



FACTS

OPAL[®] ONLINE PERFORMANCE AND LEARNING

For over 35 years, DDI has developed and refined the most comprehensive suite of learning systems available. Our skill-building systems include those that focus on leadership development, team effectiveness, workforce effectiveness, and customer service. *OPAL*[®] supports, reinforces, and provides tools for these learning systems.

A complete online competency development and day-to-day job performance resource, *OPAL*[®] helps shift the responsibility for personal and career development away from the organization and onto the individual. And it provides a cost- and time-effective way for employees to assess and learn new skills to make themselves more valuable to your organization. *OPAL*[®] presents the tools your employees need to build skills and perform better on the job, such as insightful information, action planners, assessments, worksheets, performance tools, and more—on a clear, intuitive interface right at their computers.

With this technology your employees can:

- > Receive just-in-time coaching and expert guidance on handling work situations.
- > Learn and develop important business competencies.
- > Access online activities, tools, and job aids that provide hands-on learning.

BENEFITS

OPAL[®] drives business performance. It's the right tool if your organizational goals are to:

Improve employee performance to ensure business requirements are met.

OPAL[®] provides immediate access to on-the-job training and refreshers when formal training and development or coaching is not available or not practical. *OPAL*[®]'s critical information develops the competencies employees need to meet business requirements. Among other advantages, *OPAL*[®] can reduce conflicts on the job, improve the efficiency of meetings, and improve the results of day-to-day interactions.

Provide career, succession, and individual development planning.

OPAL[®] Developer gives employees competency-based content, guidance, tips, and activities that enable them to improve in the specific skill areas.

Leverage your training and development investment.

OPAL[®] provides a timely refresher after classroom or web-based training. It's also an on-the-spot resource when coaching or training is not available. Whether combined with traditional training or used on its own, *OPAL*[®] improves employee performance.

Do more with less.

Because *OPAL*[®] is available anywhere and anytime, managers can be more efficient in providing day-to-day guidance on common problems, freeing up more time for issues of

greater strategic importance. Content and communications can be centrally administered and managed.

THE DETAILS

OPAL[®] consists of two learning components.

Advisor: Your Personal Resource for Handling Tough Work Situations[®]

Everyone faces tough work situations on the job. That's why Advisor provides a range of just-in-time practical tips, guidelines, pointers, and pitfalls, accessible with a click of the mouse. In addition, *OPAL*[®] includes 331 learning tools—checklists, road maps, guidelines for action, planners, tip sheets, and intervention techniques—designed to be used on the job to help people apply what they've learned.

For organizations that can stream video or audio across their intranets, Advisor features 88 video and audio clips that bring significant learning enrichment. A variety of videos appear in most Advisor situations, including positive models, "what can go wrong" examples, and allegorical vignettes and hooks.

Every Advisor situation has a Self-Check to help learners determine whether a particular topic area will be helpful to them or whether they are already skilled in that area. These can also be used to check general understanding after spending time in that situation or in the classroom.

The topics in Advisor—230 in all—cover virtually every job situation and are organized under 16 topic groups, including Change, Coaching, Conflict, Customer Service, Delegating, Meetings, and Productivity.

Developer: Your Online Mentor for Professional Development[®]

Continual professional development is a necessity today for both personal and organizational success. With its time-efficient, just-what's-needed learning, Developer helps employees understand and gain skill in 38 important business competencies.

Developer fosters both intellectual understanding and the skills to put that knowledge into practice. Employees get in-depth content for competencies as well as guidelines, on-the-spot help, and help identifying and addressing behaviors that either fall short of the mark or go too far. To further reinforce their knowledge and transfer it to the job, learners can work through a range of 345 learning exercises.

DDI's Content Authoring System (CAS) can be purchased to accompany *OPAL*[®]. CAS is a tool which clients can use to author and manage *OPAL*[®] content for their users, thus maximizing their investment in this solution to satisfy specific organizational talent management strategies.

TARGET AUDIENCE

OPAL[®] is appropriate for associates and leaders who could benefit from a just-in-time coaching and development resource.

RELATED SOLUTIONS

- > *Leadership Mirror*[®]
- > *Interaction Management*[®]: *Exceptional Leaders ... Extraordinary Results (IM: EX)*[®]
- > *Interaction Management*[®]: *Exceptional Performers Series*
- > *Service Plus*[®]
- > *Business Impact Leadership*SM

TO LEARN MORE

Contact your DDI representative or call our Client Relations Group at 1-800-933-4463.

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