



Precision Questioning & Answering

Learning Dynamics' Barbara Phillips, Calvin Morgan and Nat Brown were among a small group of trainers selected from across the country to be certified in Vervago's Precision Questioning & Answering program. Barbara, Calvin, and Nat successfully completed the train-the-trainer certification requirements and will be facilitating the program for our clients.

PQ & A is a tool for improving the efficiency of a business conversation and raising the level of critical thinking. PQ & A is a discussion format that sharpens questions, tightens answers, and makes it easy to ask follow up questions.

PQ & A helps organizations test thinking before making critical mistakes, improve the effectiveness of meetings, and meet deadlines more consistently. The program is available for both managers and non-managers.

The PQ & A workshop has been taught for over 10 years at Microsoft; PQ & A is considered part of their core curriculum and is also the most popular workshop in the company's history. Currently, PQ & A workshops have been provided to over 15,000 employees around the world.

Already, a number of LD clients have expressed interest in this innovative program. For further information, please contact Barbara Phillips at 1-800-3SKILLS, extension 251.

Multi-Tasking Madness

In today's fast-paced workplaces, one would be hard pressed not to multi-task. Whether it's responding to e-mails while on a conference call or texting during a meeting, multi-tasking is the norm.

While multi-tasking is essential and can allow us to be more productive, for some employees, the opposite can occur. These employees tend to lose their attention to detail or make mistakes they otherwise would not when juggling multiple priorities. They may need to add more structure to their tasks so that they do not let too many balls drop. In LD's popular "Multi-Tasking and Juggling Multiple Priorities" workshop, practical techniques for improving one's ability to multi-task are offered.

Meet Gary Steele

Gary Steele is a Consultant with Learning Dynamics with over 25 years of national and international human resources experience from his work in the military, education, telecommunications and pharmaceutical industries.

He has designed and delivered programs on team assessment and development, change management, performance evaluation, leadership development, and employee orientation and onboarding.

Gary is a graduate of the United States Military Academy at West Point and holds a Masters degree in International Relations from Boston University. Active in the community, Gary serves on several boards and is a member of Toastmasters.

Read Any Good Books Lately?

The Learning Dynamics consultants recommend Emotional Intelligence 2.0 by Travis Bradberry & Jean Greaves. LD often uses the book as pre-work with its EQ workshops or in executive or individual coaching assignments.

Learning Dynamics Tidbits

Barbara Bellinger presented "Consultative Selling" webinars for a client's sales managers... Calvin Morgan presented "Diversity without Adversity" for a New York state Department of Health's annual conference... Barbara Phillips was selected to present "Managing a Multi-Generational Workforce" at The Hartford Business Journal's Diversity Conference... Dr. Barbara Valleria presented "Business Writing for Professionals" for a utility client... Kira Copperman presented Emotional Intelligence workshops for a professional services firm... Natalie Holder-Winfield and a team of LD consultants presented a follow-up compliance program, "Maintaining a Respectful Workplace," for a financial services client... Jim DeMaio presented "Delegate as Directed" for a university client's managers... Gary Steele presented "Bringing Out the Best in Others" for a banking client... Barbara Bellinger presented "Dealing with Change" at a Missouri Department of Health conference... Nat Brown presented "Common Decency" for a healthcare client.