



Speakers Bureau Announced

Over the last 25+ years, Learning Dynamics consultants have been asked to speak at conferences, retreats and various company meetings. With that in mind, we are pleased to introduce the Learning Dynamics Speakers Bureau. Each time a Learning Dynamics consultant speaks, a portion of the speaking fee will be donated to a charity of the client's choice.

Led by our VP Calvin Morgan, a member of Toastmaster's Hall of Fame, our consultants speak on a variety of topics. Below are some of the presentations we have made:

- "What Business School Never Taught You – Secrets of the Most Successful Managers"
- "A and E – The Keys to Successful Selling"
- "What is your EQ? – Understanding Emotional Intelligence and Making it Work for You"
- "Manage Us if You Dare – Motivating a Multi-Generational Workforce"
- "Why Can't I Just Say No – Managing Your Time"
- "Customers Come Second – Guess Who Comes First? - The Key to Successful Organizations"

Let us customize your next presentation. Please contact Jeanjulia Van Der Maelen, Vice President of Marketing at 1-800-375-4557, ext. 203, for more information.

Maintaining an Ethical Culture

It is critical that organizations avoid ethical problems. In addition to the time spent investigating ethical issues, companies can also face a public relations backlash.

Make sure your organization has multiple outlets for reporting unethical behavior. A study some years ago found the following as the top 5 reasons for employees not reporting unethical behavior:

- * Fear of Retaliation
- * Did Not Feel Organization Would Respond
- * No Anonymous/Confidential Way to Report
- * Fear of Being Labeled a Troublemaker
- * Not Enough Facts

Learning Dynamics' award-winning training program "Integrity at Work" helps managers make ethical decisions.

Hiring the Right Employees

Behavioral interviewing techniques remain a critical part of effective interviewing. Getting candidates to provide specific examples from their past experiences will enable you to determine whether they are a fit for your open position. These examples can then be followed up with other questions to learn more about the candidates' skill sets.

It is surprising to still hear about hiring managers who do not use this technique and instead do all the talking during interviews. These same hiring managers are then surprised when the person they hired turns out to be a hiring mistake.

Learning Dynamics provides customized workshops and a train-the-trainer program on behavioral interviewing to help ensure that managers ask the right questions of candidates.

Read Any Good Books Lately?

The Learning Dynamics Consultants recommend [Hug Your Customers](#) and [Hug Your Employees](#). Both books were written by Jack Mitchell, owner of Mitchell's Clothiers in Westport, Connecticut.

Learning Dynamics Tidbits

Calvin Morgan and Nat Brown led "Enhanced Executive Presentation Skills for Attorneys" for the Legal Department of an insurance client...Jim DeMaio presented "Common Decency" for the 13th consecutive year at the National School of Banking...Barbara Phillips presented customer service and critical thinking workshops at a Florida Department of Health conference...Alexis Carol and Jeanne Moore presented customer service and team building modules for a non-profit organization...Leslie Byers and Barbara Phillips presented "Managing a Multi-Generational Workforce" sessions...MJ Paris and Barbara Vallera facilitated presentations skills workshops for a large food service client...Jim DeMaio and Calvin Morgan teamed up with a Fortune 100 company to offer "Integrity at Work"...Dick Curran presented "Business Development for Branch Managers" for a financial services client.