DEVELOPMENT DIMENSIONS INTERNATIONAL

Client Certification Workshops 2017

- Facilitator Certification Process
  Workforce and Leadership Development Programs

- Targeted Selection®
  Interviewer, Trainer, and Program Manager

- Terms and Conditions
FACILITATOR CERTIFICATION PROCESS WORKSHOP

Build the knowledge and skills to be a great facilitator

Organisations need confident facilitators who inspire and engage their workforce and leaders—partnering with them in the development of essential skills for today’s highly competitive ever changing environment.

Workshop Overview: DDI’s three-day Facilitator Certification Process Workshop develops the skills and competencies facilitators need to deliver training that will address current facilitator challenges and build essential skills for organisational success. Upon certification, facilitators will be able to train nearly 40 DDI Interaction Management® courses.

Who Should Attend: Those involved in learning and development, organisational development, team leaders, managers, and human resource professionals.

Learning Outcomes:

• Develop skills across the four competencies that have been proven to be requisites of a successful facilitator.
• Learn and embed key DDI models (i.e. Interaction Essentials) that will change the way you and the leaders in your organisation have conversations.
• Demonstrate knowledge, motivation and behaviours (competencies) required to be a successful facilitator.
• Use DDI facilitator materials and a variety of learning methods to effectively facilitate learning.
• Understand learning methods—experiential learning, skill practices, action planners, and how they can be used to both transfer training to the workplace and conduct refresher activities.
• Recognise the components involved in a successful training implementation and your influence and impact on it.

Benefits of the Workshop for Learners/Facilitators:

• Obtain a lifetime DDI facilitator certification. Accreditation provides you with ongoing support and resources with:
  – Membership to the Australian Facilitators’ Club
  – Access to the online global Facilitator Exchange—The HUB
  – Forum eNewsletter
• Develops or enhances the skills needed to facilitate from a series of over 40 Interaction Management® (IM®) courses.
• Empowers you to become a change agent within your organisation.
• Gain insights on your personal strengths and development areas related to facilitation.
• Understand your role in supporting training beyond the formal classroom.
• Gain confidence in facilitation by practicing new skills in a safe, supportive environment with like-minded people.
• Take home your facilitator essentials starter kit.

Benefits of DDI’s Interaction Management® development series:

• Designed using 45+ years’ experience and research assessing and developing millions of people around the world.
• Based on key foundational leadership skills and behaviours critical to successful conversations in the workplace that lead to more effective leadership skills and business outcomes like productivity.
• A comprehensive yet flexible development solution for your frontline and emerging leaders and individual contributors.
• Creates alignment using common and consistent leadership language and competencies with the ability to integrate with selection, performance, development and succession talent practices and systems.

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Benefits of the Workshop for Organisations:

- Helps achieve business results through effective and efficient learning and development practices.
- Reduce ongoing costs by building internal capability with in-house facilitators.
- Access to IM® materials and tools to transfer learning from the classroom back to the job.
- Automatically receive five of DDI's most popular Facilitator Course Kits in the workshop.

Your Commitment:

By becoming an accredited DDI facilitator, you agree to purchase participant materials to run your ongoing workforce and leadership development programs. This may also include the purchase of additional Facilitator Course Kits for courses not covered in your workshop.\(^1\)

Your Investment:

- Course preparation. Web based content and self-assessment, 3 hours.
- 3 days, plus overnight preparation time.
- Course fees, including course materials, five full Facilitator Kits, training facilities and catering: $4,100 per person (ex. GST).
- Once accredited as a DDI Facilitator the purchase of participant materials are required to conduct classroom training in your organisation. Participant materials range from $70 to $110 (ex GST) per participant per course from our Interaction Management® Curriculum.

