

GRN Resource Center



Overview of Services

Business Development
Training and GRN University
Finance and Accounting
Technology
Recognition Programs
Meetings and Event Calendar
Site Selection Services
Partner Services
Legal

Business Development

The GRN Business Development team is available to help you reach your goals. With over 180 years of combined experience in all phases of the business, the Business Development Managers (BDM) team works hands-on with owners and their staff.



Steve Fogelgren - 38 years
Vice President



Jerry Hill - 34 years
Vice President



Jolie Wilson - 36 years
Vice President of Field Operations



Carol Cotter - 25 years
Business Development Manager
Western Region



Joanna Ransley - 22 years
Business Development Manager
Eastern Region



Jeff Carmean - 17 years
Senior Director of Training
and Operations



William Smyser - 14 years
Business Development Manager
Central Region

Primary services delivered by your business development staff include:

- Daily telephone access to subject matter experts
- Assistance in developing specific placement strategies and one on one coaching for closing placements
- Weekly and monthly communication pieces with valuable insight, news and success stories
- Assistance with hiring, training and staff management
- Onsite training of initial hires trained in your office by experts from the BDM staff
- Additional week of onsite training to further develop Managers and staff
- Ongoing visits to provide tactical and strategic business development
- Strategic visits for offices in growth mode
- Yearly support from GRN financial staff to help with annual business planning
- Consultation on office development and models

Training and GRN University



The GRN Training and Business Development team is constantly updating and creating new programs to help you and your employees improve.

Initial or Induction Training Programs

- **Franchise Training Class (FTC)** – Two week training program for owners, conducted in the learning center at GRN's corporate headquarters.
- **GRN Owner Intermediate Training** – One week follow up training post – FTC conducted remotely via webinar. This course is designed to help owners hone the skills learned in FTC.
- **GRN Office Launch Training** – A four day management training program designed for owners opening a GRN office and hiring employees.
- **GRN Resource Center** – Ongoing access to business content consisting of forms, templates and samples.
- Operating manuals for management, administrative and search consultants training and development.
- Additional reference guides, job aides and media libraries.

Ongoing Training Programs

Sales Consultant Training on Video (SCTV) – A video conference learning curriculum used by the Business Development team to deliver training to you and your employees.

SCTV includes programs such as:

- Two week introductory Search Consultant training
- Desk specialty forums
- Ongoing development

Advanced SC training programs include:

- **SMART Recruiting** – Intermediate training offered by the Business Development team on an ongoing basis to build core skills in marketing and recruiting.
- **GRN Gold** – A certification program designed to reward performance and tenure for search consultants.

Advance Manager training programs such as:

- The **GRN University Management Series** – advanced management courses and seminars.
- System wide webinars held monthly for managers.

Online multimedia library and DVD based training resource.

Ongoing technology curriculum delivered online with a live instructor.





Finance and Accounting

The GRN Finance and Accounting department serves as a resource to help you record your business activity and plan your fiscal operation.



Yudh Kittiviriya
Vice President of Finance

You can rely on the GRN accounting team for:

- Setup of your QuickBooks business template and training during the third week of Franchise Training Class
- Ongoing support of the chart of accounts and initial data entry for QuickBooks
- Consultation on your monthly financial statement
- Quarterly review of your business planning
- Consultation on year end financial statement and general ledger before submitting to your accountant
- Billing of placements and the system for collection of cash
- Assisting with any collection issues in conjunction with GRN legal department
- Visit to your office for annual business planning

GRN's technology platform and services allows the GRN Network of offices to perform in a highly efficient manner through the use of technology.

Technology

Computer Network Installation and Support

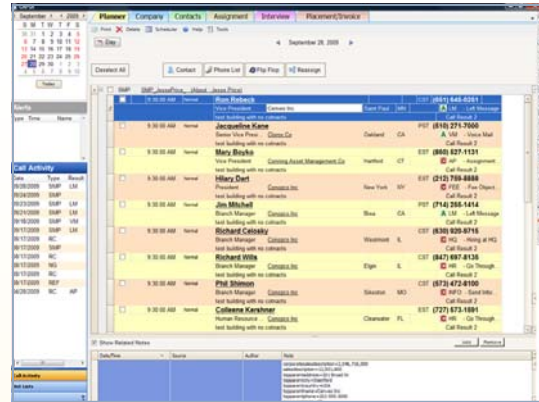
All equipment and software is from top tier manufacturers and is designed for business use. Equipment is tested and configured before installation in your office by GRN technical staff and partners. Ongoing support is through a help desk manned by certified technicians representing close to 100 years of experience supporting recruiters. Backup, restoration and disaster recovery systems safeguard your information. Also provided is routine system planning, design and purchasing consultation.

Integration of Additional Tools

The technical staff consistently experiments, tests and integrates additional tools like data sources or accounting programs. This enables GRN to incorporate the latest technology without the bleeding edge pain.

