc.*)

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

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

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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 (*Motorola, Inc.*)
 Quality: Quality Essentials for Hardware (*Motorola, Inc.*)
 Quality: Quality Essentials for Manufacturing (*Motorola, Inc.*)
 Quality: Quality Essentials for Software (*Motorola, Inc.*)
 Quality: Quality Essentials for Sourcing (*Motorola, Inc.*)
 Sales: Prime Financial Sales Institute (*Selling Dynamics*)
 Sales: Internal Agency (*Allstate Insurance Company*)
 Sales: Client Development Demo Pack Training (*Hewitt Associates LLC*)
 Sales: Introduction to LoanSoft (*Platinum Mortgage*)
 Sales: Turning Service into Sales (*Financial Training Resources, Ltd.*)
 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*)

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*)

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

Human Resources: Staffing Wrapper Website (*Motorola, Inc.*)
Human Resources: New Hire Orientation Toolkit (*Hewitt Associates LLC for Chevron Corporation*)
Human Resources: Inclusion Catalyst Guidebook (*Motorola, Inc.*)
Information Technology: iHotellier 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 software and customized versions) (*Allstate Insurance Company*)
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*)
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 Development Advisor Website (*Hewitt Associates LLC*)
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 (*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

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

Financial Services: Charting a New Course (*Allstate Insurance Company*)

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

Sales: Pastors Coaching System (*Ministry Advantage*)

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

Self-Paced Workbooks

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*)

Sales: Train-the-Trainer Self-Study Guide (*Allstate Insurance Company*)