WORKSHOP SCHEDULE

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<tr>
<th></th>
<th>SYDNEY</th>
<th>MELBOURNE</th>
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<tbody>
<tr>
<td>February 7 – 9</td>
<td>March 28 – 30</td>
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<tr>
<td>May 9 – 11</td>
<td>June 20 – 22</td>
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<td>July 25 – 27</td>
<td>August 22 – 24</td>
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<td>October 10 – 12</td>
<td>November 14 – 16</td>
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Benefits of DDI's Interaction Management® development series:

- Uses a blended learning approach by combining best-in-class content with diagnostics, manager support, on-the-job application, just-in-time learning, and technology-enabled tools to reinforce and sustain development.
- Develops effective workforce and leadership skills needed today and tomorrow, providing support at every step to grow personally and professionally.

Visit [www.ddiworld.com/im](http://www.ddiworld.com/im) to review the courses you can deliver.

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\(^1\) If your organisation doesn’t already own a Facilitator Kit (i.e. charts and DVDs), you are required to purchase them, along with participant materials, prior to conducting training.
TARGETED SELECTION®
Interviewer, Trainer, and Program Manager

For over 45 years, Targeted Selection® (TS®) has been used by thousands of leading companies around the world to identify, hire and promote millions of people—making it the most proven and accurate behaviour-based selection system in the world.

DDI’s client certification workshop series speaks to today’s business needs, offering three distinct workshop options designed to equip interviewers, trainers, and program managers with the tools to hire the best people for your organisation. You can attend each program individually, or capitalise on bundling investment options by attending more than one program at a time.

**Targeted Selection®: Interviewer**

**Who Should Attend:** Professionals who want to improve their interviewing capability.

**Prerequisites:** None.

**Workshop Overview:** DDI’s one-day Targeted Selection®: Interviewer Workshop builds the skills internal recruiters and hiring managers need to conduct fact-gathering interviews that positively reinforce the hiring process and your organisational culture. Learners use role/industry-specific participant materials and video activities to follow one interviewer and one candidate through the entire Targeted Selection® process, learning and applying the concepts as they move from reviewing candidate materials through to making a hiring decision.

**Learning Outcomes:**

- Build interviewing skills and confidence.
- Use the interview guide to prepare for and conduct an effective interview.
- Make a positive impression on candidates to increase job acceptance rates.
- Gather and evaluate data on a candidate’s entire profile: experience, knowledge, competencies, and motivations.
- Make hiring decisions using candidate data evaluation and integration to hire successful candidates who are willing and able to perform the job.

**Benefits of the Workshop for Learners/Interviewers:**

- Overcome common ‘worries’ about interviewing job candidates.
- Learn, practice and provide feedback with peers for how to ask planned behavioural questions; discover the components of a STAR (Situation/Task, Action, and Result); and how to effectively use follow up questions to elicit complete STARs).
- Learn how to effectively manage time in an interview.
- Practice interviewing skills to apply all of the concepts and skills learned in the workshop.
- Receive a resource book for planning your interviews with a legal considerations booklet.

**Benefits of DDI’s Targeted Selection® System:**

Ensures you consistently, accurately, and legally hire and promote in line with your organisation’s current needs.

This is achieved through:

- Clearly identifying the competencies needed for key positions.
- Building interviewing skills and confidence that lead to more accurate selection decisions.
- Increasing the efficiency and effectiveness of your selection process.
- Compatible with DDI’s suite of integrated hiring solutions, including job analysis, pre-employment testing and assessment, and simulations.
- Features companion workshops to certify your in-house personnel to train and coach interviewers.
Benefits of the Workshop for Organisations:

- Drive better hiring decisions and collect and analyse data detailing the complete candidate—their knowledge, experience, competencies, and personal motivators.
- Build your hiring brand by providing a more engaging interviewing experience for job-seekers. Attract your candidates-of-choice and improve offer acceptance rates.
- Lower employee turnover—as much as 30 to 50 percent.
- Accelerate time-to-productivity for new hires.
- Ensure your interviewing process is fair and legally defensible.
- Choose from four role/industry-specific participant materials and videos: Professional, Sales, Health Care and Manufacturing.

Targeted Selection®: Trainer

Who Should Attend: Professionals who need to be accredited to deliver the one-day TS: Interviewer workshop in their organisation.