Technology Training

In addition to manual documentation, reference guides and multimedia training modules, BBDP has developed a curriculum taught through GRN University to assist managers, administrators and recruiters with utilizing technology.



Technology Development

GRN has created award winning software programs and customized them into a unique platform consisting of:

CAPSX – For the past ten years, the CAPS system has been used by thousands of recruiters, helping to generate millions of dollars in revenue. At GRN, the CAPS program was re-designed to mirror the GRN system of recruiting. The patented “Planner Centric” system will help you manage your customer relationships, applicant tracking and reporting functions.

CAPS CHAT and EXCHANGE – Designed specifically for GRN, this toolset connects the entire GRN network, enabling collaboration and the ability to share business.

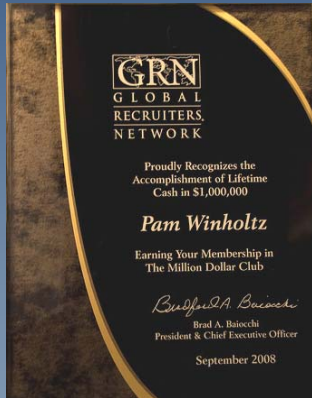
GRN WEBSITES – The GRN offices are provided an up to date website customized to their specialties and automatically updated with the biographies of their staff. The websites are also connected to your database, allowing for automatic listing of your open job orders and allows for candidate application.

GRN VIDEO CONFERENCING NETWORK – Using professional equipment from an industry leader, GRN has built a proprietary video conferencing network to connect the entire network. This includes university and bridging capability for distance learning as well as the ability to host candidate interviews for clients.

GRN FRANSYS – Centralized invoicing provides an easy to use administrative and accounting system for each office. The Fransys system tracks your progress and needs, connecting the functional experts at Corporate to your office.

Recognition Programs

GRN celebrates the achievements of our network with a variety of programs, including:



- A daily ticker of new placements from consultants across the GRN network
- Weekly communication with news from our network and interesting success stories
- Monthly rankings distributed by email
- Multiple award categories for rookies, search consultants, managers and owners
- Yearly awards comprised by region and acknowledged at annual awards dinner during your regional meeting
- Network wide awards acknowledged at the GRN awards dinner during the National Convention
- Additional awards based on tenure, revenue or special achievements
- GRN network news, awards and recognition is automatically pushed to office websites and available in distributable format

Meeting and Events Calendar

The GRN Events Calendar is designed to maximize face to face time with everyone in the GRN family. A few of the popular events include:

- Monthly Desk Specialty Forums – Organized by industry and discipline
- Annual Regional meetings held at a location within your region
- Annual Global Workshop hosted by Corporate for owners and managers utilizing outside speakers, best practices and advanced training
- Mini-Regional meetings held at a central office location all over the country – designed and conducted by the Business Development Manager for the region
- Annual National Convention for owners at an exotic location
- Annual Peak Performer incentive trip held at same exotic location and in conjunction with the National Convention for owners



Site Selection Services

The GRN Site Selection service is designed to create a professional, efficient and productive working environment. These services are performed on-site and in a turn-key manner by experienced GRN staff in conjunction with approved partners. The goal is to take these tasks off of your shoulders so you can quickly and thoroughly concentrate on your business.

The GRN site selection specialist will provide a calendar of events throughout the entire site selection process.

They will visit your local area to arrange tours of potential office space. With the help of GRN legal, they'll negotiate and review all lease agreements and ensure the design meets the standard developed by GRN.



John Israel
Vice President of Customer Relations

With your approval, the site selection specialist will act as the project manager for:

- Office space build out and other infrastructure
- Ordering and installation of phone lines, internet access, network cabling and telephone equipment
- Delivery and installation of the GRN computer equipment in conjunction with GRN Technology group
- Ordering, delivery and installation of office furniture
- Order and delivery of appropriate business accessories such as stationary, envelopes, business cards, etc.
- Ongoing support for future expansion plans and installations



Partner Services

GRN has developed relationships with 'best-in-class' partners in order to provide each office with the most robust business support.

Although you are not always required to use an approved GRN Partner, there are compelling reasons to do so:

- GRN Corporate screens, tests and negotiates offerings from partners before they are approved
- Approved partners take the time to learn our business and the impact of their offering to our business
- GRN Corporate can assist in resolving issues with approved partners
- As more offices use approved partners, better pricing and special attention is given to GRN
- Approved partners are committed to training GRN offices on their offerings and where applicable, are scheduled into GRN University curriculum at no additional cost

Legal

GRN Legal assists franchisees with general legalities involving human resources and business operations.

Assistance begins during initial franchise training and continues with ongoing guidance and counsel.

As part of the document library, franchisees will find valuable templates such as employment agreements and client fee agreements.



Mark Baiocchi



2001 Butterfield Road, Suite 102
Downers Grove, IL 60515
866-476-8200 Phone
630-663-1919 Fax