2018
EDUCATION
SCHEDULE

TRICORPS EDUCATION

First and foremost, we love educating leaders. It's what gets us out of bed in the morning; it's our shot of coffee on the way to work. Seeing organizations that we help thrive, even under challenging circumstances, is exhilarating. We believe in technology. We understand its power to transform. We are also aware that this transformation can either be a positive one or a negative one. We aren't technology cheerleaders; we are technology teachers. We want technology to be a force for good in both the organizations that we work with and in the broader world. That's why we do what we do. We are passionate about teaching technology so that it can provide a positive influence on organizations.

Private Courses

Private education is for executives who want to educate a larger portion of their team on a specific topic in their comfort of their own offices. A TriCorps consultant will travel to the organization to teach a larger group on the selected topic. Our private courses are tailored to meet the challenges an organization faces both internally and within its specific industry. This environment can help team members begin conversations around the topic that can lead to larger change.

WHAT'S NEW IN 2018 EDUCATION?

We value the personal relationships and on-site education each year in our facilities, however we have learned that travel budgets and/or time constraints sometimes interfere with your ability to participate in our courses on-site. This year we are excited to introduce Remote Access Education delivered directly to your Conference Room for most of our course offerings. Using the latest online meeting technology promises an active learning remote classroom experience for participants.

Public Courses

We have a range of public courses available throughout the year. These courses are hosted at TriCorps' main office outside of Oklahoma City and many are also streamed digitally. Public courses offer the opportunity for leaders to interact with TriCorps specialists and consultants while learning in a collaborative environment with executives from other organizations and industries. A list of our public courses is available below.

SCHEDULE OVERVIEW

We are in a perpetual state of improvement. To cast a clear vision of the future, we must constantly adapt to the world around us and respond to the evolving educational requirements of our clients. For that reason, know that our education schedule and outlines are always subject to minor adjustment throughout the year.

Course Name	2018 Schedule	Course Details
Raising Digital IQ	Jan 31 – Feb 1	Live Course + Remote Access *(Beta Group)*
Vendor Relationship & Contracting Process	Feb 22 (2-hours)	Remote Access *(Subscribers Only)*
Digital Transformation Design	Feb 29 – March 1	Live Course + Remote Access
Machine Intelligence	March 26-27	Remote Access
Profit Amplification	April 18-19	Live Course + Remote Access
Operational Excellence	May 8-10	Live Course + Remote Access
Data Driven Leadership	June 20-21	Live Course + Remote Access
Marriage of Business & IT	July 25	Remote Access
Collaboration & Knowledge Management	July 26	Remote Access
Rivers of Information®	Aug 23	Remote Access
Technology Governance	Sept 19-20	Live Course + Remote Access
Digital Constituent Experience Series	Oct 16-18	Live Course + Remote Access
Vendor Relationship & Contracting Process	October 4 (2-hours)	Remote Access *(Subscribers Only)*
Annual Think Tank	Nov 5-6	Live Course Only
High Beam Leadership	Nov 7	Live Course Only

Content and presenters subject to change based on relevant topical developments

Raising Digital IQ
Growing Digitally Mature Teams

LIVE COURSE + REMOTE ACCESS (BETA GROUP)

January 31 – February 1
Two 5-hour sessions over two days - Jan 31- Feb 1, 2018 - Noon to 5pm (CST)
Delivered to your Conference Room via Live Stream and In-Person in Oklahoma City

As the technology footprint of organizations grows and your workforce changes, there is an expectation that fewer people will do more work. We expect teams to leverage technology to a high degree of excellence. Consequently, many workforces don't have the specific technology skills they need, and most traditional HR or management models don't have a solution for this challenge. Look beyond today, it's safe to say that nearly all of your talent needs to be excellent at their core duties, while augmenting their skills with a technology emphasis. With that in mind, this course will address this challenge step by step.

- First, we'll look at what steps you and your team can take to adapt to the new normal, and acquire the skills and fluency to succeed in this digital transformation. How can you leverage Rivers of Information to drive Self Learning? What strategic adjustments need to be made to improve training, and onboarding in this new environment?

- We will share approaches to weave technology skills around data science, automation, workflow development, collaboration, efficiency techniques for productivity into your team and culture – and then consider ways to measure the technology IQ of teams as a means to identify areas to improve.

