



## FACTS

# INTERACTION MANAGEMENT<sup>®</sup>: EXCEPTIONAL PERFORMERS SERIES (IM: ExP<sup>SM</sup>)

PROVIDING INDIVIDUAL CONTRIBUTORS WITH THE SKILLS NEEDED FOR PERSONAL, GROUP, AND ORGANIZATIONAL SUCCESS.

To build bench strength in your organization, you need to grow from the ground up. In a rapidly changing, fast-moving world, it is vital that your non-leader professionals possess the interpersonal skills to complement their technical skills. These individuals may aspire to rise through the levels of your leadership pipeline or to be the very best in their specialized area. Either way, certain core skills are essential to their personal achievement as well as your organization's business goals.

DDI's individual contributor system, *Interaction Management<sup>®</sup>: Exceptional Performers Series*, builds that baseline bench strength. A competency-based learning solution, this series is designed to boost interpersonal skills that will enhance individual effectiveness, group effectiveness, and build customer loyalty. The strength of *IM: ExP<sup>SM</sup>* lies in its proven

design for building specific, measurable skills. It comes from the same family as the *Interaction Management<sup>®</sup>: Exceptional Leaders (IM: EX<sup>®</sup>) Series*, which was recognized as the Top Training Product in its class by *Human Resource Executive* magazine. By using research-based content and interactive learning experiences, *IM: ExP<sup>SM</sup>* promotes positive behavior change in your employees and leaders, which results in a higher-performing, more engaged workforce.

## THE BENEFITS

There are a number of ways in which *Interaction Management: Exceptional Performers* helps organizations develop their individual contributors while creating a high-performance culture:

- > It provides employees with easy-to-apply skills and performance tools—worksheets, self-checks, and planners—that they can use to work more efficiently and effectively.
- > Learning fits easily into work schedules with courses divided into distinct units that can be delivered in one sitting or separately over a period of time.
- > The system's flexible design allows you to select a single course or tailor a combination to address your specific business challenges.
- > It fosters a high-performance culture that inspires your workforce to push for new heights of excellence.

- > The content is aligned with *IM: EX*®, enabling you to address organizational initiatives such as improving productivity with a consistent leadership and work-force implementation.
- > It increases the engagement and retention of individual contributors by showing they are valued and giving them skills they can use immediately and throughout their career.

## THE DETAILS

DDI's *Interaction Management: Exceptional Performers* Series addresses three high-performing imperatives as follows:

### **Influence Through Personal**

**Effectiveness:** Employees are responsible for their own success. That's the message you want to send to improve individual performance. The courses in *IM:ExP* allow employees to proactively take charge of their performance, careers, and contributions to the organization. Competencies developed include Building Strategic Working Relationships, Coaching, Communication, Continuous Learning, Gaining Commitment, Initiating Action, Managing Conflict, and Negotiation.

**Partner with Others:** If there is one business fundamental's validity that has been proven by time and results, it is teamwork—whether in formal teams or informal work groups. The courses in *IM:ExP* are designed to continually improve your teams' efficiency, resulting not only in reduced turnover and higher morale, but also in greater time savings, lower costs, fewer mistakes, greater uptime, and higher productivity. Competencies developed include Adaptability, Building Strategic Working Relationships, Building Trust, Collaboration,

Continuous Improvement, Contributing to Team Success, Initiating Action, and Leveraging Diversity.

**Build Customer Loyalty:** Loyalty comes from your customers' expectation of superior service and the belief that, even if something does go wrong, your organization will do everything possible to make it right. The courses in *IM:ExP* will help you eliminate customer defections and strengthen customer satisfaction and loyalty. Competencies developed include Building Strategic Working Relationships, Building Customer Loyalty, Communication, Gaining Commitment, Initiating Action and Negotiation.

## HOW IT WORKS

The comprehensive curriculum builds both foundational skills such as listening, communicating, and networking, and advanced skills such as handling conflict, adapting to change, and building customer loyalty. The *IM:ExP* curriculum includes the following courses:

**Communicating With Impact:** Effective communication skills allow individuals to meet their internal and external customers' personal and practical needs during daily interactions. This foundation course is a prerequisite for many of the courses in the *Interaction Management: Exceptional Performers* Series.

**Embracing Change:** In today's rapidly moving world, having individual contributors who embrace change constitutes a competitive advantage. Learners will identify their Change IQ, understand the phases of change, and build best-practice skills that will enable them to move through change quickly and effectively.

**CONTACT INFORMATION**

WORLD HEADQUARTERS  
412.257.0600

E-MAIL [INFO@DDIWORLD.COM](mailto:INFO@DDIWORLD.COM)

[WWW.DDIWORLD.COM/LOCATIONS](http://WWW.DDIWORLD.COM/LOCATIONS)

**High-Impact Feedback and Listening:**

Organizations need all of their employees to strengthen their listening skills and be able to deliver feedback effectively to colleagues. With the skills they learn in this course, employees can have a direct impact on organizational success by actively listening to the perspectives of others as well as by giving feedback to encourage the growth and productivity of colleagues.

**Navigating Beyond Conflict:** How people consciously handle conflict determines their ability to navigate beyond it to a resolution. Learners are introduced to a powerful strategy for working through conflict and practice interaction skills that will steer them away from damage and toward discovery.

**Networking for Enhanced**

**Collaboration:** This course will help learners increase personal and team value by teaching them to cultivate a network of associates they can contact for information, advice, and coaching. Learners identify what information and expertise they need, pre-determine who can provide it, practice asking for help, and then learn techniques for maintaining strong working relationships.

**Taking the HEAT:** Exceptional performers need to be able to take the HEAT in order to convert dissatisfied customers—both internal and external—into satisfied, loyal ones. They also need to identify and encourage reluctant dissatisfied customers to speak up so they can uncover the issues and take action to resolve them. This course will build these skills.

**Valuing Differences:** Appreciating others' unique perspectives, skills, and approaches allows individual contributors to collaborate in a mutually beneficial way. This course helps learners understand that people have diverse styles, abilities, and motivations and then addresses how to leverage these nuances for success.

**Working as a High-Performing Team:**

Employees need to involve, support, and share information with their teammates, as well as commit to their entire group's success. Learners explore the stages of team development and how the team success factors will help them advance through those stages for maximum group accomplishment.

**TARGET AUDIENCE**

The *Interaction Management: Exceptional Performers* Series is appropriate for individual contributors and frontline leaders.

**RELATED SOLUTIONS**

- > Interaction Management®: Exceptional Leaders . . .Extraordinary Results® (IM:EX®)
- > Leadership Mirror® and Targeted Feedback®
- > E3®: A Measure of Employee Engagement
- > Maximizing Performance®
- > OPAL®
- > Targeted Selection®

**TO LEARN MORE**

Contact your DDI representative or visit [www.ddiworld.com](http://www.ddiworld.com)