



# ANGEL Learning

## Fun – and Hard Work – Lift Company

By Candace Gwaltney

**S**ure, the game room with foosball and a Wii system is fantastic. And everyone loves the modern offices. Not to mention the occasional rewards in the form of a visit from a coffee barista or masseuse.

But that's not why ANGEL Learning ranks among the best places to work.

"The fun, I think, does come from having the coffee barista in, having a nice holiday event occasionally and doing those types of things, but really it comes from each individual doing work they enjoy. When they get to use the skills that they like to use – that they're good at – and they get rewarded, that's fun," relates president and CEO Christopher Clapp. "And then on top of that there ought to be a little frivolity I suppose, but really it's both of those kinds of fun, not just the hilarity."

"But there is a lot of laughter here," chimes in Lynn Zingraf, director of marketing. "There is a lot of laughter here, that's right," Clapp agrees.

Founded in 2000, ANGEL Learning provides enterprise e-learning software and services to K-12 schools and universities. In February, ANGEL moved to INTECH Park on Indianapolis' northwest side to accommodate its growing staff.

Walking through ANGEL's new home, the walls are coated with bright paint and small gathering places with comfy chairs; whiteboards are scattered among offices and cubicles.

"They're designed for people to just kind of plop down, sketch things out and talk," Clapp explains.

Employees point to the reward from serving customers and a cohesive mission as reasons for job satisfaction.

"It's the way we approach the overall market," Zingraf explains. "We're very concerned and focused on the customer experience."

When Candee Roberts interviewed for a job at ANGEL three years ago, she quickly noticed a few things: "It was obvious their passion for the customers. And they laughed a lot."

As vice president of sales, that passion resonates with Roberts. "When we are making decisions, it's as if the customer is in the room with you."

Before Debbie Dillow, learning solutions specialist, calls a customer she hasn't worked with before, she first meets with colleagues to better understand the customer's needs.

That ability to confer with co-workers helps improve job performance.

"We can rely on each others' strengths that are so important to make us a team," she explains.

Zingraf adds that people have the opportunity to work on more than the primary task for which they were hired. They can touch other areas through collaborative discussions and initiatives.

ANGEL Learning believes the K-12 market will fuel its growth in the coming years. Reaching those customers has become a shared effort, Roberts asserts. A growth team to understand that market consists of employees from various departments including marketing, sales and product development.

"People want to contribute at a higher level" and these efforts give them that opportunity, Roberts surmises.



### Answering the Call

"ANGEL is both challenging and rewarding, and I mean that in a very good way. It's challenging because you are going to face deadlines, you're going to face challenges technically – I do – and other challenges in other departments. And those are good. I think people rise up when they are challenged."

– Lloyd Work, software developer III  
One-year employee



### Proper Mix

"As a group, you work real hard and then play real hard. It's a nice balance."

— Debbie Dillow, Five-year employee