



We were **BUSY** in 2011! How can we partner with you in 2012?

As we marked our 30th anniversary, consider Learning Dynamics as a partner in providing innovative solutions to your business initiatives and learning and development needs!

2011 was an **extremely busy year** as we worked with many organizations across the country. We are proud to have had multiple assignments with over 90% of our clients, and last year we acquired **30 new clients**. Here are some examples of the success we enjoyed in 2011:

- ◆ **Business Challenge:** Several organizations sought to develop their **future leaders**.

Our Solution: We implemented our “Investing in People” leadership development and succession planning program. The program includes half-day modules, a one-day leadership assessment center, individual development plans, and a capstone group project based on an actual organizational need.

- ◆ **Business Challenge:** Several clients looked for a unique, interactive approach to mandatory **sexual harassment training**.

Our Solution: Our consultants presented many sessions of our award-winning *Common Decency*® program, which goes beyond sexual harassment to cover other employment law issues. Several clients reported a decrease in sexual harassment complaints and employee relations issues. Other clients used our e-learning versions of *Common Decency*® with positive results.

- ◆ **Business Challenge:** Many of our clients requested **customized e-modules** on a variety of topics.

Our Solution: We developed engaging e-modules on such topics as *Common Decency*®, Managing a Multi-Generational Workforce, Preventing Workplace Violence, and Managing Virtual Teams.

- ◆ **Business Challenge:** As part of its professional development, a new aviation client asked us to present **Stress Management and Multi-Tasking workshops**.

Our Solution: A team of LD consultants presented several “Managing Stress and Multi-Tasking” workshops over a three-week period to all 300+ employees in the organization.

- ◆ **Business Challenge:** Clients in various industries requested **non-IT project management training**.

Our Solution: We presented several sessions of our “Essentials of Project Management” workshop.

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- ◆ **Business Challenge:** Several Fortune 500 clients and university clients sought to prepare high potential employees for supervisory roles.

Our Solution: We designed and delivered several sessions of our customized “Supervisor’s Took Kit” program.

- ◆ **Business Challenge:** A new Fortune 100 client wanted to improve its employees’ emotional intelligence.

Our Solution: We designed and delivered several webinars on emotional intelligence to meet the client’s needs.

- ◆ **Business Challenge:** A number of clients looked to provide training to their managers on managing a multi-generational workforce.

Our Solution: We offered “Managing a Multi-Generational Workforce” workshops for clients in various industries, including a major television network.

- ◆ **Business Challenge:** Several clients requested innovative approaches to sales training.

Our Solution: We designed and delivered customized modules including “Maximizing Sales through Consultative Selling,” “Motivating Sales and Service Teams,” and “Coaching for Sales and Service Excellence” in a variety of industries.

- ◆ **Business Challenge:** A number of clients wanted to help their managers and non-managers communicate more effectively.

Our Solution: We delivered several sessions of the acclaimed “Precision Questioning and Answering®” workshop.

- ◆ **Business Challenge:** Several clients requested creative presentations at conferences and all employee meetings.

Our Solution: Our consultants spoke on a variety of topics including change management, sales, business ethics, diversity, customer service, conflict management, and emotional intelligence. We again delivered keynotes at many state health conferences.

- ◆ **Business Challenge:** Several clients requested our external coaches for their leaders, managers and individual contributors.

Our Solution: Our consultants served as executive coaches in a variety of industries. Assignments focused on such areas as communication, leadership skills, business development, time management, supervisory skills and emotional intelligence.