People make or break an organization's success. When leaders inspire others, coach, build trust, and drive individual and team performance, organizations thrive. When workers readily collaborate, take initiative, make effective decisions, and embrace change, organizations prosper. When service providers listen with empathy and take responsibility for meeting customer needs, they build loyalty. And when these groups falter, organizations falter too.

DDI's leadership, workforce, and customer service courses help ensure that your people are highly competent and are a true competitive advantage for your organization. Choose from a range of courses that, when taken together, let you strengthen overall performance or, when taken selectively, let you pinpoint areas to improve. A needs analysis allows you to focus your program selection and then measure the impact of your development through re-assessment.

DDI's courses are:

- Thoroughly proven to build specific, job-critical competencies and promote positive behavior changes that lead to better job performance. Other training programs might have similar names, but DDI's are continuously researched, tested, and improved.
- Flexible to meet your needs. Content suits both manufacturing and service/professional and health care environments.
- Tried and tested in the world's leading companies.
- Completely integratable so you can mix-and-match to create a development program that's tailored to the needs of your audience.

MEMBER:
DDI EDUCATION PARTNERS' NETWORK

DDI EDUCATION PARTNERS' NETWORK is a collaboration with education providers across the United States. Our network includes more than 325 community colleges and technical schools, secondary education systems, colleges, universities, and other organizations that provide education and training to local business and industry. DDI is a Sustaining Partner of the National Council for Continuing Education and Training, an affinity group of the American Association of Community Colleges.

More than 3,200 high-quality hiring decisions are made every hour and 20,000,000+ candidates have been successfully screened using our behavioral interviewing, testing and assessment systems.

DDI has worked with organizations in every industry, including manufacturing, health care, government agencies, finance/insurance, aerospace, pharmaceutical, technology, telecommunications, and consumer goods and services.
Whether it’s improved leader or workforce performance or better bottom line results, we can show you how effective our programs are. Here are just a few statistics based on client evaluations. For more success stories, visit www.ddiworld.com/results.

> The Business Development Bank of Canada was able to realize its goals of training emerging leaders. Not only did the emerging leaders' skills improve, but the organization documented improvements in communication, trust, and the work environment.

> Eaton Corporation, a diversified industrial manufacturer, improved leaders' skills by 19 percentage points. Estimates of human capital ROI indicate a 633 percent return and a benefit of more than $3.3 Million.

> P&H Mining Equipment reported a 20 percent improvement in the frequency of positive behaviors following DDI training. The participants themselves reported almost a 40 percent improvement.

> Bank of America increased by 29 percentage points the number of leaders rated as “excellent.”

> HCA improved employee retention by more than 42 percent and realized a 26.7 percent improvement in cost savings at its nine-facility TriStar Health System.

> Mattel improved frontline leaders’ “soft skills” knowledge by more than 40 Percent, and realized a human capital return on investment of 350 percent.

> McKesson Information Solutions posted a decline in turnover for 23 consecutive months, dropping from 20.4 percent to 4.8 percent.

> At Sundstrand Aerospace, production time was reduced by up to 70 percent, labor costs fell by 34 percent, and production cost savings reached $2 million in one year.

---

**CERTIFICATIONS**

Many of the products you choose have won numerous awards and certifications for product excellence and technical innovation.

> All of DDI’s leadership, workforce and customer service training have won *Human Resource Executive* Magazine’s Top New Training Product of the Year.

> Human Resource Certification Institute (HRCI)— Most of DDI’s leadership courses qualify for CEUs towards recertification, governed by the Society for Human Resources Management.

> ASTD Certification—The American Society for Training & Development (ASTD) Certification Institute has awarded its prestigious E-Learning Courseware Certification (ECC) to DDI’s entire library of web-based courseware.

---

**THE DDI ADVANTAGE**

> Choose from a robust library of competency-based training courses for leaders, workforce, and customer service providers.

> Embedded video, exercises, and specialized tools for health care, manufacturing, and administrative environments.

> Multiple delivery options: classroom, web-based, and hybrid/blended approaches.

> Courses for multiple positions/levels that share common concepts and can be used together.

> Customer service training focused on specific audiences, including health care.

> Varied instructional design including simulations, games, exercises, video-based exercises, skill practices and checklists.

> Leadership courses were selected by Consortium for Research on Emotional Intelligence in Organizations as a model of adult learning. Courses for leaders target emotional...