People make or break an organization’s success. When leaders inspire others, coach, build trust, and drive individual and team performance, organizations thrive. When workers readily collaborate, take initiative, make effective decisions, and embrace change, organizations prosper. When service providers listen with empathy and take responsibility for meeting customer needs, they build loyalty. And when these groups falter, organizations falter too.

DDI’s leadership, workforce, and customer service courses help ensure that your people are highly competent and are a true competitive advantage for your organization. Choose from a range of courses that, when taken together, let you strengthen overall performance or, when taken selectively, let you pinpoint areas to improve. A needs analysis allows you to focus your program selection and then measure the impact of your development through re-assessment.

DDI’s courses are:
- Thoroughly proven to build specific, job-critical competencies and promote positive behavior changes that lead to better job performance. Other training programs might have similar names, but DDI’s are continuously researched, tested, and improved.
- Flexible to meet your needs. Content suits both manufacturing and service/professional and health care environments.
- Tried and tested in the world’s leading companies.
- Completely integratable so you can mix-and-match to create a development program that’s tailored to the needs of your audience.

DDI’s Education Partners’ Network is a collaboration with education providers across the United States. Our network includes more than 450 community colleges and technical schools, secondary education systems, colleges, universities, and other organizations that provide education and training to local business and industry. DDI is a Sustaining Partner of the National Council for Continuing Education and Training, an affinity group of the American Association of Community Colleges.

Facts About DDI

- Using DDI’s world-class learning systems, organizations are developing more than 250,000 better leaders each year.
- More than 3,200 high-quality hiring decisions are made every hour and 20,000,000+ candidates have been successfully screened using our behavioral interviewing, testing and assessment systems.
- DDI has worked with organizations in every industry, including manufacturing, health care, government agencies, finance/insurance, aerospace, pharmaceutical, technology, telecommunications, and consumer goods and services.

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TRAINING THAT GETS RESULTS

Whether it’s improved leader or workforce performance or better bottom line results, we can show you how effective our programs are. Here are just a few statistics based on client evaluations. For more success stories, visit www.ddiworld.com/results.

- The Business Development Bank of Canada was able to realize its goals of training emerging leaders. Not only did the emerging leaders’ skills improve, but the organization documented improvements in communication, trust, and the work environment.
- Eaton Corporation, a diversified industrial manufacturer, improved leaders’ skills by 19 percentage points. Estimates of human capital ROI indicate a 633 percent return and a benefit of more than $3.3 Million.
- P&H Mining Equipment reported a 20 percent improvement in the frequency of positive behaviors following DDI training. The participants themselves reported almost a 40 percent improvement.

AWARD-WINNING PRODUCTS AND CERTIFICATIONS

Many of the products you choose have won numerous awards and certifications for product excellence and technical innovation.

- All of DDI’s leadership, workforce, and customer service training courses are featured in the Human Resource Executive Magazine’s Top New Training Product of the Year.
- Human Resource Certification Institute (HRCI) – Most of DDI’s leadership courses qualify for CEUs towards recertification, governed by the Society for Human Resources Management.
- ASTD Certification – The American Society for Training & Development (ASTD) Certification Institute has awarded its prestigious E-Learning Courseware Certification (ECC) to DDI’s entire library of web-based courseware.

THE DDI ADVANTAGE

- Choose from a robust library of competency-based training courses for leaders, workforce, and customer service providers.
- Embedded video, exercises, and specialized tools for health care, manufacturing, and administrative environments.
- Multiple delivery options: classroom, web-based, and hybrid/blended approaches.
- Courses for multiple positions/levels that share common concepts and can be used together.
- Customer service training focused on specific audiences, including health care.
- Varied instructional design including simulations, games, exercises, video-based exercises, skill practices and checklists.
- Leadership courses were selected by Consortium for Research on Emotional Intelligence in Organizations as a model of adult learning. Courses for leaders target emotional and social competencies associated with adult learning.
- Behavior modeling methodology changes behavior.

DDI’S LEADERSHIP, WORKFORCE, TEAMS, AND CUSTOMER SERVICE COURSES

<table>
<thead>
<tr>
<th>TARGET AUDIENCE</th>
<th>COURSES</th>
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<tbody>
<tr>
<td>Team Members</td>
<td>Available 2013 – Addressing Poor Performance – Building and Sustaining Trust – Developing Yourself and Others – Executing Strategy at the Front Line – Setting Goals and Reviewing Results – Strategies for Influencing Others</td>
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<tr>
<td>Individual Leaders</td>
<td>– Driving Change – Fostering Innovation – Leading Virtually – Making High-Quality Decisions – Planning and Managing Resources</td>
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<tr>
<td>DDI Classic Courses</td>
<td>– Navigating Beyond Conflict – Networking for Enhanced Collaboration – Taking the HEAT! – Working as a High-Performing Team – Valuing Differences</td>
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<tr>
<td>People Leaders (Front-line Leaders)</td>
<td>– Essentials of Leadership (Prerequisite) – Achieving Your Leadership Potential – Adaptive Leadership – Boosting Business Results – Building an Environment of Trust – Building Winning Partnerships – Coaching for Improvement – Coaching for Success – Delegating for Results – Developing Others</td>
</tr>
<tr>
<td>Workforce, Team Members, and Leaders</td>
<td>– Building Trust – Communicating with Others – Influencing Others – Investing in Your Learning – Personal Empowerment: Taking Initiative – Taking Charge of Your Development</td>
</tr>
<tr>
<td>Hiring Managers</td>
<td>– Service Excellence – Service Plus® Health Care – Creating a Service Culture: The Service Leader’s Role</td>
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<tr>
<td>Special Focus Offerings</td>
<td>– Essentials Interviewing Skills – Targeted Selection –</td>
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