



FACTS

WEB-BASED SOLUTIONS FOR DEVELOPING EXCEPTIONAL LEADERS AND TEAMS

PROVEN IMPACT—DDI DOES IT BETTER

As the recognized leadership development experts, DDI has the blended learning options you need to build and execute a results-driven strategy!

Our process is seamless: from assessing skill gaps, to acquiring knowledge and skills, to application back on the job. We offer a

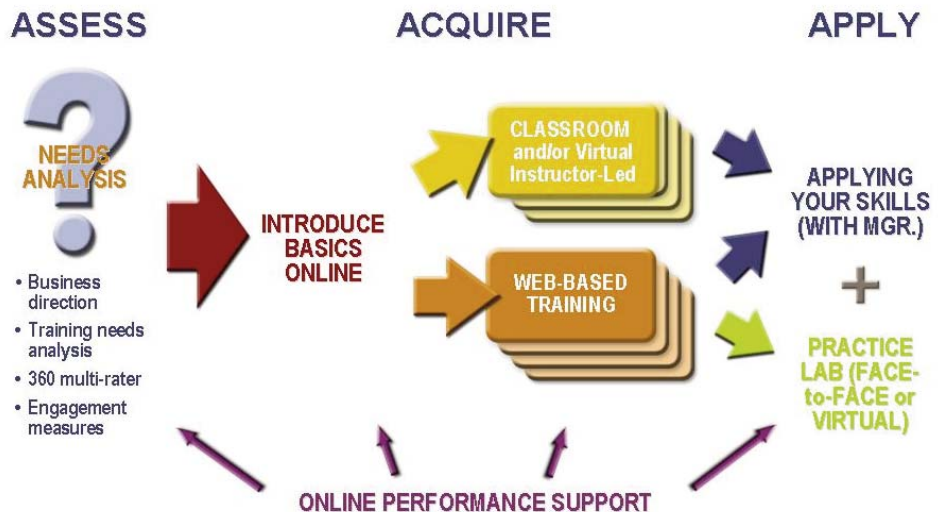
full range of flexible web-based leadership and workforce development solutions, which can be blended to bring together the right mix of capabilities for your training infrastructure. Our solutions cover all aspects of a successful initiative including assessing development needs, delivering high-quality skills training, measuring behavior change and impact, and providing ongoing performance support.

Plus, our proven competency-based solutions are backed by world-class expertise and experience working with organizations around the globe to develop nearly 16 million leaders.

BLENDING FOR BEHAVIOR CHANGE

DDI believes that the best approach to developing effective leaders is to combine modalities (classroom, web-based, online performance support, practice labs that

MODEL—BLENDING FOR BEHAVIOR CHANGE



reinforce skill acquisition, and on-the-job application), drawing on the benefits of each to create the right learning mix.

Our philosophy is captured in the *Blending for Behavior Change* model on the previous page. This model represents an optimal, integrated combination of the necessary components of an effective blended learning solution. This includes needs analysis, multiple-modality learning delivery, skill practice and application, and online performance support.

BECAUSE QUALITY CONTENT MATTERS

When it comes to blended learning, the quality of the content matters. DDI's web-based and virtual classroom courses and solutions draw on the same research and leading-edge instructional design as our award-winning *Interaction Management®: Exceptional Leaders . . . Extraordinary Results® (IM: EX®)* instructor-led courses. With this pedigree, our courses are proven to get results. And your learners will appreciate content that is complementary across modalities, avoiding the conflicting points-of-view that accompany the use of multiple competing sources.

SOLUTIONS—GIVE YOUR WORKFORCE THE SKILLS THEY NEED

DDI also offers proven web-based solutions for assessing and developing your individual contributors and leaders. Our online courses and performance support system are integral components of a results-driven strategy for helping individual contributors and team members assess, acquire, and apply the skills they need—from communicating more effectively, to improving collaboration, and promoting teamwork.

ASSESSMENT/MEASUREMENT

Leadership Mirror®

Leadership Mirror® is DDI's flexible, web-based multilingual 360° feedback system that your organization can use to conduct enterprise-wide, multisource assessments involving large populations, small teams, or individuals. Your organization can use the built-in competency-based surveys, to create your own using your terminology.

Leadership Mirror includes *Targeted Feedback®*, a breakthrough alternative multisource approach designed to accelerate behavior change and to overcome common barriers to traditional 360° implementations. "Targeted" means targeted toward focused development—it uniquely shifts the focus from employee evaluations and ratings to actionable development.

Assessing Talent: People Leader®

Assessing Talent: People Leader® is an in-depth, web-delivered behavioral assessment program for hiring, promoting, and developing first- and second-level leaders.

E3®: A Measure of Employee Engagement

The *E3®* is a web-based, 20-question standardized survey. It provides a composite overall engagement index as well as item-level results that can be summarized across large populations and smaller sub-groupings.

LEADERSHIP AND WORKFORCE DEVELOPMENT

Interaction Management®: Exceptional Leaders . . . Extraordinary Results® (IM: EX®) Web-based Training

Our award-winning leadership development system, *IM: EX®*, includes e-learning options for most of our competency-based

classroom courses. These courses give leaders the skills they need now and in the future—while accommodating the organization’s need for implementation flexibility. Based on research with thousands of leaders, *IM: EX*[®] provides a highly engaging learning experience that prepares your leaders to succeed in a complex and unpredictable business environment.