Prerequisites: TS: Interviewer and at least one certified TS Program Manager in your organisation.

Workshop Overview: Targeted Selection®'s two-day trainer certification workshop develops the skills trainers need to effectively facilitate the classroom version of Targeted Selection®: Interviewer.

Learning Outcomes:

- Obtain certification to deliver Targeted Selection®: Interviewer.
- Demonstrate the competencies required for successful training.
- Use the Targeted Selection trainer materials and a variety of learning methods to effectively facilitate learning.
- Create a safe learning environment, respond to learners' needs, and promote behavioural change.

Benefits of the Workshop for Learners/Facilitators:

- Obtain a lifetime DDI TS facilitator certification. Accreditation provides you with ongoing support and resources with:
  - membership to the Australian Facilitators' Club
  - access to the online global Facilitator Exchange–The Hub
  - Forum eNewsletter
- Gain confidence in facilitation by practicing new skills in a safe, supportive environment with like-minded people.
- Learn techniques for providing effective feedback during facilitation.
- Continue to develop expertise in Targeted Selection, as a change agent for helping interviewers identify, hire and retain the best talent.
- Take home your facilitator essentials starter kit.

Benefits of the Workshop for Organisations:

- Reduce program implementation costs, and enhance engagement and buy-in with your own Targeted Selection certified trainers.

Your Commitment:

By becoming an accredited DDI facilitator, you agree to purchase participant materials to run your ongoing Targeted Selection® Interviewer workshops.
Targeted Selection: Program Manager

Who Should Attend: Individuals responsible for designing, implementing, managing, and maintaining the TS system and processes.

Prerequisites: TS: Interviewer and Trainer.

Workshop Overview: DDI’s one-day Targeted Selection: Program Manager Workshop is designed to provide learners with an awareness of what is needed for a successful Targeted Selection® implementation. Learners use planning tools (implementation planning worksheet), techniques and best practices for implementation planning.

Learning Outcomes:

- Identify business needs, objectives, barriers, and support.
- Plan rollout and communication strategies.
- Design an interviewing system and training solution.
- Establish progress and outcome measures.
- Develop an implementation timeline and ensure sustainability.

Benefits of the Workshop for Learners/Program Managers:

- Learn how to manage overall ownership and accountability to coordinate the elements of the program, keep the process on track, and ensure that the desired results are achieved.
- Develop competencies in decision making, facilitating change and gaining commitment to assist a successful implementation.

Benefits of the Workshop for Organisations:

- Receive a toolkit for implementation planning. This includes a DDI library of competencies, as well as interview questions tied to those categories.
- Strengthen and sustain your overall Targeted Selection® behavioural interviewing system by building in-house training and support capability.

<table>
<thead>
<tr>
<th>Investment Options</th>
<th>Targeted Selection: Interviewer Day 1</th>
<th>Targeted Selection: Trainer Days 2 &amp; 3</th>
<th>Targeted Selection: Program Manager Day 4</th>
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<tbody>
<tr>
<td>Attendance @ Individual Programs</td>
<td>$1,100</td>
<td>$2,700</td>
<td>$2,310</td>
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<td>Bundled Days 1,2,3</td>
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<tr>
<td>Bundled Days 1,2,3,4</td>
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<td></td>
<td>$3,900</td>
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Ongoing Commitment

- Purchase of Targeted Selection: Trainer Kit (DVDs + Wall Charts) @ $1,500 per kit (ex GST)
- Purchase of Targeted Selection: Interviewer Participant Packages @ $260 per package (ex GST)

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TERMS AND CONDITIONS
For DDI Client Certification Workshops

Cancellation and Rescheduling
Clients may reschedule or cancel at no risk, when change occurs more than 21 business days in advance of the workshop. Cancellation or rescheduling that occurs less than 21 business days prior to start of the workshop will be subject to the following fee schedule:

<table>
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<tr>
<th>Rescheduling or cancellation of workshop date</th>
<th>% of Associated Fee</th>
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<tbody>
<tr>
<td>0-1 Business Day before scheduled date</td>
<td>100%</td>
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<tr>
<td>Between 2 and 10 Business Days before scheduled date</td>
<td>50%</td>
</tr>
<tr>
<td>Between 11 and 20 Business Days before scheduled date</td>
<td>20%</td>
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If a participant does not attend a workshop they are registered for, course fees cannot be refunded or allocated to another client certification workshop. DDI reserves the right to waive a rescheduling/cancellation fee, or apply the fee to a future workshop, depending on the cause or nature of the cancellation.