DESIGNED FOR

- Leaders as well as up and coming high potential managers
- Executives interested in understanding how to win in the digital transformation.

- And finally – we will consider models an organization can use to incentivize and motivate teams to elevate their digital IQ to raise the collective digital maturity of your team.

This course will help you build an action plan for improving the collective technology aptitude of your team.

Presenters may include Scott Klososky, Phillip Seawright, Austin Klososky

Vendor Relationship & Contracting Process
Training and Education for our Subscription Service

REMOTE ACCESS ONLY

February 22 and October 4
Two separate two-hour sessions offered twice in 2018 – 1pm to 3 pm (CST)
Delivered to your Conference Room via Live Stream or On-Demand for your organization

You need your technology vendor's tools and services to build the digital foundation that runs your business. Vendors need your business. In order to close a deal, they often make promises they may not be able to deliver. This can develop into a spirit of distrust, or worse. Your organization will invest a great deal in these projects and software and will be dependent on their success. It is important to ensure that they start well, run well and end well, within a timeline that aligns with your needs and at a cost that fits within your budget.

By leveraging the experience and knowledge of TriCorps, you will make your vendor projects a success and cultivate healthy and productive vendor relationships.

The **VENDOR RELATIONSHIP & CONTRACTING PROCESS** (VRCP) was developed by the TriCorps team with a team of technologists and legal advisors to equip you to look out for your organization's best interests and establish excellent agreements from the start. It is designed to set up your team and your organization for the best possible outcome.

DESIGNED FOR

- Subscribers to this process who are involved in technology contract negotiation, software vendor selection, technology contract renewal, etc.
- In-house legal teams who need support to understand nuances of technology contracts

This training is exclusively available to active VRCP subscribers to help you fully leverage the tools and assets available to you within the VRCP.

Presenters may include Phillip Seawright, Scott Klososky, Don Kark, Keith Commander

Digital Transformation Design
Foundations for Success in Digital Transformation

LIVE COURSE + REMOTE ACCESS

February 28 – March 1
Two 5-hour sessions over two days - Feb 28 - March 1, 2018 - Noon to 5pm (CST)
Delivered to Your Conference Room via Live Stream and in-person in Oklahoma City

Year after year at TriCorps Technologies, we observe that organizations who continue to thrive in the Digital Transformation are consistently doing three distinct foundational steps well and they continue to improve their abilities over time. Conversely, organizations that don't have the critical elements of relationships, processes, and systems documented in a sharable and up-to-date visual format struggle to execute in areas where they want to improve, much less, attempt something revolutionary. This introductory course will outline how mapping relationships, mapping processes and mapping systems work together to help you plot a roadmap towards prosperity. Whether you are actively doing these things today or merely considering the idea, this course will help you see how all sides of the business benefit from these technology concepts and how you as a leader can leverage these pillars to support a successful digital strategy.

- Day 1 examines Mapping Relationships and leveraging the outcomes to drive your overarching technology strategy.
- Day 2 focuses on Mapping Processes by giving an introduction to a powerful method of moving from SIPOC to BPMN diagrams while connecting those efforts to the relationships that drive your bottom line.
- Day 3 reviews Mapping Systems. We will discuss system diagramming and blueprinting and also evaluate how your present and future state technology system outlook should dovetail with your mapped relationships and mapped processes. This is the where you connect the dots from customer experience, to employee experience, to technology infrastructure and consider how to tune your holistic technology strategy to drive your organization's long-term prosperity.

DESIGNED FOR
- C-Suite Executives and organizational Leaders
- Executives with interest in digital transformation.

Presenters may include Andrew Ranson, Phillip Seawright, Matt Stafford, Chad Noland

Machine Intelligence

How Intelligent Software & Robotics will Drive an Explosion in Automation

REMOTE ACCESS ONLY

MARCH 26-27

Two 5-hour sessions over two days - March 26-27, 2018 - Noon to 5pm (CST)
Delivered to your Conference Room via Live Stream

This course provides a fast-paced explanation of the current state of the machine intelligence eco-system. This includes technologies such as AI, Deep Learning, Robotics, Natural Language Processing and decisions support systems. We will provide a framework so that course participants can gain a clear understanding as to how all of the machine intelligence pieces fit together and work synergistically. Curriculum will include case studies and examples as to how these systems can be used to drive productivity, scalability and profitability. Participants will complete exercises which help you plan for applying these technologies in your organizations. The course will also provide a vision of the near future so that participants have a clear understanding of the vast impact machine intelligence will have on the economy and society.

