



29-Minute e-Learning Series Launched

Learning Dynamics is pleased to introduce its 29-minute e-learning series. Designed to be completed in about a half hour, these modules utilize the same level of interactivity LD's classroom courses are known for.

So far, the following topics are available in this format:

- "Common Decency"
- "Understanding and Leading a Multi-Generational Workforce"
- "Working within a Multi-Generational Workforce"
- "Safe and Sound" (workplace violence awareness)

Several other modules are in development, including "Managing Virtual Teams," "Bringing Out the Best in Others," "Integrity at Work," and "Business Writing."

For further information, please contact Jim DeMaio at 1-800-375-4557, ext. 201 or jdemaio@learningdynamics.com.

Don't Forget Customer Service

In today's hectic workplaces, it can be easy to slip up regarding customer service. Many organizations forget the value in emphasizing customer service. For some companies, it can also be a positive differentiator from their competitors. Whether it's the ease of maneuvering through a company's phone system, the quality of technical support, or how an organization responds when they make a mistake, stellar customer service stands out.

Organizations such as Southwest Airlines, Disney and Nordstrom's get it when it comes to customer service. It is part of their culture and poor service by their staff is not tolerated.

In LD's customer service workshops, we discuss the important role that communication plays in providing quality service. The way in which an employee communicates with customers can often mean the difference between a customer leaving an interaction with a positive or negative feeling about the organization.

Meet Sonia Ellis-Taylor

Sonia Ellis-Taylor is a Consultant with Learning Dynamics with over 20 years of training and development experience.

Sonia spent 25 years with INROADS, a national organization that trains and places minority college students in Fortune 500 companies. While at INROADS, Sonia served as a Managing Director before moving into the role of VP of Leadership Development.

Sonia is a DDI certified master trainer and has extensive experience presenting workshops on a variety of topics including ethics, change management, and coaching.

Sonia holds a B.S. from Texas A & M University and is a member of ASTD. Active in the community, Sonia has served as a Board Member for a number of organizations in Charlotte.

Read Any Good Books Lately?

The Learning Dynamics consultants recommend Getting Naked by Patrick Lencioni. This book provides strategies for service providers in overcoming obstacles that can hurt customer loyalty.

By The Numbers

According to a recent study, 70% of all customers will leave a company because of poor service, which they usually blame on the organization's frontline staff.

Learning Dynamics Tidbits

Barbara Phillips presented "Exceeding Client Expectations" for a state department of health's staff...Barbara Bellinger presented multiple sessions of "The Write Approach" for a banking client...Kira Copperman presented "Understanding and Leading a Multi-Generational Workforce" for a major television network...Gary Steele presenting a team building session for an engineering client...Calvin Morgan, David McPherson and Natalie Holder-Winfield presented a "Common Decency" refresher program at a pharmaceutical client's national sales conference...Jim DeMaio presented "Multi-tasking and Juggling Multiple Priorities" for a financial services client.