DDI’s curriculum of e-learning courses, supported by Practice Labs to reinforce skills acquisition and application, builds a wide range of crucial leadership skills, such as coaching, resolving conflict, leading change, and managing others. In many cases, learners have the option to tailor their learning path to their specific environment (white collar, manufacturing, or health care). Included in our e-learning offerings is Essentials of Leadership, a highly engaging online version of our foundation course that can be delivered in half the time of the classroom version. This course simulates a day-in-the-life of a typical leader. Learners assume the role of the leader and interact with their manager, peers, and direct reports as they navigate through the online course, learning and applying effective interaction skills.

IM: EX[®] web-based courses:*

- > Essentials of Leadership (Pre-requisite)
- > Achieving Your Leadership Potential
- > Building an Environment of Trust
- > Coaching for Improvement
- > Coaching for Success
- > Delegating for Results

* For the full list of our classroom courses, please visit www.ddiworld.com/products_services

- > Developing Others
- > Getting Started as a New Leader
- > Leading Change
- > Leading Virtually
- > Making Meetings Work
- > Managing Performance Problems
- > Resolving Conflict
- > Retaining Talent
- > Reviewing Performance Progress
- > Setting Performance Expectations

IM: EX[®] Virtual Classroom

IM: EX[®] Virtual Classroom training is delivered through web conferencing technology, which is most commonly used for meetings and webinars. However, virtual classroom training is more than just a webinar in the same way that hands-on, high impact classroom training is more than just a lecture. To really build skills and achieve behavior change, virtual classroom training requires a high level of interactivity and engagement to keep learners’ attention, drive knowledge acquisition, and deliver effective skill building and application on the job. DDI’s new Virtual Classroom training courses engage participants in discussions, activities, and skill practices through state-of-the-art web conferencing software so leaders develop critical skills without the time and expense of travel.

DDI’s Virtual Classroom courses are as effective as traditional instructor-led classes or self-paced web-based courses. They can be delivered by a DDI consultant, or by your internal DDI-certified facilitators and Master Trainers. We’ve taken the same award-winning content of our *IM: EX*[®]

classroom training, and adapted it to be delivered via a web-conferencing platform (optimized for Cisco's WebEx Training Center, but can be delivered over most full-featured virtual meeting platforms). Coupled with virtual skill practice using breakout rooms (small group audio lines with 2-3 other learners), DDI's Virtual Classroom experience delivers the behavior change you're looking for, without incurring the travel costs associated with classroom training initiatives.

IM: EX[®] Virtual Classroom courses:

- > Essentials of Leadership
- > Building an Environment of Trust
- > Coaching for Improvement
- > Coaching for Success
- > Delegating for Results
- > Leading Change
- > Motivating Others
- > Reaching Agreement
- > Resolving Conflict
- > Supporting Leadership Development

**Interaction Management[®]:
Exceptional Performers Series
(IM: ExPSM) Web-based Training**

Interaction Management[®]: Exceptional Performers Series is a competency-based, blended solution for individual contributors designed to boost interpersonal skills that will enhance individual effectiveness, group effectiveness, and build customer loyalty. By using research-based content and interactive learning experiences, *IM: ExPSM* promotes positive behavior change in your employees

and leaders, which results in a higher-performing, more engaged workforce.

IM: ExPSM web-based courses* include:

- > Communicating with Impact (Pre-requisite)
- > Taking the HEAT

Techniques for a High-Performance Workforce[®] Web-based Training

Techniques for a High-Performance Workforce[®] is a competency-based, blended solution designed to equip your team members and individual contributors with the day-to-day interpersonal, teamwork, and business skills that help create and maintain a high-performance workplace.

Techniques[®] web-based courses* include:

- > Adapting to Change
- > Building Trust
- > Communicating and Listening
- > Contributing to Meeting Success
- > Decision Making (web-based only)
- > Feedback Fundamentals
- > Personal Empowerment: Taking Initiative
- > Taking Charge of Your Development
- > Time Management (web-based only)
- > Working Through Conflict

ONLINE PERFORMANCE SUPPORT

OPAL[®]

(Online Performance and Learning)

OPAL[®] is an innovative online competency development and day-to-day job performance support system. Featuring hundreds of performance tools—action planners, checklists, surveys, interview worksheets,

development planners, discussion guides, and more—*OPAL*® provides individuals with just-in-time coaching and expert guidance on handling work situations.

OPAL® also empowers leaders to learn and develop important business competencies, and provides online access to skill-building exercises that provide hands-on learning. For optimal impact, *OPAL*® can be combined with *Leadership Mirror*® to give leaders immediate access to the tools and resources they need to begin addressing their diagnosed development needs.

OPAL® is an excellent resource to help leverage your training initiatives. Integrating *OPAL*® into your training curriculums through assigning pre-, post-, and in-class work is a great way to sustain behavior change.

LEADING-EDGE TECHNOLOGY— RIGHT FROM THE SOURCE

All of DDI's content and technologies are developed by DDI. Our team of more than 100 in-house developers and IT professionals can help ensure a smooth installation and troubleshoot technology issues. Industry-leading tech support is just a phone call away!

GET CONNECTED!

When you work with DDI, you partner with the leadership and workforce development blended learning experts. But more than that, you connect with a global company of capable and committed professionals who understand your business and your culture.

For more information on DDI's web-based leadership and workforce development solutions, visit us at www.ddiworld.com/blendedlearning, contact your DDI representative, or call 1-800-933-4463.

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