Presenters may include Scott Klososky, Don Kark, Matt Stafford, Phillip Seawright

DESIGNED FOR

- Executives with interest in automation workflow driven process improvement
- C-Suite Executives including CEO, CIO, CFO, COO, Controller
- Strategic thought leaders within your organization.

Profit Amplification

Systematically Reduce Costs and Grow Revenue with this Technology Investment Strategy Approach

LIVE COURSE + REMOTE ACCESS AVAILABLE

April 18-19

Two 5-hour sessions over two days - April 18-19, 2018 – Noon to 5pm (CST) –
This class includes a pre-course online exercise.
Delivered to your Conference Room via Live Stream and In-Person in Oklahoma City

The ultimate goal of a for-profit business is to generate consistent profits at a level that supports long-term growth. Amplifying profit is accomplished by increasing revenue while lowering costs at the same time. Technology offers the opportunity to address both sides of the equation when it is used to expand revenue generation capacity while creating lean, efficient operations. This comprehensive course focuses on helping leaders to learn new metrics and analytics for driving progress with a balanced approach to profit amplification as a consistent part of the overall business strategy.

Presenters may include Andrew Ranson, Jon Knisley

DESIGNED FOR

- C-Suite Executives including CEO, CIO, CFO, COO, Controller
- Strategic thought leaders within your organization.

Operational Excellence Series
Apply HUMALOGY® Based Lean to Optimize Performance

LIVE COURSE + REMOTE ACCESS AVAILABLE

May 8-10

Three 5-hour sessions over three days – May 8-10, 2018 – 12pm to 5pm (CST)
Delivered to your Conference Room via Live Stream and In-Person in Oklahoma City

In our present and future economic models, streamlining and automating processes is crucial to compete in cost effective and scalable ways. HUMALOGY® is the concept of understanding the integration between humans and technology to get a process done with excellence and is a foundational consideration in our exploration of operational excellence. Finding the most efficient balance, between what humans do and what technology does, uncovers the optimum point for productivity. This course teaches our process for:

- Process and time management at a personal level, a team / departmental level and an enterprise level.

- Maximizing the efficiency of processes and value created by an organization's internal operations.

Presenters may include Andrew Ranson, Chad Noland, Phillip Seawright

DESIGNED FOR

- C-Suite Executives including CEO, CIO, CFO, COO, Controller
- Executives with interest in automation workflow driven process improvement
- Any individual seeking to develop personal efficiency tactics and departmental efficiency abilities
- Strategic thought leaders within your organization

Data-Driven Leadership & Strategy

How to Glean Wisdom from Data and Use It to Win in Your Market

REMOTE ACCESS AVAILABLE

June 20-21

Two 5-hour sessions over two days – June 20-21, 2018 – 12pm to 5pm (CST)
This class includes a pre-course online exercise and follow-up correspondence.
Delivered to your Conference Room via Live Stream and in-person in Oklahoma City

The concept of DIKW (Data – Information – Knowledge – Wisdom) is a powerful foundation for understanding how to leverage data as an asset. A core skill for managers and leaders is the ability to have visibility into the truth of any aspect of an organization. Being able to clearly see the truth allows your team members to make fact based decisions instead of relying on instinct and experience. Spending large amounts of money on business intelligence technology will not make you an expert in DIKW. Attendees of this course will learn how to mature a comprehensive data intelligence strategy and how to fully use data as a weapon in the market.

