

Interaction Management[®] (IM[®])

*Developing extraordinary
talent on the front lines...*

- Equipping frontline managers with the skills they need.
- Improving the interpersonal skills of individual contributors.
- Instilling a language of performance that promotes a common understanding, improves productivity, and drives a positive culture.

Read on to learn how DDI helps you bridge the gap between where your leaders and teams are now, and where your organization is going in the future.

"DDI is flexible, responsive, and solution focused, with the right resources available. Everyone tries to find out as much as possible about Guardian's business needs as well as sharing with us best practices from other industries. Their solid research base gives credibility, and we value DDI's ease of customization and integration with other Guardian programs."

Dana Sowa, Director, Corporate Training & Development,
Guardian Protection Services



Where Strategy Execution Happens

Where does execution happen in your organization? Who carries out the strategies formulated in the executive suite? It happens on the front lines, where business is conducted in real time, where engaged employees perform at high levels to drive results, where your organization ultimately succeeds or fails.

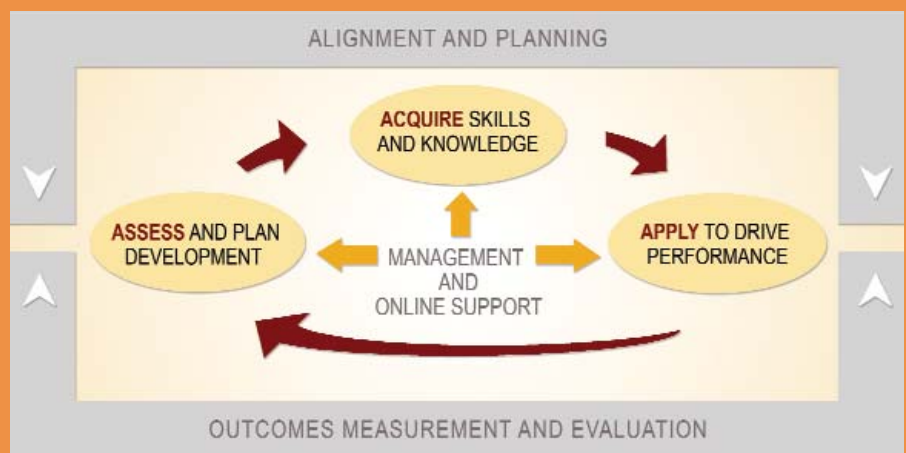
Executing Your Talent Management Strategy

DDI combines proven solutions and in-depth experience to help you grow and develop your leadership and workforce talent where you need it most—at the front lines, where you innovate and make your products or services, interact with your customers, and build your bottom line every day.

For 40 years, DDI has partnered with organizations in virtually every industry around the world to assess and develop millions of leaders, to equip their teams with critical interpersonal skills, and to build and sustain a pipeline of talent at all organizational levels. This experience enables us to create a substantial base of expertise and global best practices to help you grow and develop your frontline talent.

DDI's expertise has immediate and long-term applications. We offer flexible, powerful, competency-based development solutions through the Interaction Management® system. This system gives your leaders and their teams skills that will endure, and ensure they are able to meet current and future strategic goals and objectives. We also offer a series of supporting solutions to enable you to select the right leaders, supplement formal learning, and drive application. Together, our solutions allow you to integrate and align your development system with all your HR systems—from selection to succession and performance management—making leadership and workforce development an indispensable component of your total talent strategy.

Development that drives results.



DDI's Approach to Leadership and Workforce Development:

When it comes to exceptional leadership development, we believe you must start with the end in mind, align development with diagnosis, focus on behavior change and application, and measure outcomes, all of which are part of the Interaction Management® experience. Together these best practices produce the sustainable business results clients have come to expect from DDI.

