the Innovator

INNOVATIVE TECHNOLOGIES CORPORATION

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Hot Topics

ITC Implementing a Digital Employee Suggestion Program



We are pleased to announce that ITC is implementing a digital Employee Suggestion Program to improve ITC's customer support operations and employee programs by incorporating the ideas and recommendations of our employees - the people who have a front-row seat to our daily operations and are often in the best position to identify opportunities for improvement.

The Employee Suggestion Program is designed to:

- Give employees the opportunity to become personally involved in making ITC an even better company for both our employees and our customers.
- Encourage a "Don't complain - make it better!" attitude by empowering employees to identify challenges and recommend solutions.
- Provide an easy and effective way to submit ideas that create positive change and continuous improvement throughout the organization.

To encourage participation and reward innovation, employees whose suggestions are approved and successfully implemented will receive a $100 cash award, along with recognition for helping make ITC a better company for our employees and our customers.

Submitting a suggestion is easy. Simply follow this link to submit digitally. ITC Suggestion Form – Fill out form

The ITC Suggestion Program gives every employee an opportunity to help shape the future of our company. Your ideas can improve the way we serve our customers, strengthen our internal operations, enhance our workplace, and contribute to ITC's continued success.

We encourage you to take advantage of this opportunity to make a difference. No one knows our business better than the people who perform the work every day.

We look forward to receiving your ideas and working together to make ITC even better! *Carl Canter*



FROM THE TOP

Learning from Success: The Key to Sustaining Excellence



When we fail at something - whether the setback is large or small - we naturally spend a great deal of time analyzing the decisions and actions that led to the outcome. We do this to understand what went wrong, learn from our mistakes, and avoid repeating them. That is a healthy and necessary part of continuous improvement.

What we often fail to do is devote the same level of attention to analyzing our successes.

If we invested as much time understanding the decisions and actions that led to our achievements, we would gain valuable insight into what made them successful and identify ways to build on those strengths. Instead, it is easy to celebrate our accomplishments, congratulate ourselves, and gradually become overconfident.

Carefully examining our successes often reveals that there is still room for improvement. It may also uncover early warning signs—small issues that, if ignored, could cause today's successes to become tomorrow's failures.

At ITC, we have continued to succeed despite intense competition and a shrinking government marketplace as budget reductions and efficiency initiatives reshape agencies and reduce opportunities. Looking back at our accomplishments, I believe our success can be attributed to two key factors.

- **First, we have always put our customers first.** We are responsive to their needs, and we consistently strive to exceed their expectations. Our customers know that we value their business because we make every effort to earn and keep their trust. Remaining customer-focused must continue to be one of our highest priorities if we want to remain competitive and successful.
- **Second, we recruit, develop, and retain talented, ambitious, and hardworking people who are deeply committed to ITC's success.** Time and again, our employees willingly go above and beyond, often putting the needs of our customers and the company ahead of their own. There is simply no substitute for dedicated people who genuinely care about delivering outstanding results. I applaud each of you for your commitment and professionalism, and I want you to know that ITC's management team is equally committed to earning your trust and providing an environment where you can continue to succeed.



When we achieve success, it is appropriate to celebrate our accomplishments and recognize those who made them possible. We should take pride in what we have achieved together. At the same time, we must never assume that past success guarantees future success. Every accomplishment should motivate us to improve, innovate, and raise the bar even higher.

Above all, we must never forget what brought us here - you. Your dedication, professionalism, and unwavering commitment to serving our customers have made ITC the company it is today. By continuing to put our customers first and striving for excellence in everything we do, I am confident we will continue to earn their trust and build an even stronger future.

Thank you for everything you do for ITC and for our customers. Together, we will continue to build on our successes - never becoming complacent, always learning, and always moving forward.

Joel Mehan

Quality Corner

Delivering Motivational Constructive Criticism



Regardless of your personal leadership style, there will be times when every manager must provide constructive criticism. The challenge is delivering that feedback in a way that motivates improvement rather than discourages the employee.

Here are a few tips for delivering constructive criticism that motivates:

Begin with a positive statement. Whether you are speaking with an employee, your spouse (probably not recommended!), or your 6-year-old, always begin with something positive about the person, their work, or their behavior. A sincere positive opening helps create an atmosphere where the individual is more receptive to feedback.

Address the problem directly. Avoid using words such as *although*, *but*, or *however*. These words can make the positive statement sound insincere or manipulative and quickly erase the goodwill established with the positive statement.

Criticize the action or situation—never the person. Focus on the behavior, not the individual. Avoid making the person the problem. One clue to watch for is the word **"you."** If your comments repeatedly begin with "you," you may be criticizing the person rather than the behavior. Keep the discussion centered on the action and its results.

