



Celebrating 35 Years

Learning Dynamics

Investing in People™

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Learning Dynamics Helps Clients Create More Professional Workplaces

Learning Dynamics has had the opportunity to partner with leading organizations in a wide range of industry sectors over the last 35 years. One of the company's flagship programs, Common Decency®, has been a perennial favorite as employers have sought out interesting and engaging ways to meet mandatory anti-harassment training requirements and fresh ways to teach managers how to deal with tricky employee relations situations.

Combining instructor-led discussions and group work with compelling, award-winning video segments,

Common Decency® and Trato Justo® - the new Spanish-language version of this award-winning program – give teams the opportunity to learn how to foster a professional, respectful workplace.

Common Decency® gets supervisors, managers and employees into the conversation and learning how to handle common scenarios. Each video vignette presents a workplace situation, and Learning Dynamics instructors or licensed trainers lead discussions among participants to deliver and ensure understanding of the teachable points. In the end, participants come away with new ideas,

or reinforcement of existing skills, to effectively handle real conversations and interventions in the workplace.

Common Decency® has been updated over the years to provide contemporary issues that are relevant in today's diverse workplace. New for the Learning Dynamics' 35th anniversary is the Spanish-language version of the program. Professionally translated and recorded by native Spanish speakers, Trato Justo® brings the compelling and effective content that has been so successful for over three decades to clients and participants for whom Spanish-language training will be more productive and effective.

While Learning Dynamics has delivered Common Decency® to a wide range of clients in many different industries across the country, the following three cases serve to illustrate how the program can be delivered, and the ideas implemented, within any organization for which the concepts can make a positive difference.

A Fresh Approach to Harassment-Avoidance Training

Harassment-avoidance training is mandated in California, Connecticut and Maine, and a Connecticut-based bank was looking for a new and more engaging way of delivering this training to its employees. Previously, the client had been using its own lecture-based training, an effort that was not earning positive reviews from its employees. Rather than being a training and development opportunity to be looked forward to, the former training approach was viewed as a low-value, compliance-driven chore.

The Solution

Learning Dynamics presented the Common Decency® approach to the client. The instructor-facilitated conversations designed to reinforce key points from the video vignettes were especially compelling to them. The decision to move forward with the program was made, and it generated significant positive response from participants.

The Outcomes

Learning Dynamics asks participants to complete evaluations at the end of every class facilitated, so there are many positive comments generated by Common Decency® and all programs. One comment in particular is especially relevant concerning this

Common Decency® engages participants with discussions and group work based on realistic workplace scenarios.

bank's interest in taking a fresh approach to this type of training:

“Everything was excellent! I've been through a few of these programs, and this was by far the best.”

Common Decency® has been a cornerstone program of Learning Dynamics since it was first introduced. While more than 80 percent of Learning Dynamics clients return for additional training engagements, nearly every Common Decency® client has returned to deliver this same training to new managers and employees. They have found it to be effective, engaging, and well worth the investment.

Reducing EEO Complaints and Litigations

A global leader in pharmaceuticals was looking for a solution to combat a small surge in complaints and legal actions that were tied to employee relations. A thorough examination of the company's anti-harassment and employee relations training uncovered a shortfall in that effort. The company had been using the same program for years, and completion had become a checklist-driven compliance priority, not one that engaged learners in active training. The company already had a relationship with Learning Dynamics and previewed Common Decency® to evaluate how it could help with this new concern.

The Solution

The client decided to move forward with a wide rollout of Common Decency® across its US organization. Many of the scenarios and vignettes in the case studies and videos were closely related to what supervisors and managers were dealing with in real life. As adult learning theory makes clear, adults will engage with training if they see it as relevant. That was the case with this client as employees embraced the training and its content.

The Outcomes

Most importantly, the client reported that line-level leaders were making better decisions when dealing with employee relations issues. With Common Decency® training, their leaders learned how to deal with difficult situations before they occurred, and their newly-enhanced skills led to a reduction in complaints. HR also reported that managers were now more likely to consult with them on employee relations issues. This client felt there was an immediate, strong, positive return-on-investment.

Fostering a Fair and Professional Work Environment.

An important learning goal of Common Decency® is to ensure that all employees – managers, supervisors and individual contributors – understand what is and is not appropriate behavior in the workplace. While all can appreciate a healthy sense of humor, some jokes and comments can go too far and, ultimately, cost too much. Additionally, leaders at every level can benefit by being reminded of the importance of fair treatment. Common Decency® deals directly with both of these priorities.

A Learning Dynamics manufacturing client, a large Fortune 500 company with a household name and a valued reputation, wanted to ensure its team members understood what it takes to maintain and enhance a fair and professional environment.

This client recognized the importance of the concepts, as well as the need to train on them across the organization, and hired Learning Dynamics to deliver the message.

We all appreciate having fun at work. Knowing where the lines are to keep the workplace welcoming for everyone is a key learning objective of Common Decency® and Trato Justo®.

The Outcomes

The client's employees appreciated the training and shared how they learned new skills and refreshed existing ones to be more effective at fostering an environment of which they could be proud and that would advance the organization's reputation and stature as an employer of choice. Participant evaluations included the following comments.

A new manager said, "From someone with limited managerial experience, the training was very useful."

Another offered, "This program reminds us that there is a level of professionalism that needs to be adhered to."

A near-universal theme of participant comments is this: We all face tough situations at work, and having this training and the opportunity to speak through common issues is valuable. It is better to discuss these concerns in a classroom before the skills are needed in the workplace.

Common Decency® Solutions: Your Trainers or Learning Dynamics Consultants

Learning Dynamics offers flexible solutions to meet client needs. Many clients choose to have Learning Dynamics professionals deliver Common Decency® to their employees. Others, who already have effective trainers on staff, choose to have their trainers trained and certified by Learning Dynamics. Combined with licensing, client organizations can deploy their own team members to deliver the training where and when it is needed. Online learning options are also available.

Learning Dynamics also partners with clients to deliver Common Decency® using a blended approach. For “big bang” training rollouts, Learning Dynamics consultants can work to supplement clients’ existing staff. Then, once the initial rollout has been done, client staff can maintain and reinforce the training as needed.

In summary, Learning Dynamics strives to make this important – and in some states, mandated – training available to all of its clients in whatever way works best for them. Delivered by Learning Dynamics, by client team members, or in a collaborative effort of the two, Common Decency® can become an invaluable part of the culture and professionalism-building efforts of any organization.

Complimentary Consultation

Every Learning Dynamics training and development engagement starts with a complimentary training needs assessment. Learning Dynamics experts will meet with you and your team to assess current training efforts and to determine the best solution to meet organizational goals. Contact Learning Dynamics today to start the process to bring Common Decency® and/or Trato Justo® to your company.

Contact Learning Dynamics at 203-265-7499 or 800-3-SKILLS. If you prefer to email a request, use info@LearningDynamics.com . Follow Learning Dynamics on LinkedIn, Twitter and Facebook.