Presenters may include Phillip Seawright, Scott Klososky, Don Kark, Jon Knisley

DESIGNED FOR

- C-Suite Leaders including CEO, CMO, CTO, etc.
- Senior Leadership tasked with analytical challenges
- Marketing, Data, Technology, or Finance Professionals
- IT professionals who are working with the business to improve data health, accuracy and utilization
- Strategic thought leaders within your organization

Marriage of Business & IT

Best Practices for Sharing Digital Responsibility Across the Organization

REMOTE ACCESS ONLY

July 25

One 5-hour session – July 18, 2018 - 12pm to 5pm (CST)
Delivered to Your Conference Room via Live Stream

Applications are designed to improve the management of business processes, relationships, and data. Business owners are responsible for defining how the application is used and making sure the application is being used properly by their workforce. IT is responsible for designing, configuring or building, testing, securing, and monitoring the health of the application. Many organizations have forgotten their digital responsibilities and how the business and IT should communicate and work together in an increasingly complex digital world. In this course, we'll teach and review the basic concepts and agile best practices which enable a healthy marriage between the business and IT.

We will introduce and practice the basics of digital project management, software development lifecycles, budgeting, road mapping, and visualizing the application portfolio. We will discuss ownership models for different types of systems such as ERP, CRM, BI, and internal productivity tools such as email. We will also learn about how to balance centralized versus decentralized technology decision making.

Presenters may include Phillip Seawright, Chad Noland

DESIGNED FOR

- C-Suite Leaders
- Senior Leadership
- Any leader or individual who is looking to improve enterprise collaboration
- Any leader in the business or IT who is interested in cultivating healthier relationships within the business.
- Strategic thought leaders within your organization.

Collaboration & Knowledge Management

Also called "How to Make SharePoint and Similar Tools NOT Suck"

REMOTE ACCESS ONLY

July 26
One 5-hour session – July 19, 2018 - 12pm to 5pm (CST)
Delivered to your Conference Room via Live Stream

Why do collaboration efforts around platforms such as SharePoint, Office 365, Jive, Chatter and Slack fail to live up to expectations? Why do we continue to collaborate primarily in email? In this course, we explain the primary obstacles to enterprise wide buy-in for collaboration, and how to overcome these obstacles by building simple business cases that resonate with executive stakeholders. In short, smarter enterprises win through faster decision making and sharing of information throughout the enterprise.

To build more effective digital collaboration and knowledge management capabilities, we'll review and practice the techniques associated with creating collaboration sites or groups, enterprise search, enterprise content management, process management, business intelligence and social networking. We'll also discuss how individual applications impact the user experience such as email, mobile applications, and local file syncing. After learning the techniques and best practices, you will self-assess your collaboration capabilities in order to identify quick wins and to quickly create a backlog of projects and programs to improve your organization.

Presenters may include Phillip Seawright, Chad Noland, Austin Klososky

DESIGNED FOR

- C-Suite Leaders
- Senior Leadership
- Any leader or individual who is looking to improve enterprise collaboration
- Marketing, Data, Technology, or Finance Professionals
- IT professionals who are interested in cultivating healthier relationships with their business counterparts
- Strategic thought leaders within your organization.

Rivers of Information®

In a Knowledge Economy, Here's how Smart Teams Win

REMOTE ACCESS ONLY

August 23

One 4-hour session – August 23, 2018 – 1pm to 5pm (CST)
Delivered to Your Conference Room via Live Stream

In a knowledge economy, the smartest teams win. Somewhere along the line, many people skip the step it takes to build their unique system for finding valuable information sources and filtering this information into their brains. This is about making the most of the time you have to improve. All it takes is 30 to 45 minutes every day. Consider the difference that 30 minutes of active learning each day could make in your knowledge. That is 210 minutes of information gathering a week, 840 minutes in a month, and 10,920 minutes in a year. That amounts to 182 hours of active learning that you've added into your year. How much can you learn in 182 hours? If that information is targeted, you can become knowledgeable about any topic you choose. Multiply that amount by the size of your staff – that equates to a mountain of information that your organization can be pulling in at all times. If you aren't currently doing this (or your employees aren't), what else are you doing with that time?

We have a six-step process to help you institutionalize the building of Rivers of Information™ into your organization as well as a tool-based checklist of details that will help you (and your staff) develop high-quality Rivers of Information. Come experience the basics of this approach to information gathering.

