



NORTH LAKE COLLEGE BUSINESS & TRAINING SERVICES

Partners with
DEVELOPMENT DIMENSIONS INTERNATIONAL (DDI)

ABOUT THE TRAINING



- North Lake College is a proud partner with Development Dimensions International (DDI), a leading HR consulting firm with more than 35 years of soft skills training experience.
- Through DDI the college can offer your company proven tools to assess employee interpersonal skills, build leadership qualities, improve team performance, and create a customer-focused service environment.
- DDI courses such as “Rapid Decision Making” and “Boosting Business Results” help managers power-up their leadership skills. Workforce training modules like “Feedback Fundamentals” and “Valuing Differences” improve communication and team performance.
- DDI also has leadership and customer service training programs designed specifically for healthcare industry professionals.
- Please contact your North Lake College representative for pricing and additional course information or to request a consultative meeting with Business & Training Services staff to discuss your company needs.
- *Dianne Orfanos, Director, Corporate & Community Relations 972.273.3376*
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ASSESSMENT TOOLS * MANAGEMENT SKILLS * INDIVIDUAL PERFORMANCE

DDI Programs and Courses

Leadership Skills

- Achieving Your Leadership Potential
- Adaptive Leadership
- Boosting Business Results
- Building an Environment of Trust
- Coaching for Improvement
- Coaching: Developing High Performance
- Delegating for Productivity & Growth
- Guiding the Development of Others
- IM Essentials
- Influential Leadership
- Leadership: Facilitating Change
- Leading Change
- Leading Your Team to Optimal Performance
- Managing Performance Problems
- Mastering Interaction Skills
- Motivating Others
- Partnerships: Creating Synergy
- Performance Planning: Reviewing Progress
- Performance Planning: Setting Expectations
- Planning & Critical Path
- Problem Analysis & Decision-Making
- Rapid Decision Making
- Resolving Conflict
- Retaining Talent: Creating the Environment
- Supporting Leadership Development
- The Empowering Leader®
- Thunderbolt Thinking®:
Building an Innovative Workplace

Leadership Development for Healthcare®

- Building Consensus
- Conflict Resolution
- Coaching Staff
- Effective Teamwork

- Essential Skills for Healthcare Managers
- Improving Staff Performance (Part I)
- Improving Staff Performance (Part II)
- Leading Staff Through Change

Workforce Skills

Personal Effectiveness

- Adapting to Change
- Building Trust
- Communicating & Listening
- Communicating with Others
- Feedback Fundamentals
- Influencing Others
- Interaction Skills for Success
- Investing in Your Learning
- Personal Empowerment:
Taking Initiative
- Taking Charge of Your Development
- Thunderbolt Thinking®
- Working Through Conflict

Getting Business Results

- Improving Personal Productivity
- Impacting Your Work Processes
- Making Sense of Business: A Simulation®
- Making Effective Decisions
- Partnerships for Improvements®
- Taking Action® to Solve Problems
- Taking Action® Handbook

Group Effectiveness

- Contributing to Meeting Success
- Fast Start for Teams
- Leading Successful Meetings
- Optimizing Team Performance
- Reaching Group Agreement
- Supporting Others
- Team Performance Survey
- Training Others
- Valuing Differences
- Working as a Team

Customer Service Skills

- Creating a Service Culture:
The Service Leader’s Role
- Service Plus®
- Service Plus® Health Care

More information on DDI Systems and Courses is available upon request