
Introducing DDI’s new development series, Exceptional Performers, designed to transform individual contributors into exceptional performers. They are specialists and experts. Their technical skills are vital to your organization’s success. We’re talking about individual performers—associates in non-leadership positions who are accountable for executing strategies, inventing new products, and building customer loyalty. In DDI’s 2009 Pulse of the Workforce survey, individual contributors indicated that interpersonal skills are every bit as critical to their success as technical skills, but they are only receiving training in the latter.

DDI’s Exceptional Performers Series is designed to boost interpersonal skills that will enhance individual and group effectiveness and build customer loyalty. The series provide skills that will enable individual contributors - and their leaders - to confidently work together to drive your organization’s bottom line. Courses include:

- Communicating with Impact
- High-Impact Feedback and Listening
- Navigating Beyond Conflict
- Embracing Change
- Taking the HEAT
- Working as a High-Performing Team
- Valuing Differences

For more information on how you can bring this new training to your business contact Jeanne Masseth at 701-224-5413.
Bismarck State College
Continuing Education, Training & Innovation has partnered with Development Dimensions International (DDI) to make its world-class leadership training available to you.

Today’s leaders are operating in an ever-changing environment and regularly face new challenges. To be successful on both a personal and organizational level, they need new skills and competencies to meet these challenges. DDI is recognized as the world leader in leadership development training programs. DDI has trained and developed nearly 16 million leaders world wide.

Providing training with proven effectiveness... and return on investment to the business community.

**Essentials of Leadership**
This foundation course teaches leaders how to get results through people. Participants attain a set of essential skills to meet both practical business needs and people’s personal needs. Learners acquire a set of proven interaction skills, and discover seven leadership imperatives for meeting today’s challenges.

**Coaching for Improvement**
This course equips leaders to help people develop improvement plans, conduct effective improvement discussions, and handle the challenges they may encounter in improvement discussions.

**Setting Performance Expectations**
This course teaches leaders the skills required to be effective at driving performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it.

**Resolving Conflict**
Enables leaders to recognize signs of conflict, assess the conflict to determine their level of involvement, and serve as a catalyst to encourage those involved in the conflict to achieve resolution. Leaders learn the skills to both provide support and act as mediators.

**Delegating for Results**
Leaders learn skills for successfully matching people, responsibility, and authority. This allows them to maximize individual involvement, productivity, growth, and motivation.

**Employee Engagement Elements**
Employee engagement is the currency of the new economy and competitive advantage. Engaged, committed workers of all ages work harder, stay longer, and produce better business results. Engaging employees has a positive impact on both performance and retention.

What are the common factors that motivate and engage employees regardless of their age?

- **Aligned effort** – Continuous communication on what employees should be doing on the job and how their goals connect directly to the organization’s goals.
- **Personal empowerment** – Sustain a feeling of job ownership and commitment by giving employees clear responsibility, authority to make decisions, and the tools to measure results.
- **Teamwork and collaboration** – Maintain good, productive relationships within and across workgroups.
- **Growth and development** – Provide meaningful development plans that leverage or build strengths and opportunities for enriching tasks and assignments.
- **Support and recognition** – Show appreciation for ideas, efforts and accomplishments to employees, and provide regular and candid feedback.

**Leadership Training Certification**
Courses are held from 8:00 am - 12:00 pm at BSC in the NECE Building, room 101/103. Choose one or all of the following 4-hour sessions: select all six leadership courses for one price of $649.00 or choose individual classes for $129.00 each.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials of Leadership</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Setting Performance Expectations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolving Conflict</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delegating for Results</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Employee Engagement Elements**

- **Aligned effort** – Continuous communication on what employees should be doing on the job and how their goals connect directly to the organization’s goals.
- **Personal empowerment** – Sustain a feeling of job ownership and commitment by giving employees clear responsibility, authority to make decisions, and the tools to measure results.
- **Teamwork and collaboration** – Maintain good, productive relationships within and across workgroups.
- **Growth and development** – Provide meaningful development plans that leverage or build strengths and opportunities for enriching tasks and assignments.
- **Support and recognition** – Show appreciation for ideas, efforts and accomplishments to employees, and provide regular and candid feedback.

**Leadership Training Certification**

Courses are held from 8:00 am - 12:00 pm at BSC in the NECE Building, room 101/103. Choose one or all of the following 4-hour sessions: select all six leadership courses for one price of $649.00 or choose individual classes for $129.00 each.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials of Leadership</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Setting Performance Expectations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolving Conflict</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delegating for Results</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Employee Engagement Elements**

- **Aligned effort** – Continuous communication on what employees should be doing on the job and how their goals connect directly to the organization’s goals.
- **Personal empowerment** – Sustain a feeling of job ownership and commitment by giving employees clear responsibility, authority to make decisions, and the tools to measure results.
- **Teamwork and collaboration** – Maintain good, productive relationships within and across workgroups.
- **Growth and development** – Provide meaningful development plans that leverage or build strengths and opportunities for enriching tasks and assignments.
- **Support and recognition** – Show appreciation for ideas, efforts and accomplishments to employees, and provide regular and candid feedback.

**Leadership Training Certification**

Courses are held from 8:00 am - 12:00 pm at BSC in the NECE Building, room 101/103. Choose one or all of the following 4-hour sessions: select all six leadership courses for one price of $649.00 or choose individual classes for $129.00 each.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials of Leadership</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Setting Performance Expectations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolving Conflict</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delegating for Results</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>