



# Client Certification Workshops 2019

## Facilitator Certification Process

### Build the knowledge and skills to be a great facilitator

DDI's three-day Facilitator Certification Process workshop develops the skills and competencies facilitators need to deliver training to build essential skills for organisational success. Upon certification facilitators will have access to train nearly 40+ courses from DDI's Interaction Management®(IM) curriculum.

#### The Benefits

##### For Organisations

- Reduce costs by building internal capability with in-house facilitators
- Helps achieve business results through effective and efficient learning and development practices
- Access to IM Materials and tools to transfer learning from the classroom back to the job

##### For Facilitators

- Gain confidence in facilitation practicing new skills in a safe, supportive environment with like-minded people
- Empowers facilitators to:
  - Become a change agent within their organisation
  - Gain insights on personal strengths and development areas related to facilitation
  - Understand your role in supporting training beyond the formal classroom
- Lifetime DDI facilitator certification which includes:
  - Membership to the Australian Facilitators' Club
  - Access to the online global Facilitator Exchange - The HUB

Designed using 45+ years' experience and research assessing and developing millions of people around the world, **Interaction Management®** is a comprehensive flexible development solution for your frontline, emerging leaders and individual contributors, with a wide range of courses which can be combined into a learning journey that best suits your learners needs. Based on key foundational leadership skills and behaviours critical to successful interactions in the workplace, **Interaction Management®** works to develop effective leadership skills to promote positive business outcomes.

The curriculum supports 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.

## Learning Outcomes

- Develop skills across four competencies that have been proven to be requisites of a successful facilitator
- Learn and embed key DDI models (i.e. Interaction Essentials<sup>SM</sup>) that will change the way the facilitator 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, skills practices, action planners, and how they can be used to both transfer training to the workplace and conduct refresher/coaching activities
- Recognise the components involved in a successful training implementation and your influence and impact on it

## Your Commitment

By becoming an accredited DDI facilitator, you agree to purchase participant materials to run your ongoing DDI workforce and leadership development programs. This may also include the purchase of additional facilitator kits for courses not covered in your workshop.

## Your Investment

- Course preparation: Web-based content and self-assessment, 2 hours
- Course length: 3 days, plus overnight preparation time
- Course fees: Includes course materials, five full facilitator kits, training facilities and catering — \$4,100 per person (ex GST)
- Ongoing costs: Participant materials for in-house training from our Interaction Management<sup>®</sup> curriculum. Please contact us for an indication of pricing.

## Return on Investment

A study of 18,000 leaders and 12,000 of their observers found that 82% of managers, peers and direct reports witnessed a higher frequency of positive leadership behaviours from Interaction Management developed leaders. Find out more in our [Proof of Impact Report](#).

## Workshop Schedule

SYDNEY	MELBOURNE
March 5 — 7	May 20 — 22
July 30 — August 1	June 4 — 6
October 15 — 17	August 20 — 22
	November 12 — 14

Find out more: 1800 035 604 [client.services@ddiworld.com](mailto:client.services@ddiworld.com)  
Register at: [DDI Australia Public Workshops](#)





# 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:

Rescheduling or cancellation of workshop date	% of Associated Fee
0-1 Business day before scheduled date	100%
Between 2 and 10 Business Days before scheduled date	50%
Between 11 and 20 Business Days before scheduled date	20%

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 and Targeted Selection<sup>®</sup>: Trainer 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 a DDI Representative or Workshop Co-ordinator.
- Where fees have not been paid prior to a scheduled date, an enrolment may be cancelled.

### Notification of Enrolment

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<sup>®</sup>: Trainer Workshop

If your organisation doesn't already own a facilitator kit (i.e. charts, facilitator guide and videos), for the course you wish to deliver you are required to purchase them, along with participant materials, prior to conducting training.

Charts and videos 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.**