

CREATING WORLD-CLASS CONTENT

GRANDMASTERS MENTOR SPOTLIGHT

Serina Kwok, SME and PM



Serina is a Project Manager (PM) and Subject Matter Expert (SME) specializing in Microsoft Dynamics 365 and Microsoft Power Platform. Her work consistently displays her enthusiasm for technology and education. Serina has worked with technology for more than 15 years and uses her skills as a Project Manager, Trainer, and Consultant to help improve organizational processes for companies, and increase the confidence of individuals.

Serina has been with GrandMasters for more than 10 years. She started as a SME, and seeing the perfect alignment with her passions, joined the team to help GrandMasters develop and grow.

Bringing those same passions into her personal life, Serina is an avid volunteer and loves to take care of her Little Free Library.

“We are thrilled to recognize Serina Kwok as one of our top GrandMasters Mentors! Her invaluable input and tech-savvy solutions consistently enhance our processes without sacrificing quality. Serina’s teaching, training, and mentoring skills are highly valued by our experts. Her innovative approach and commitment to excellence significantly boost our team’s productivity and talent development. We thank Serina for her outstanding contributions and inspiring leadership.”

- Lisa Kreissler, Client Director, Founder

WOSB & WBENC CERTIFIED



GrandMasters is proud to be a certified Women Owned Small Business (WOSB) and Women Business Enterprise National Council (WBENC).

GRANDMASTERS NEW COMMISSION PROGRAM

We are excited to announce a new commission program for our valued subject matter experts and team members.

At GrandMasters, we offer various services, including assessment development, courseware development, instructor-led training, project management, editing, contingent staffing, and recruiting. Our team of experts is dedicated to providing high-quality services to meet the needs of our clients.

Here is how the commission program works:

- If you introduce GrandMasters to a new opportunity with a potential client, you will receive 2% commission on the total contract value.
- The commission will be paid to you monthly after the client has paid GrandMasters.
- The commission will be valid for 2 years, starting from the date of the contract signing.

Next steps:

- Email Lisa Kreissler at lisa@grandmasters.net to arrange a meeting to talk about the business opportunity.

GRANDMASTERS GIVING



Breakthrough T1D™
Formerly JDRF

2024 2nd Quarter Giving - \$2,750 to Breakthrough T1D (Formerly JDRF)

Our Client Director, Lisa Kreissler, inspired many years ago by a young softball player with Type 1 diabetes (T1D), has continued GrandMasters' commitment to support Breakthrough T1D. This year, at the 42nd annual Beat the Bridge event, the young softball player's team raised nearly \$88,000, bringing their overall fundraising amount to \$700,000.

The softball player is now entering her junior year at Notre Dame and is spending the summer working at Camp Sweeney for kids with T1D. Together, Breakthrough T1D is turning Type 1 into Type None.



2024 2nd Quarter Giving - \$1,195 to Girls on the Run

Girls on the Run is an organization dedicated to creating a world where every girl knows and activates her limitless potential and is free to boldly pursue her dreams. Their mission is to inspire girls to be joyful, healthy, and confident using a fun, experience-based curriculum that creatively integrates running.

With programming available in over 12,000 locations across North America, Girls on the Run is committed to ensuring that all girls have access to the organization's life-changing programs. The lives of over 2.25 million girls have been transformed, with 97% reporting that they learned critical life skills, including resolving conflicts, assisting others, and making intentional decisions.

TEAM MEMBER HIGHLIGHT



We are thrilled to welcome Dallas Calvert to our CDM/Editorial team! Dallas has embraced every challenge with enthusiasm and has swiftly mastered our processes with impressive efficiency. She is fantastic to work with, and we couldn't be more excited to have her as part of the GrandMasters team.

SME HIGHLIGHT



We have had the pleasure of working with Matthew Mead for the past 3 years. He consistently delivers exceptional results, assists us with urgent requests, and is always such a joy to collaborate with. We are truly thankful to have Matthew as one of our trusted SMEs.

GRANDMASTERS CORE VALUES

Integrity: *Principled and excellence driven*

Accountable: *Collectively responsible for exceeding expectations*

Innovative: *Progressive solutions for complex processes*

Supportive: *Culture of encouragement*

Collaborative: *Effective and efficient*

Gratitude: *Shared attitude of appreciation and thankfulness*

GRANDMASTERS LEADERSHIP TEAM UPDATE



Exciting news! GrandMasters is working on numerous new projects focused on developing instructor-led training modules and comprehensive training content for the Microsoft Learn platform. The learning material covers topics such as Azure cloud services and Microsoft 365 applications to the latest advancements in AI and Copilot. Our goal is to provide engaging, practical, and up-to-date training that will empower Microsoft's customers and users to maximize their proficiency with Microsoft technologies. By delivering top-tier training solutions, we aim to support Microsoft's mission of fostering a well-informed, skilled, and innovative community of technology professionals.

And there's more! We are thrilled to partner with Home Builders Institute (HBI) in developing specialized courseware aimed at equipping future home builders with the essential skills and knowledge they need to succeed in the construction industry. These comprehensive training programs will cover key areas such as building techniques, safety protocols, and sustainable construction practices. By partnering with HBI, we are committed to contributing to the growth and development of the next generation of skilled tradespeople.

GRANDMASTERS KUDOS



"I just wanted to reach out and let you know that I thought the JTA went really well! I even had a couple SME's reach out to me afterwards and comment on it. It was a free-flowing and productive discussion throughout. All that being said, I think you had a lot to do with that. You did a fantastic job keeping track of the conversation, contributing to it, and just in general doing a fabulous job."

-A **Technology** client



"Excellent CDM team. Jaime and Dallas helped me a lot to understand what needs to be done. They are awesome. Really enjoyed working with them. Kudos! GrandMasters is also never late in payment. Always on time!"

- A **GrandMasters SME**

"I want to express my gratitude for the time and effort GrandMasters dedicated to our curriculum redevelopment project. The level of detail and the amount of data compiled, along with how it is presented, is truly beyond impressive. The amount of work you've done is remarkable. I hope to share this with some of the executives one day. They need to appreciate the depth of detail involved in just one part of the project. Your final products are truly extraordinary. Thank you again!"

-A **Construction** client



"Jaime Odell did an excellent job facilitating, as usual. It can be hard to drive the conversations forward with so many opinions flying around, but she handles it with ease. Each of the SMEs brought great insights to the course and helped us shape and update the course for the better. I would definitely use them all again."

-A **Technology** client