DDI reserves the right to postpone, cancel, or reschedule client certification workshops due to unforeseen circumstances or where minimum attendance requirements are not met. In this event, clients will be contacted and offered a full refund or transfer to another workshop.

Multiple Registration Discount
Where two or more registrations for the same workshop and date are received, the second and subsequent registrations will attract a 20 percent discount. This offer only applies to the Facilitator Certification Process, Targeted Selection Trainer, Success Profiles: Card Sort and Performance Consulting workshops. This offer cannot be used in conjunction with another or any existing DDI pricing agreement. Credit card payment is required to take advantage of these offers, and they cannot be used in conjunction with one another, or any other DDI pricing agreement. If cancellation/rescheduling is requested by the client, the fee schedule outlined above will apply plus any adjustments to the multiple registration rate (if that client is part of multiple registrations).

Substitutions
If noted to DDI in writing up to two days prior to the scheduled workshop, clients may substitute attendance at no charge.

Invoicing and Payment
- Preferred method of payment is by credit card at the time of registration.
- Course fees are due either prior to the running of the workshop or 14 days from receipt of invoice.
- Tax invoices will be sent within two weeks of workshop date unless requested earlier.
- While credit card payment is preferred, payments can also be made via electronic funds transfer.
- In the case of multiple registrations, payment must be made with a credit card or by discussing payment options with the Client Services Manager.
- Where fees have not been paid prior to a scheduled date, an enrolment may be cancelled.

Notification of Enrollment
Client enrolment will be confirmed by the Workshop Co-ordinator upon receipt of the registration form. Assuming adherence with DDI’s Invoicing and Payment policy, attendees will receive pre-reading, activities (where appropriate), and logistical information two weeks prior to the commencement of the client certification workshop.

Privacy
DDI-Asia/Pacific International, Ltd. is committed to keeping any personal information that you provide confidential. Our goal, as always, is to provide the best customer service possible, which includes maintaining our visitors' privacy. At DDI your right to privacy has always been and continues to be important to us.

To view the completed privacy statement, visit http://www.ddiworld.com/privacy/en-us

Your Commitment
By becoming an accredited DDI facilitator (of Interaction Management and Targeted Selection), you agree to purchase participant materials to run your ongoing leadership development and behavioural interviewing programs. This may also include the purchase of additional facilitator materials for courses not covered in your workshop.

Use of DDI Materials Provided in the Facilitation Certification Process & Targeted Selection Trainer Workshop
If your organisation doesn’t already own an instructional material set (i.e. charts and DVDs), for the course you wish to deliver you are required to purchase them, along with participant materials, prior to conducting training.
Charts and DVDs are re-usable, however participant materials must be purchased for individuals attending training.

Client Certification Workshops are intended for the purpose of individuals within prospect and client organisations.
About Development Dimensions International

Only 2 in 10 companies today have the leaders to meet tomorrow’s business challenges. The good news? When they do, they are 3 times more likely to destroy the competition.

What if you could:

• Establish and elevate leadership as your #1 business priority?
• Make leadership selection and promotion decisions with pinpoint accuracy?
• Architect learning experiences that ignite the passion of your leaders to grow and learn every day?
• Secure your future with succession plans that build a strong leadership bench strength, bottom-up and top-down?

DDI can make it happen. Obsessed with the science of leadership. Four decades of experience and results. Across thousands of organisations in 93 countries. Millions better leaders. Let us show you the art of leadership possibilities.