Developing Individual Contributors with Interaction Management®: Exceptional Performers Series (IM: ExPSM)

Our recent research reveals that individual contributors feel interpersonal skills are as critical to their success as technical skills, but rated their technical competence much higher. And they're hungry—even starving—for development. Most organizations primarily focus on technical training for this audience. But to instill a cohesive culture populated by productive, highly-skilled professionals, companies can't afford to ignore soft skills.

That's why DDI offers Interaction Management®: Exceptional Performers (IM: ExPSM). Built on competencies and aligned with our leadership development series, Interaction Management®: Exceptional Leaders...Extraordinary Results® (IM:EX® see page 6), this suite of courses develops vital interpersonal skills for individual performers and leaders. They complement the leadership series, driving a common language of interpersonal skills and performance expectation that's proven to improve culture, engagement, and productivity. And for those individual contributors who want to assume a leadership role, these courses jumpstart readiness for entry into your organization's leadership pipeline.

We organize courses in the IM: ExPSM series around the three imperatives individual contributors must exhibit to be effective in their jobs: influence through personal effectiveness, partner with others, and build customer loyalty. By using research-based, contemporary content and interactive learning experiences, IM: ExPSM promotes positive behavior change in your employees and leaders.

Foundation Course:

- Communicating with Impact

INFLUENCE Through Personal Effectiveness

- High-Impact Feedback and Listening
- Navigating Beyond Conflict
- Taking the HEAT

PARTNER with Others

- Embracing Change
- Networking for Enhanced Collaboration
- Valuing Differences
- Working as a High-Performing Team

BUILD Customer Loyalty

- Communicating with Impact
- Taking the HEAT



"DDI's high-impact skills training is helping us transform our people into customer service champions."

Darryl Draper
National Training Manager,
Subaru of America

Developing Leaders with Interaction Management®: Exceptional Leaders . . . Extraordinary Results® (IM: EX®)

For more than 35 years, the Interaction Management® system has delivered measurable results for thousands of organizations that rely on this proven leadership development system to make their leaders more effective. Based on research with thousands of leaders and recognized as the Top Training Product in its class by *Human Resource Executive* magazine, IM: EX® represents an innovative step forward in producing sustainable improvement in leader behavior and performance.

IM: EX® offers a revolutionary approach to enhancing leader performance, using a highly enjoyable and engaging learning experience to prepare your leaders to succeed in a complex and unpredictable business environment.

The comprehensive curriculum of courses builds both foundational leadership skills—coaching, delegating, change, etc.—and advanced skills, such as those related to retention, motivation, influence, and adaptive leadership. Organized under seven leadership imperatives (at right), the contemporary content in IM: EX® works across multiple leadership levels and allows you to significantly reduce learning time.

- *Web-based Training version available.*
- *Virtual Classroom version available.*

Foundation Courses:

- Essentials of Leadership ○ □
- Supporting Leadership Development □

COACH and DEVELOP for Results

- Adaptive Leadership
- Coaching for Improvement ○ □
- Coaching for Success ○ □
- Developing Others ○
- Managing Performance Problems ○
- Strong Start

DRIVE PERFORMANCE

- Achieving Your Leadership Potential ○
- Coaching for Success ○ □
- Creating a Service Culture: The Service Leader's Role
- Reviewing Performance Progress ○
- Setting Performance Expectations ○

INSPIRE Loyalty and Trust

- Adaptive Leadership
- Building an Environment of Trust ○ □
- Getting Started as a New Leader ○
- Leadership: Facilitating Change
- Leading Change ○ □
- Leading Virtually (web-based only) ○
- Motivating Others □
- Retaining Talent ○

MANAGE Work

- Delegating for Results □
- Getting Started as a New Leader ○
- Accelerating Business Decisions

PARTNER Within and Across Teams

- Adaptive Leadership
- Building Winning Partnerships
- Influential Leadership
- Launching a Successful Team
- Leadership: Facilitating Change
- Leading High-Performance Teams
- Leading Virtually (web-based only) ○
- Making Meetings Work ○
- Reaching Agreement □

