

## We Delivered Business-Oriented Talent Management Solutions in 2019.

### How Can We Partner with You in 2020?

2019 was another busy year for Learning Dynamics. We worked with many organizations across the country – including numerous new clients from California to New England – and **enjoyed multiple assignments with over 80% of our clients.**

Why not consider Learning Dynamics as a partner in providing innovative talent management solutions to your business initiatives and learning and development needs?

### Here are examples of our success stories from 2019:

<b>Organizational Challenge</b>	<b>Provide an interactive approach to sexual harassment training and employee relations training for managers and employees</b>
<b>Learning Dynamics Solution</b>	Our consultants presented many sessions of our award-winning <b>Common Decency®</b> program, which goes beyond sexual harassment to cover other employee relations situations. Other clients used our non-manager version of <b>Common Decency®</b> and e-modules to foster a fair and professional work environment. Clients reported a decrease in sexual harassment complaints and employee relations issues.
<b>Organizational Challenge</b>	<b>Implement innovative approaches to business relationship building/consultative sales training</b>
<b>Learning Dynamics Solution</b>	We designed and delivered customized modules including <b>Customer Relationship Building, Consultative Selling, Selling to Multi-Generational Clients,</b> and <b>Coaching for Sales and Service Excellence.</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>Requested help in maintaining a safe work environment</b>
<b>Learning Dynamics Solution</b>	We facilitated many sessions of our popular <b>Safe and Sound®</b> program for several clients. The program emphasizes the importance of recognizing and responding to potentially harmful workplace situations.

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<b>Organizational Challenge</b>	<b>Develop our existing/future leaders and identify a pipeline for succession planning</b>
<b>Learning Dynamics Solution</b>	We delivered our popular <i>Investing in People</i> leadership development and succession planning program. The program includes workshops, a leadership assessment center, individual development plans, and capstone group projects based on actual company needs. Results included greater responsibilities and enhanced leadership skills for several of the participants. The capstone projects decreased expenses or increased revenues for the organizations.

<b>Organizational Challenge</b>	<b>Increase the effectiveness of our Call Center and customer experience</b>
<b>Learning Dynamics Solution</b>	We assessed several organizations' 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>Provide outplacement services</b>
<b>Learning Dynamics Solution</b>	As a Career Partners International firm, we provided outplacement services to several clients. The clients appreciated our robust portal and hands-on approach.

<b>Organizational Challenge</b>	<b>Reinforce the importance of a diverse and inclusive workforce</b>
<b>Learning Dynamics Solution</b>	We presented our <i>Diversity without Adversity</i> and <i>Cross-Cultural Communication</i> workshops for several clients. The sessions emphasized the importance of a respectful and inclusive work environment.

<b>Organizational Challenge</b>	<b>Provide coaching for executives, leaders, managers and individual contributors</b>
<b>Learning Dynamics Solution</b>	Several clients identified executives, leaders, managers, and individual contributors who we coached in areas such as communication, leadership skills, business development, time management, supervisory skills, emotional intelligence, and conflict management.

<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>Manager'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.

**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 training and development initiatives in 2020.

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