Help the person understand the impact. Ensure the individual understands not only what happened, but also why it matters. Understanding the consequences is essential to lasting improvement.

Ask for feedback—and really listen. Give the person an opportunity to share their perspective. Ask questions such as, "What are your thoughts?" or "Can you help me understand what happened?" Sometimes their response reveals information you did not have or uncovers the real issue that needs to be addressed. Most importantly, actively listen. If you are not genuinely listening, both you and the employee lose the opportunity to solve the problem and build trust.

Constructive criticism, when delivered with respect, sincerity, and a coaching mindset, strengthens relationships, improves performance, and helps people grow.

Carl Canter

Meet the Staff

Kelly Kooser, Vice President of Business Development



For Kelly Kooser, success has always been about people. This is his second time with ITC, having first worked for the company from 2008 to 2010. When the opportunity came to return, he didn't hesitate.

"ITC has always felt like family. The leadership, the people, and the culture made coming back an easy decision."

With more than 35 years supporting the defense community, Kelly enjoys the challenge of winning new business, but what he values most is building lasting relationships with customers and teammates. He believes that success comes from hard work, honesty, and integrity while serving as a positive role model for others.

Outside of work, Kelly enjoys riding motorcycles, competing in dirt bike races, and spending time with his wife and their 10 grandchildren. One fact that often surprises people is that he grew up in a humble household and became the first person in his family to graduate from college.

His advice for anyone starting their career is simple: *"Work hard, never be afraid to innovate, and always be willing to learn."* Kelly strives to lead by being calm, decisive, approachable, and willing to work alongside his team every day.

Favorite Quote: *" Integrity is Everything."*

Names In The News

Summer Birthdays

June 2026 Birthdays		
Merritt, Marcus	6-Jun	CORP
Cruz, Ben	9-Jun	CORP
Banks, Virgil	15-Jun	TAPS
Kiser Jr, Charles	18-Jun	ANG
Knapp, James	19-Jun	AFRADS
Abrams, Kemuel	24-Jun	AFRADS
Saffa-Wuya, Ceedee	26-Jun	TAPS
Powell, Thomas	29-Jun	TAPS
July 2026 Birthdays		
Kirkbride, Steven	8-Jul	AFRADS
Price, Gabrielle	10-Jul	TAPS
Graham, John	24-Jul	ALMIS
Bates, LeMarc	24-Jul	432 SPTS
Knowlton, Joseph	29-Jul	TAPS
DuBois, Adam	29-Jul	432 SPTS
Taylor, Teresa	30-Jul	WRMC
August 2026 Birthdays		
Nieves Nieves, Yanyra	9-Aug	TAPS
Boelk, David	10-Aug	TAPS
Bowman, Bradley	11-Aug	PASS
Thames, Robert	14-Aug	TAPS
Long, Santana	20-Aug	CORP
Terry, Tara	25-Aug	AFRADS
Dodd, John M	31-Aug	ALMIS
Mehan, Joel	31-Aug	CORP

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Upcoming Pay Periods and Pay Dates

Pay Period	Hours	Timesheet Due	Pay Date
7/16 - 7/31 2026	96	8/01/2026	8/15/2026
8/01 - 8/15 2026	80	8/16/2026	9/01/2026
8/16 - 8/31 2026	88	9/01/2026	9/15/2026

Celebrating Work Anniversaries

Celebrating 1 Year with ITC		
Brandstadter, Ann	WRNMMC	June-25
Brown, Courtney	TAPS	June-25
Abrams, Kemuel	AFRADS	July-25
Celebrating 3 Years with ITC		
Meneces, Ricardo	WRNMMC	June-23
Powell, Thomas	TAPS	June-23
Justice, Daniel	ALMIS	August-23
Celebrating 4 Years with ITC		
Dunn, Jeremy	PASS	June-22
Hayward, Justin	PASS	June-22
Londergan, Patrick	PASS	June-22
Gerken, Gregory	PASS	August-22
Noe, Jason	ALMIS	August-22
Celebrating 5 Years with ITC		
Merritt, Marcus	CORP	August-21

Building the Business

Business Development Quarterly Update



Behind the scenes, our Business Development team spent the second quarter building the foundation for ITC's future growth. During the quarter, the team completed five major submissions for new work and contract access, while continuing to pursue opportunities across the Air Force, Navy, Coast Guard, DHA, and other federal agencies. We also strengthened customer relationships, expanded strategic partnerships, and supported recompete efforts aimed at protecting existing jobs. Every customer meeting, proposal, and partnership is focused on keeping ITC strong, competitive, and positioned to create new programs, career opportunities, and long-term stability for our employees.

Remember that new business is a team effort, so make sure to provide any new business opportunities, ideas, or important program information to: Kelly Kooser, Vice President, kooserk@itc-1.com