INFLUENCE Through Personal Power

- Adaptive Leadership
- Influential Leadership
- Resolving Conflict ○ □

SELECT Talent

- Targeted Selection® Interviewer Training ○

Application Courses

- Boosting Business Results
- Mastering Interaction Skills

Virtual Classroom and Web-based Training

To reduce cost and extend the reach of training, a number of DDI's courses can be delivered using web-conferencing and web-based technologies. Learners access the proven IM: EX® content and achieve the same behavior change as with traditional classroom development. There are two different options:

- In the **Virtual Classroom** format, courses are delivered through web conferencing technology. Virtual Classroom training courses engage participants in discussions, activities, and skill practices, all lead by a "live" facilitator.
- In the **Web-based Training** format, participants access content anytime they wish from their computers. They learn at their own pace. To drive application and performance we augment our web-based courses with **Practice Labs**—interactive sessions that can be delivered virtually or face-to-face—where learners can practice their newly acquired skills.

Electronic Performance Support | OPAL®

OPAL® (Online Performance and Learning) is an innovative online competency development and day-to-day job performance system. OPAL® is delivered directly to learners via your intranet or the Internet, providing users with the right information at the right time. OPAL includes hundreds of performance tools—action planners, surveys, interview worksheets, development planners, discussion guides, and more. This highly customizable system also features an optional link to Leadership Mirror®, DDI's 360° feedback system, giving you an excellent one-two combination for individual development.



"We have staff in over 100 counties. DDI provides us the opportunity to offer not only classroom training but also web-based and virtual classes, which have increased our ability to provide training to new supervisors as well as cut potential travel costs."

Barb Kunz

Manager of Training, Department
of Health and Human Services
State of North Carolina



The flexibility you need...

DDI understands that every organization is unique, development needs are diverse, and cultural and structural issues are not always best met through a single delivery modality. We provide the options and flexibility to create and implement a development solution that is the perfect fit for your organization and your learners:

- **Traditional and Virtual Classroom**, web-based, and blended learning options.
- **Design your own system**—courses and tools can be bundled to meet specific business challenges.
- **Tailored or customized** course materials that reflect your brand, unique content, and terminology.
- **Course content and tools** available in more than 20 languages for international use.
- **Multiple facilitation options**—certification of your own people to deliver courses, direct delivery by DDI, or a combination of the two.
- **Courses and programs** designed for the requirements of specific industries, such as health care and manufacturing.
- **Management Support**—tools and programs for leaders of learners to enable them to support the development of those who report to them.

...to meet your business needs

A survey by Ernst & Young found that 66 percent of corporate strategies are never fully executed. Often individual performers and leaders lack the skills necessary to ensure success. Clients frequently ask us for solution sets that address their associates' needs, including:

- **Building Basic or Advanced Leadership Skills**
Equips leaders with the skills to handle the toughest challenges.
- **Building Basic or Advanced Coaching Skills**
Develops skills to provide day-to-day coaching for success and improvement.
- **Creating a Customer-Focused Workforce**
Builds service providers' skill and confidence in delivering excellent service.
- **Driving Performance and Accountability**
Equips leaders to take decisive action, communicate responsibilities, and de-escalate potential conflicts.
- **Motivating and Retaining Talent**
Equips leaders to guide development, build trust, and motivate employees to pursue organizational goals.
- **Leading Rapid Change**
Enables leaders to help team members quickly and effectively adapt to change.
- **Leading Teams**
Equips leaders with the skills they need to implement and lead high-performing teams.
- **Optimizing Team Success**
Provides the tools team members need to understand and successfully move their teams to "full speed ahead."

Supporting Development with Additional Tools

To endure, any initiative needs to extend well beyond the classroom. DDI offers tools that work with Interaction Management® to enable even better results.

Assessment and Measurement

Leadership Mirror®

Leadership Mirror® is DDI's flexible, web-based multirater feedback system for conducting standard or customized surveys as dictated by organizational needs. This "look in the mirror" provides a unique and important understanding of an individual's strengths and growth areas.

