

## **We Delivered Business-Oriented Solutions in 2017. How Can We Partner With You in 2018?**

2017 was a record-setting year for Learning Dynamics. We worked with many organizations across the country – including numerous new clients from California to New England – and **enjoyed multiple assignments with over 80% of our clients.**

Why not consider Learning Dynamics as a partner in providing innovative talent management solutions to your business initiatives and learning and development needs?

### **Here are examples of our success stories from 2017:**

<b>Business Challenge</b>	<b>Provide an interactive approach to sexual harassment training and employee relations training for managers and employees</b>
<b>Learning Dynamics Solution</b>	Our consultants presented numerous sessions of our award-winning <b>Common Decency®</b> program, which goes beyond sexual harassment to cover other critical employee relations situations. Other clients also used our non-manager classroom version of <b>Common Decency®</b> and e-learning modules to foster a fair and professional work environment. Clients reported a decrease in sexual harassment complaints and employee relations issues.

<b>Business Challenge</b>	<b>Develop existing/future leaders and identify pipeline for succession planning</b>
<b>Learning Dynamics Solution</b>	We delivered our popular <b>Investing in People</b> leadership development and succession planning program. The program includes workshops, a leadership assessment center, individual development plans, and capstone group projects based on actual company needs. Results included greater responsibilities and enhanced leadership skills for several of the participants. The capstone projects decreased expenses or increased revenues.

<b>Business Challenge</b>	<b>Help leaders and employees work through organizational change</b>
<b>Learning Dynamics Solution</b>	We presented several sessions of our <b>Leading Yourself and Others through Change</b> workshop. A number of clients noted improved employee buy-in and less resistance to change.

<b>Business Challenge</b>	<b>Increase the Effectiveness of our Call Center and customer experience</b>
<b>Learning Dynamics Solution</b>	We assessed several organizations' Call Centers to assist them in becoming more efficient. We also helped their staff cross-sell other products and services to customers.

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<b>Business Challenge</b>	<b>Enhance the skills of newer supervisors</b>
<b>Learning Dynamics Solution</b>	We received an increase in requests to deliver our <i><b>Supervisor's Tool Kit</b></i> , which includes modules on performance management, delegation, coaching, and communication. Our clients reported increased employee engagement, which they attributed to this program.

<b>Business Challenge</b>	<b>Assist supervisors in managing a multi-generational workforce</b>
<b>Learning Dynamics Solution</b>	With an ever-changing complexion of the workforce, we saw an increase in the number of sessions of our <i><b>Managing a Multi-Generational Workforce</b></i> .

<b>Business Challenge</b>	<b>Offer Innovative approaches to business relationship building/ consultative sales training</b>
<b>Learning Dynamics Solution</b>	We designed and delivered customized modules including <i><b>Customer Relationship Building, Consultative Selling, Selling to Multi-Generational Clients</b></i> , and <i><b>Coaching for Sales and Service Excellence</b></i> . Our "Actor's Guild" provided humorous role plays in some of the programs. Clients consistently reported increased sales with new and existing customers.

<b>Business Challenge</b>	<b>Reinforce the importance of a diverse and inclusive workforce</b>
<b>Learning Dynamics Solution</b>	We presented our <i><b>Diversity without Adversity</b></i> workshop for several clients. The sessions emphasized the importance of a respectful and inclusive work environment.

<b>Business Challenge</b>	<b>Provide coaching for leaders, managers and individual contributors</b>
<b>Learning Dynamics Solution</b>	Several clients identified executives, managers, and individual contributors who we coached in areas such as communication, leadership skills, business development, time management, supervisory skills, emotional intelligence, and conflict management.

<b>Business Challenge</b>	<b>Maintain a safe work environment for employees</b>
<b>Learning Dynamics Solution</b>	We facilitated many sessions of our popular <i><b>Safe and Sound®</b></i> program for several clients. The program emphasized the importance of recognizing and responding to potentially harmful workplace situations.

**Schedule your complimentary learning and development needs assessment today.** We will review your business goals, challenges, and resources to discover how Learning Dynamics can help you with your training and development initiatives in 2018.

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