Presenters may include Andrew Ranson, Austin Klososky, Scott Brady

DESIGNED FOR

- Any leader or individual who is looking to improve their digital IQ or industry knowledge
- Any leader in the business or IT who oversees strategy development
- Strategic thought leaders within your organization

Technology Governance

Balancing Chaos & Bureaucracy to Drive Repeatable Success

LIVE COURSE + REMOTE ACCESS AVAILABLE

September 19-20

Two 5-hour sessions over two days – September 19-20, 2018 – 12pm to 5pm (CST)
This class includes a pre-course online exercise and follow-up correspondence
Delivered to your Conference Room via Live Stream and In-Person in Oklahoma City

Technology is a cornerstone of every business yet the gap between the business & IT remains troublesome. A 2014 survey by *CIO Magazine* found that only 25% of CIOs report they see their IT group as a true business peer. Nearly half reported their IT group is viewed by colleagues as a cost center or service provider. Meaning, we still see an enormous rift in board rooms between c-suite executives and IT departments. Organizations continue to struggle to bridge this divide. It's not up to the IT department to build this bridge, it's up to the leaders. It's up to you.

The IT Governance Course tackles problems of defining and implementing good governance practices. It is designed to help IT and business units communicate and collaborate more effectively to increase productivity and quality.

Presenters may include Keith Commander, Scott Klososky, Don Kark, Phillip Seawright

DESIGNED FOR

- C-Suite Leaders
- Senior Leadership
- Marketing, Data, Technology, or Finance Professionals
- IT professionals who are interested in cultivating healthier relationships with their business counterparts
- Strategic thought leaders within your organization.

Digital Constituent Experience (CX) Series
Featuring Relationship Journey Mapping + Digital Marketing

REMOTE ACCESS AVAILABLE

October 16-18

Three 5-hour sessions over three days – October 16-18, 2018 – 12pm to 5pm (CST)
Delivered to your Conference Room via Live Stream and In-Person in Oklahoma City

Day 1 – Mapping the Digital Journey

Day 2 – Architecting a Superior Constituent Experience

Day 3 – Delivering and Optimizing the Constituent Experience

Shifting from a company-centric to a customer-centric mindset is a challenge, but organizations that choose to ignore the need to transform their approach are not only leaving revenue on the table but risking their future viability. Our CX Series is designed as three separate courses that are best when attended as a series. In the context of this course the "C" in CX could include members, brokers or any other variant you might encounter in your space. Customer experience is one of the critical components in revenue re-engineering brought on by digital transformation and understanding the journey and expectations of your constituents is the foundation of building an excellent experience. New digital media and marketing tools emerge daily to help organizations build stronger relationships with customers and then influence them to take action. Many organizations struggle with how to architect their systems of engagement and systems of record to provide a true omnichannel experience. The ability to build better relationships and get people to take action through digital techniques is a powerful differentiator in the market.

DESIGNED FOR

- C-Suite Leaders
- Senior Leadership
- Marketing, Data, Technology, or Finance Professionals
- IT professionals who are interested in cultivating healthier relationships with their business counterparts
- Strategic thought leaders within your organization.

Presenters may include Jon Knisley, Matt Stafford, Scott Klososky

Annual Think Tank

Invitation Only Annual Event with Evolving Themes Focused on the Future

LIVE COURSE ONLY

November 5-6
1.5 days from 1pm on November 5 through 5pm on November 6
In-Person only in Oklahoma City

This Think Tank is an exclusive event that TriCorps hosts that generates new thoughts around the changing environment of tech strategy during economic swings, how to extrapolate trends for profit amplification, and concepts for the distant future, to name a few. We follow a TriCorps facilitated model of idea harvesting, future gazing, high beaming, spoon bending time, and historical review. This is a highly intellectual set of discussions created for people who are interested in gaining a better worldview about the role technology is and will be playing in the world.

Facilitated by Scott Klososky and other TriCorps Team Members

High Beam Leadership

Invest in the Future by Developing a High Beam Approach to Leadership

LIVE COURSE ONLY

November 7
1 Day – 8:30am to 5pm
In-Person only in Oklahoma City

Leaders who see the future most accurately are the ones who will be most successful because they will be able to make the proper investments in that future. We call these "high beam leaders," and everyone has the ability to become one. This course teaches the TriCorps High Beam Process. This is a five-step system that is done once a year in order to create a consistent future view for an organization. This view is turned into action steps and investments that assure an organization can reach its goals for years to come. In addition, we discuss some of the more powerful future trends organizations will face over the next three to five years.

