



## We Delivered Business-Oriented Talent Management Solutions in 2018.

### How Can We Partner with You in 2019?

2018 was a record-setting year for Learning Dynamics. We worked with many financial institutions across the country – including new clients from California to New England – and **enjoyed multiple assignments with over 80% of our clients.**

We are proud of the **many years of banking experience our consultants offer** progressive financial institutions. Now in our 38<sup>th</sup> year, why not make our experience work for you?

### Here are examples of our success stories from 2018:

<b>Organizational Challenge</b>	<b>Provide an interactive approach to mandatory sexual harassment training for managers and employee relations training for managers and employees</b>
<b>Learning Dynamics Solution</b>	Our consultants presented numerous sessions of our award-winning <b>Common Decency®</b> program, which goes beyond sexual harassment to cover other critical employee relations situations. Several clients used our non-manager classroom version of <b>Common Decency®</b> and e-learning modules. Clients reported a decrease in sexual harassment complaints and employee relations issues.

<b>Organizational Challenge</b>	<b>Provide a consultative approach to sales and service training</b>
<b>Learning Dynamics Solution</b>	We designed and delivered programs such as <b>Customer Relationship Building, Consultative Selling, Coaching for Sales and Service Excellence, Maximizing Teller Referrals,</b> and <b>Selling to Multi-Generational Customers.</b> Our “Actor’s Guild” provided humorous role plays in some of the programs. Clients consistently reported increased sales with new and existing customers.

<b>Organizational Challenge</b>	<b>Develop existing/future leaders and identify a pipeline for succession planning</b>
<b>Learning Dynamics Solution</b>	We delivered our popular <b>Investing in People leadership development/succession planning program.</b> The program includes workshops, a leadership assessment center, individual development plans, and capstone group projects based on each financial institution’s needs. Results included greater responsibilities and enhanced leadership skills for high-performing participants. The capstone projects decreased expenses or increased revenues.

<b>Organizational Challenge</b>	<b>Enhance the skills of newer supervisors</b>
<b>Learning Dynamics Solution</b>	We received many requests to deliver our <i>Supervisor's Tool Kit</i> , which includes modules on communication, change management, coaching and performance management. Clients noted increased employee engagement, which they attributed to the program.

<b>Organizational Challenge</b>	<b>Help assess our senior management internal candidates as we plan for our President's retirement</b>
<b>Learning Dynamics Solution</b>	We evaluated the leadership skills of the organization's senior managers, utilizing interviews, assessments, case studies, and a simulated Board Meeting. We then provided recommendations to the HR Committee of the organization's Board of Directors.

<b>Organizational Challenge</b>	<b>Provide ongoing consulting with organizational development initiatives</b>
<b>Learning Dynamics Solution</b>	Two of our senior consultants worked onsite with a client to support their OD initiatives. We provided ongoing help in aligning new strategic direction with all future initiatives including customer experience and performance management.

<b>Organizational Challenge</b>	<b>Reinforce the importance of an ethical work environment</b>
<b>Learning Dynamics Solution</b>	We facilitated several sessions of our award-winning <i>Integrity at Work®</i> program. The program reinforced these financial institutions' codes of conduct and other pertinent policies.

<b>Organizational Challenge</b>	<b>Increase the effectiveness of our Call Center and Customer experience</b>
<b>Learning Dynamics Solution</b>	We assessed several financial institutions' Call Centers to assist them in becoming more efficient. We also helped their staff cross-sell other products and services to customers.

<b>Organizational Challenge</b>	<b>Find new ways to build and develop teams for greater effectiveness</b>
<b>Learning Dynamics Solution</b>	We facilitated numerous sessions of <i>Working with High Performance Teams</i> and <i>Motivating High Performance Teams</i> . We utilized assessments such as Myers-Briggs or DiSC in the workshops.

**Schedule your complimentary learning and development needs assessment today.** We will review your business goals, challenges, and resources to discover how Learning Dynamics can help you with your talent management initiatives in 2019.

For further information, contact Jim DeMaio at [jdemaio@learningdynamics.com](mailto:jdemaio@learningdynamics.com), call (203) 265-7499, ext. 201, or visit our website at [www.learningdynamics.com](http://www.learningdynamics.com)