

LEADERSHIP AND SOFT SKILL RELATED TRAINING & DEVELOPMENT OFFERINGS

Development Dimensions International, Inc. ®

Recent research reveals that most people use only 20% of their innate knowledge and skills in the workplace. That leaves 80% of their potential untapped. For more than 35 years, Development Dimensions International, Inc., (DDI) has been helping companies mine this inestimable natural resource. DDI training programs have a measurable impact on individual and organizational performance. In fact, DDI certified facilitators lead the industry in developing skilled, motivated people and providing them with the tools they need to work effectively. You can choose from a range of learning resources that, taken together, let you strengthen overall performance or, taken selectively, let you pinpoint improvement areas. DDI courses allow you to maximize the return on your training dollar because they offer the following advantages:

Competency-based

DDI pioneered the use of competencies, and every DDI program allows you to hire, assess, promote, train, develop, and manage people against consistent criteria that are relevant for your jobs and your organization.

Built-in assessment and evaluation

DDI's comprehensive learning programs contain carefully crafted needs analysis and assessment instruments to help determine training needs, assess post-training behavioral change, and evaluate organizational impact.

Powerful integration

DDI provides a highly integrated learning system that, by design, can be easily customized to meet your organization's needs.

Flexible learning

You'll find DDI's systems offer more flexibility—both in content and delivery options—than any other learning programs available today.

Proven effectiveness

DDI's systems, which are used throughout the world in a variety of industries and organizations, are proven to build skills in critical, job-related competencies and to positively change behavior.

Constant updating

DDI continuously researches, evaluates, and revises its offerings to keep pace with the changes in the way people learn and with evolving workplace demands around the world.

All workshops are four hours long (but can be delivered in a series of smaller segments) and require participants to complete 1 of 2 pre-requisite courses prior to training; either Essentials of Leadership or Interaction Skills for Success.

Many workshops are available related to leadership development, workforce development and customer service, including the following offerings:

Essentials of Leadership

The essence of being an effective people leader lies in establishing good interpersonal work relationships and having the ability to spark action in others. This foundation course teaches leaders how to get results through people. During the course, participants learn a set of essential skills to meet both practical business needs and people's personal needs. Learners acquire a set of proven interaction skills, discover seven Leadership Imperatives for meeting today's challenges, and realize their role as a catalyst leader—a leader who inspires others to act.

Building an Environment of Trust

Trust is a key ingredient of employee engagement and loyalty, yet it's easy for leaders to inadvertently fall into trust traps. Because of the crucial link between trust and business success, leaders must realize the power of trust as a business tool. In this course, leaders learn how to avoid the trust breakers and take action to create an environment in which people take risks, identify and solve problems, and work together to create and sustain high levels of trust.

Coaching for Improvement

Individuals need to take responsibility for addressing unacceptable performance or work habits that impact others and the organization—but leaders must know how to help them do it. This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.

Coaching for Success

Too many leaders cling to outdated ideas of what it takes to be a good coach. They can't let go of the misguided concept that good coaches help their teams learn from mistakes, all the while focusing on improvement and correcting performance after mistakes happen. In today's work environment, organizations can't afford trial and error; they need things to be done right the first time. This course develops leaders who help people achieve their goals and avoid problems—a more positive experience for themselves and those being coached. Leaders learn a proven coaching process—a continuous cycle that ensures they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until the desired outcomes are achieved. They learn how coaching for success benefits individuals, strengthens work groups, and supports company objectives and priorities.

Problem Analysis and Decision Making

A rapidly changing and highly competitive marketplace demands making the right decision the first time—quickly. Any delay closes the window of opportunity. This workshop provides tools that enable leaders to solve problems proactively and gain others' commitment to solutions and decisions. Leaders will make high-quality, effective decisions and learn to recognize how personal bias, tunnel vision, and marginal commitment influence decisions.

Communicating and Listening

When people in your organization are communicating effectively, they are informed and able to participate, contribute, and add value to their jobs and the organization. This workshop is designed to equip employees with the skills they need to communicate clearly and listen carefully.

Improving Personal Productivity

Lost profits, unfinished or late projects, abandoned initiatives, lost opportunities, personal inefficiencies, and dissatisfied or neglected customers. Such operating inefficiencies can mean the difference between success and failure. This offering—which can be kicked off in a workshop or provided as a just-in-time reference tool—gives employees the skills they need to increase their productivity while decreasing stress levels.

Interaction Skills for Success

Did you know that everyone has two kinds of needs during any interaction: personal and practical? Improving people's interaction skills will improve the way your workforce thinks and acts. This course presents the basics on how to work well together, reduce wasted time, lessen conflict, and influence interactions in a positive way.

Valuing Differences

Everyone looks at things in a unique way. Today, the companies with the greatest competitive advantage are those that can make the most of their people's diverse abilities. This workshop gives people effective tools for appreciating others' unique perspectives, understanding people's inherent differences, and collaborating in a mutually beneficial way.

Working as a Team

For a team to achieve its goals, its members must do more than just carry their own weight. They must involve, support, and share information with their teammates. And they must commit to the success of the entire team, not simply their own success. This workshop clearly teaches employees the personal, interpersonal, and organizational advantages of working together, whether in teams or in work groups.

For additional information, please visit:
www.ddiworld.com