Presenters may include Andrew Ranson, Scott Klososky and other TriCorps Team Members

DESIGNED FOR

- C-Suite & Senior Leadership
- Any leader responsible for keeping the organization ahead of the competition.
- Any individual who wants to stay relevant in a world of accelerating change
- Strategic thought leaders within your organization

PRICING OVERVIEW

Because we are passionate about education, we have released some affordable solutions that will fit well within your professional development budgets.

Course Name	Pricing Details	Course Details
Raising Digital IQ	Invitation only- FREE Remote Access, Limited Live Course Access at TriCorps	Live & Remote Course, Two 5-hour sessions
Vendor Relationship & Contracting Process	This course is only available to Active Subscribers of the VRCP Service via remote course delivery.	3-4 hour session
Digital Transformation Design	$800* includes either 2 live participants in OKC, or a conference room of 2 -10 participants	Live & Remote Course, Two 5-hour sessions
Machine Intelligence	$800* includes a conference room of 2 -10 participants	Remote Course, Two 5-hour sessions
Profit Amplification	$800* includes either 2 live participants in OKC, or a conference room of 2 -10 participants	Live & Remote Course, Two 5-hour sessions
Operational Excellence	$800* includes either 2 live participants in OKC, or a conference room of 2 -10 participants	Live & Remote Course, Three 5-hour sessions
Data-Driven Leadership	$800* includes either 2 live participants in OKC, or a conference room of 2 -10 participants	Live & Remote Course, Two 5-hour sessions
Rivers of Information ®	$500* includes a conference room of 2 -10 participants	Remote Course, One 4-hour session
Marriage of Business & IT	$500* includes a conference room of 2 -10 participants	Remote Course, One 5-hour session
Collaboration & Knowledge Management	$500* includes a conference room of 2 -10 participants	Remote Course, One 5-hour session
Technology Governance	$800* includes either 2 live participants in OKC, or a conference room of 2 -10 participants	Live & Remote Course, Two 5-hour sessions
Digital Constituent Experience Series	$800* includes either 2 live participants in OKC, or a conference room of 2 -10 participants	Live & Remote Course, Three 5-hour sessions
Annual Think Tank	Invitation Only, No Cost Associated beyond Travel	Live Experience 1.5 days in OKC
High Beam Leadership	$500* - Included with select Think Tank invitations	Live Course 1 day in OKC
SEASON PASS	$5,000 covers a Season Pass and includes Remote and/or Live Access to every course in 2018 except for VRCP & Think Tank.	

Contact TriCorps Technologies for pricing for additional remote conference rooms, or more than 10 remote participants to negotiate a minor additional fee to cover our modest costs.

Any of our Public Education courses can be customized & delivered to your team in your office. Below are additional courses beyond public education which we routinely deliver to clients.

Interested in More On-Demand Courses or Custom Courses for your Organization?

Ask us to learn about training opportunities for your team on these topics or about developing a custom curriculum specific for your organization.

Personal Productivity/
Individual Contributor Excellence

IT Team: Skills / Service Management Excellence /
PM / BA Excellence

IT Service Management for CIOs and
Other IT Professionals

Accelerated Requirements Gathering +
Vendor Selection (ARM)

CRM & Digital Marketing Vendor Selection Support

Smart City Technology Strategies

Digital Maturity Assessment Models

ABOUT TRICORPS TECHNOLOGIES

TriCorps Technologies is a technology-strategy firm with corporate offices in Oklahoma City and resources spread across the United States. We have been helping organizations become world class at leveraging technology to create competitive advantage for more than eight years and have years beyond this in collective experience across our consultants.

We work with organizations in many industries serving both mid-market and global entities. Our focus is simple: develop winning strategies, educate clients on market-leading best practices, support them in implementing these strategies to gain competitive advantages and sustainable results.

Our team has marketing-savvy technologists with a deep understanding in business operations, sales and management. We work to help clients identify the weaknesses in their skills, processes, culture or infrastructure, and then assist in closing those gaps.

Organizations must continually improve how they balance the use of technology with the human element of business processes. Mastery in this quest will lead to amplified profits and long-term prosperity. The economy will favor leaders who learn to be world class at executing on thought-leading strategies and will punish those who believe they can tread water. This is the life-long mission of TriCorps – to help clients achieve a high level of Technology Mastery. We all benefit when people use technology in more powerful ways.