



## FACTS

# INTERACTION MANAGEMENT®: EXCEPTIONAL LEADERS . . . EXTRAORDINARY RESULTS® (IM:EX®)

### THE NEXT GENERATION OF LEADERSHIP DEVELOPMENT

A solid bottom line requires strong leaders at the front lines. These leaders may be new to the job, experienced supervisors or team managers, tenured middle managers, or even informal leaders who lead without position power.

DDI's leadership development system, *Interaction Management®: Exceptional Leaders . . . Extraordinary Results® (IM:EX®)*, builds strong leaders. Recognized as the Top Training Product in its class by *Human Resource Executive* magazine, *IM:EX®* is based on more than 30 years of experience and proven results with three million exceptional frontline and mid-level leaders in virtually every industry worldwide.

Using research-based content and engaging learning experiences, *IM:EX®* equips your leaders to succeed in a complex and unpredictable business environment. From innovative multimedia classroom training to leading-edge, web-based learning, *IM:EX®* includes a wide range of options to help you identify, develop, and retain great leadership talent.

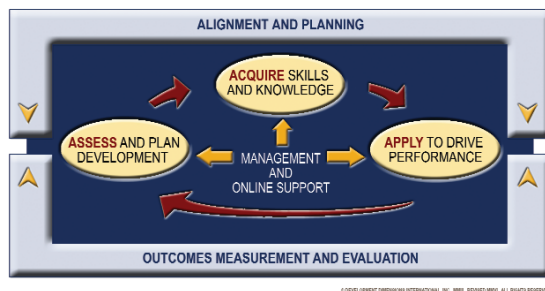
### THE BENEFITS

- > Develops the skills leaders need to perform at a high level and to meet the challenges they face—today and tomorrow.
- > Built for lasting results and for improved business performance.
- > Flexibility to design your own system—courses and tools can be bundled to meet specific business challenges.
- > Course materials can be tailored or customized to reflect your brand, unique content, and terminology.
- > Classroom, web-based, online performance support, and other blended learning options (indicated on next page).
- > Course content and tools available in more than 20 languages.
- > Health care-specific content and activities to address the unique challenges of health care leaders (indicated on next page).

### THE DETAILS

More than a set of high-impact courses, *IM:EX®* brings together diagnostics, management support, on-the-job learning, performance support, and evaluation services. The system is based on DDI's belief that developing leaders doesn't start with training. It begins with looking at your critical business needs and understanding what your people must do to achieve your goals and objectives. Only then can you identify the gaps and provide the right development at the right time with the right support to realize an effective, successful initiative—and sustainable results will follow.

Designed around our Success Architecture (below), *IM: EX*® brings together all of the critical components required for realizing sustainable results:



DDI'S SUCCESS ARCHITECTURE

**Alignment and Planning**—From the start we work with your decision makers to assure that the solution is aligned with your organization's goals and HR systems. Then we partner with you to develop a flawless rollout plan covering everything from course selection and sequencing to communication and evaluation.

**Assess and Plan Development**—The assessment and diagnostic tools that are part of *IM: EX*® (behavioral assessment, multisource tools, and flexible, web-enabled assessment options) are geared toward providing a clear picture of individual or group strengths and development priorities.

**Acquire Skills and Knowledge**—*IM: EX*® includes 26 high-impact, competency-based courses to develop the skill sets your leaders and their teams need now and in the future. These tailorable courses, which cover a full range of leadership and workforce issues, bring together a blend of engaging activities, videos, and hands-on skill practice to promote better learning and immediate application.

The comprehensive curriculum of classroom and web-based courses builds both foundational leadership skills—coaching, delegating, change, etc.—and advanced skills, such as those related to retention, motivation, influence, and adaptive leadership. Organized around seven leadership imperatives

(shown below), the contemporary content in *IM: EX*® works across multiple leadership levels. Combined with the flexibility to offer our foundation course, Essentials of Leadership, over the web in half the time of the classroom option, you can significantly reduce learning time.

**Foundation Courses**

- Essentials of Leadership◊◊
- Supporting Leadership Development

**Application Courses**

- Mastering Interaction Skills
- Boosting Business Results

**COACH and DEVELOP for Results**

- Coaching for Success◊◊
- Coaching for Improvement◊◊
- Managing Performance Problems◊
- Adaptive Leadership
- Developing Others◊

**DRIVE PERFORMANCE**

- Setting Performance Expectations◊◊
- Coaching for Success◊◊
- Reviewing Performance Progress◊★
- Achieving Your Leadership Potential◊

**INSPIRE Loyalty and Trust**

- Motivating Others
- Building an Environment of Trust◊
- Retaining Talent★
- Leading Change◊◊
- Adaptive Leadership
- Getting Started as a New Leader◊

**MANAGE Work**

- Delegating for Results◊
- Rapid Decision Making
- Getting Started as a New Leader◊

**PARTNER Within and Across Teams**

- Launching a Successful Team
- Leading High-Performance Teams
- Making Meetings Work◊
- Reaching Agreement
- Building Winning Partnerships
- Influential Leadership
- Adaptive Leadership

**INFLUENCE Through Personal Power**

- Influential Leadership
- Resolving Conflict◊◊
- Adaptive Leadership

**SELECT TALENT**

- Targeted Selection*® Interviewer Training

- ◊ Contains health care-specific content.
- ◊ Web-based version available.
- ★ Web-based version available by September 2008.

**CONTACT INFORMATION**

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**Apply to Drive Performance**—An intense focus on practice and application is built into all *IM: EX*® courses. These courses are specifically designed to increase competence and confidence back on the job, and include job aids that leaders can keep close at hand and quickly reference. We augment our web-based courses with Practice Labs—interactive sessions that can be delivered virtually or face-to-face—where learners can practice using their newly acquired skills. Plus, our powerful Online Performance and Learning (*OPAL*®) system provides round-the-clock access to hundreds of coaching aids and support resources.

**Management and Online Support**—

A special program for managers of leaders, Supporting Leadership Development emphasizes the critical role they play—enabling and supporting the development of those who report to them. *IM: EX*® also provides a powerful toolkit for helping these “leaders of leaders” create and sustain an environment of support.

**Outcomes Measurement and**

**Evaluation**—DDI provides a full range of evaluation services and tools that measure the impact of *IM: EX*® implementations by capturing changes in leader behavior along with changes in key business metrics. Our services include everything from quick and efficient Level 1 evaluations to full ROI studies that show how your training initiative impacts business performance.

**PROGRAM IMPLEMENTATION**

**Consulting Support**—DDI provides consulting support to ensure an optimal *IM: EX*® implementation. Our trained consulting professionals provide guidance on development needs analysis, curriculum development, rollout and communication planning, delivery, and measurement.

**A Global Solution**—*IM: EX*® programs are available in more than 20 languages including English (U.S. and Anglicized), French, German, Spanish, and Mandarin (simplified and traditional). In addition, DDI is committed to working with clients to meet specific language requirements.

**TARGET AUDIENCE**

*IM: EX*® leadership development courses are appropriate for frontline to mid-level leaders and individual contributors with informal or emerging leadership roles.

**RELATED SOLUTIONS**

- > *Techniques for a High-Performing Workforce*®
- > *E3*®: *A Measure of Employee Engagement*
- > *Leadership Mirror*®
- > *Targeted Feedback*®/Patent Pending
- > *Service Plus*®
- > *OPAL*®
- > *Targeted Selection*®
- > *Maximizing Performance*®

**TO LEARN MORE**

Contact your DDI representative or visit [www.ddiworld.com/imex](http://www.ddiworld.com/imex).