



TECHNIQUES FOR A HIGH-PERFORMANCE WORKFORCE®

Techniques for a High-Performance Workforce is a competency-based learning system designed to build frontline employees' and leaders' skills in personal and group effectiveness and cognitive and analytical thinking. Techniques' strength lies in its proven design for building specific, measurable skills. Positive behavior change not only is observable, it also can be assessed and documented. Further, because Techniques builds skills for employees as well as leaders, such positive changes are possible at all levels of the organization. The result is a high-performance workforce focused on achieving strategic goals.

Techniques is proven to help organizations:

- Build effective communication among peers, customers, supervisors, and leaders.
- Start up and optimize the potential of high-performance work groups.
- Apply a proven method and the necessary skills for improving processes, making effective decisions, and generating innovative solutions.
- Develop the high level of involvement that enables people to take on more responsibility and work more effectively as organizations continue to try to do more with less.

DESCRIPTION

Techniques for a High-Performance Workforce consists of 29 modules grouped under the following learning clusters:

- **Personal Effectiveness** to take charge of your own performance.
- **Group Effectiveness** to increase performance in work groups and teams.
- **Getting Business Results** to build cognitive and analytical thinking skills as well as business acumen.

Personal Effectiveness

Employees are responsible for their own success. That's the message you want to send to really improve individual performance. A DDI survey of line managers found that more than 40 percent cited "handling changing expectations" as a crucial skill and "taking initiative" and "taking charge of your own learning" as the top performance outcomes they desired. The modules in the Personal Effectiveness series are designed specifically to develop employees who proactively take charge of their performance, their careers, and their contributions to the organization.

Competencies developed: Adaptability, Building Trust, Collaboration, Gaining Commitment, Initiating Action, Communication, Continuous Learning, Managing Conflict.

Group Effectiveness

If there's one business idea whose validity has been proven by time and results, it's teamwork, whether in formal teams or work groups. Group Effectiveness is a series of 10 competency-based modules designed to continually improve

the efficiency of your teams, resulting not only in reduced turnover and higher morale but also in greater time savings, lower costs, fewer mistakes, greater uptime, and higher productivity.

Competencies developed: Building a Successful Team, Coaching, Contributing to Team Success, Decision Making, Meeting Leadership, Meeting Participation, Valuing Diversity.

Getting Business Results

It's not enough to have an organization filled with hard-working employees. Organizations today need a workforce of results-minded people who can generate innovative solutions, make sound decisions, understand business operations, increase their own personal productivity, and improve their own work processes. Getting Business Results is a group of eight competency-based modules that show how to take action to improve decision making, build business acumen, and increase the speed and efficiency of each individual's work.

Competencies developed: Building Positive Working Relationships, Business Acumen (Technical/Professional Knowledge and Skills), Communication, Continuous Improvement, Decision Making, Innovation, Managing Work.

MODULE LISTING

Personal Effectiveness

- Interaction Skills for Success*
- Feedback Fundamentals
- Communicating and Listening
- Communicating with Others
- Influencing Others
- Building Trust
- Working Through Conflict
- Personal Empowerment: Taking Initiative
- Adapting to Change
- Investing in Your Learning
- Taking Charge of Your Development

Group Effectiveness

- Working as a Team
- Valuing Differences
- Fast Start for Teams
- Reaching Group Agreement
- Optimizing Team Performance
- Team Performance Survey
- Contributing to Meeting Success
- Leading Successful Meetings
- Supporting Others
- Training Others

Getting Business Results

- Making Sense of Business:
A Simulation™
- Making Effective Decisions
- Partnerships for Improvement
- Taking Action® to Solve Problems
- Taking Action Handbook
- Improving Personal Productivity
- Impacting Your Work Processes
- Thunderbolt Thinking®: Innovation
Fundamentals

* Required Foundation Module.

BENEFITS

With its variety, flexibility, and focus on business performance, Techniques enables you to:

Apply learning directly to employees' jobs.

Employees learn how to work with easy-to-use performance tools—worksheets, grids, checklists, flowcharts, planners, and reference sheets—that they can then use on the job to work smarter and faster.

Use the best learning method for the content presented. Learning methods are based on their effectiveness in conveying content. Matching content with the best learning method maximizes comprehension and makes learning more actionable.

Address the performance gaps of learners.

You can select any individual module within Techniques or any combination to create a specific learning curriculum.

Build a high-performance organization.

All modules are compatible with Interaction Management[®]: Tactics and Strategies for Effective Leadership[®], enabling you to attack organizational initiatives, such as higher productivity, from both the leadership and workforce aspects.

Fit learning easily into work schedules.

Modules are divided into distinct units with discrete learning objectives, so you can deliver units all in one session or separately over time. Doing so enables you to schedule delivery of learning to fit your workload and that of your leaders. Elements of these modules also are available in OPAL[®], DDI's online performance and learning system, putting the learning at your fingertips.

Shorten delivery time, if necessary.

By following the Fast-Track format for facilitator-led modules, you can deliver the core learning content in about half the time.

Choose your training delivery method.

You can have a DDI consultant deliver the training, or your people can become certified facilitators, which more closely ties the learning to your culture. Many modules are also available in online, self-study formats.

Build a competency strategy.

Because the modules are competency based and anchored in key actions and behaviors, they develop specific skills your organization needs, allowing you to build an organizationwide competency strategy or enhance your existing competency strategy.

RESULTS

Sundstrand Aerospace reduced production time by up to 70 percent. Labor costs fell by 34 percent. Production cost savings reached \$2 million in one year.

Phelps Dodge, one of the world's leading producers of copper, wanted to develop their leaders by increasing their awareness and understanding of basic business principles. Participants' ability to look at the business from an owner's perspective increased 54 percent—from 19 percent before training to 73 percent after.

Shell U.K. Exploration and Production, by moving to teams, saved more than \$31 million and increased platform uptime 6 percent.

Eli Lilly wanted to get its newly formed teams on the fast track. After training, proficiency in keeping the group on course and maintaining productivity increased by 100 percent and resolving conflict increased by more than 200 percent.

Standard Life Assurance

Overtime and part-time expenses were reduced 42 percent. Productivity increased 11.8 percent.

CONTACT INFORMATION

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