

We Delivered Business-Oriented Solutions in 2018. How Can We Partner with You in 2019?

2018 was another record-setting 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 2018:

Organizational Challenge	Help assess our senior management internal candidates as we plan for our President's retirement
Learning Dynamics Solution	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 Board of Directors.
Organizational Challenge	Provide an interactive approach to sexual harassment training and employee relations training for managers and employees
Learning Dynamics Solution	Our consultants presented many sessions of our award-winning Common Decency® program, which goes beyond sexual harassment to cover other employee relations situations. Other clients used our non-manager version of Common Decency® and e-modules to foster a fair and professional work environment. Clients reported a decrease in sexual harassment complaints and employee relations issues.
Organizational Challenge	Implement innovative approaches to business relationship building/consultative sales training
Learning Dynamics Solution	We designed and delivered customized modules including Customer Relationship Building, Consultative Selling, Selling to Multi-Generational Clients, and Coaching for Sales and Service Excellence. Our "Actor's Guild" provided humorous role plays in some of the programs. Clients consistently reported increased sales with new and existing customers.
Organizational Challenge	Requested help in maintaining a safe work environment
Learning Dynamics Solution	We facilitated many sessions of our popular Safe and Sound® program for several clients. The program emphasized the importance of recognizing and responding to potentially harmful workplace situations.

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Organizational Challenge	Develop our existing/future leaders and identify a pipeline for succession planning
Learning Dynamics Solution	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.

Organizational Challenge	Increase the effectiveness of our Call Center and customer experience
Learning Dynamics Solution	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.

Organizational Challenge	Provide ongoing consulting with organizational development initiatives
Learning Dynamics Solution	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.

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

Organizational Challenge	Provide coaching for executives, leaders, managers and individual contributors
Learning Dynamics Solution	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.

Organizational Challenge	Enhance the skills of newer supervisors
Learning Dynamics Solution	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.

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 2019.

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