Targeted Feedback®

DDI's Targeted Feedback® is a breakthrough alternative multisource approach designed to accelerate behavioral change and to overcome common barriers to traditional 360° implementations. "Targeted" means targeted toward focused development—Targeted Feedback® uniquely shifts the focus from evaluations and ratings to actionable development.

Assessing Talent: People Leader®

Assessing Talent: People Leader® is an in-depth, web-delivered behavioral assessment program for hiring, promoting, and developing first- and second-level leaders. This modular program accommodates the assessment of those skills most relevant to the target leadership position.

Training CheckpointSM

Training CheckpointSM system provides a template and methodology that has effectively demonstrated the impact of training for a large number of organizations. It uses a web-based, standardized yet customizable survey system that focuses on behavior change on-the-job and the factors that affect behavior change.

Employee Engagement


E3®: Employee Engagement Consulting Services

DDI's approach to measuring and moving the needle on employee engagement begins with thorough planning and strategy development to align with all other people related initiatives. We then administer the E3®, our validated, web-based and highly actionable 20-question survey instrument, to get an accurate reading on the level of engagement in work environments across your organization.

Hiring

Targeted Selection®

This behavior-based selection system is the most proven and accurate of its kind. Interviewers trained in Targeted Selection® save time by focusing on critical competencies, gather the data needed to make accurate hiring decisions, and are able to make a positive impression on candidates.



"With DDI, we are getting what we need—there has been a reduction in turnover, we are bringing quality people into the organization, and we have many examples of where leaders are using their new skills with positive results."

Greg Hanno

Sr. Vice President, Human
Resources and Administration,
Brinks, Inc.



Choosing Your Pipeline Partner:

The DDI Advantage

Whether you're looking to focus on one part of your leadership pipeline or are in the midst of putting together a comprehensive approach to building bench strength at all levels, DDI stands above the rest. Here's why:

Integrated, Systematic, Strategic Approach to Talent Management: In today's highly competitive global marketplace, having the right talent management strategy is crucial. No one matches DDI's breadth and depth of strategic consulting services and high-quality products and solutions—making us your best partner for the long term.

Global Execution Excellence: You expect to operate as a unified company, knowing leaders are on board with your business strategies and adept at implementing them, whether in Chicago, London, Mumbai, or Shanghai. With 42 offices in 26 countries, DDI has precisely the kind of global resources and critical experience required to implement your talent initiatives effectively and consistently worldwide.

Business Impact: For over 40 years, we've been making a positive difference in thousands of organizations around the world. Expect us to make a difference in yours. We take evaluation very seriously, with hundreds of studies demonstrating the impact our programs have had on leadership performance and, in turn, business performance.

When the stakes are high—and you need to execute your business strategy effectively, address critical leadership gaps and increase speed-to-productivity—turn to DDI. To learn more visit www.ddiworld.com or contact your DDI representative.



Proven Expertise Across the Pipeline:

DDI is the world leader in providing a full range of assessment and development solutions that span the entire leadership pipeline from individual contributors to senior executives. You'll benefit from a consistent approach and synergistic solutions that build on and reinforce one another as your leaders move up the ladder.

ABOUT DEVELOPMENT DIMENSIONS INTERNATIONAL:

For over 40 years, DDI has helped the most successful companies around the world close the gap between where their businesses need to go and the talent required to take them there.

Our areas of expertise span every level, from individual contributors to the executive suite:

- Success Profile Management
- Selection & Assessment
- Leadership & Workforce Development
- Succession Management
- Performance Management

DDI's comprehensive, yet practical approach to talent management starts by ensuring a close connection of our solutions to your business strategies, and ends only when we produce the results you require.

You'll find that DDI is an essential partner wherever you are on your journey to building extraordinary talent.



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The Talent Management Expert

