



# SMART

## Training

**Employee Effectiveness.**

**Customizable  
training resources.**

*Build efficiency, confidence and career  
mastery. Position your company as a  
knowledge innovator.*

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SMART Employee Performance Solutions  
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# Engage and Inspire

## *Enhance Employee Performance*

Our **Employee Effectiveness** suite is designed to engage, inspire and equip your workforce with the tools, resources and skills to make a productive impact on your company.

Research shows that employee training is directly linked to organizational performance. In today's ever-evolving workplace, knowledge-based companies are emerging as the leaders in talent acquisition and retention.

Organizations that implement strategic learning programs report improvements in:

- ✓ Individual performance
- ✓ Staff morale
- ✓ Organizational productivity
- ✓ Customer satisfaction
- ✓ Quality of products and services
- ✓ Cycle time
- ✓ Employee retention
- ✓ Revenue and overall profitability

Our Employee Effectiveness courses include performance-based learning objectives, activities that provide practice in transferring new knowledge to the job, and examples that reflect “real world” situations.

Build the personal and professional skills of your workforce. Explore our unique Employee Effectiveness solutions and position your company as a knowledge innovator.

HR professionals may be a bit weary over all the buzz about “treating people as a valued resource,” but it bears repeating. In reality, people are your only resource.

# Training Partners

## *Outsourcing Offers Unique Advantages*

Nearly all of the nation's Fortune 1000 companies have internal training departments. It is not uncommon for large corporations to have more than 50 independently managed training groups.

In today's lean economic times, executives are strategically realigning learning activities by consolidating and eliminating duplicate training activities.

More and more organizations are going even farther. They are embracing the benefits and advantages of outsourcing the majority of their training initiatives.

As forward-thinking companies adopt a "centralized" model for training delivery, they are partnering with organizations like LDI that offer highly-targeted and highly-specialized training and learning programs.

Outsourcing offers unique advantages, including:

- ✓ Minimizes administrative costs
- ✓ Eradicates duplicate departments
- ✓ Eliminates overlapping programs
- ✓ Consolidates internal resources
- ✓ Centralizes instruction delivery
- ✓ Brings new perspectives
- ✓ Ensures objectivity
- ✓ Builds trust
- ✓ Fosters employee buy-in
- ✓ Delivers cutting-edge programs
- ✓ Enlivens training initiatives
- ✓ Engages your workforce

## Shape Their Identity

*Make employees feel significant,  
valued and connected*

Our Employee Effectiveness suite offers multifaceted training that builds the capacity of individuals and organizations.

This program provides transformative tools that give employees a foundation to accelerate their personal and professional development. Explore the overview of our courses and discover how you can increase employee cohesion, improve communication, enhance leadership skills, and reinforce employee contributions.

You may download a complete Employee Effectiveness Course Catalog on our website.



# Employee Effectiveness Suite Overview

## **Issue Resolution**

- ✓ Adapting to Change
- ✓ Effective Problem Solving
- ✓ Conflict Resolution Techniques
- ✓ Rational Decision Making
- ✓ Negotiation Skills

## **Strategic Skills**

- ✓ Basic Project Management
- ✓ Establishing Goals and Metrics
- ✓ Strategic Planning
- ✓ Team Skills
- ✓ Conducting Effective Focus Groups
- ✓ Excellence in Customer Service
- ✓ Facilitation Skills
- ✓ Delegation

## **Personal Development**

- ✓ Emotional Intelligence – Workplace EQ
- ✓ Personal Accountability
- ✓ Personal Style, MBTI Step 1
- ✓ Personal Style, MBTI Step 2
- ✓ Stress Management
- ✓ Time Management
- ✓ Time and Stress Management

## **Communication**

- ✓ Interpersonal Communication Skills
- ✓ Presentation Skills

## **Writing**

- ✓ Basics of Business Writing
- ✓ Effective Grant Writing
- ✓ Survey Design and Development

## **Financial**

- ✓ Finance for Non-Financial Managers
- ✓ Advanced Financial Principles

## **Managing**

- ✓ Interview Techniques
- ✓ Conducting Effective Interviews
- ✓ Recognizing and Motivating Employees
- ✓ Resolving Performance Problems
- ✓ Sharpen Your Performance Review Skills
- ✓ Managing and Leading Change
- ✓ Coaching for Better Results
- ✓ Conflict Management Systems
- ✓ Effective On-the-Job Training
- ✓ Train-the-Trainer

## **Leadership**

- ✓ Ethics in Leadership
- ✓ Servant Leadership
- ✓ Situational Leadership
- ✓ Team Leadership

## **Awareness & Compliance**

- ✓ Sexual Harassment – Employee
- ✓ Sexual Harassment – Supervisor
- ✓ Working with Diversity
- ✓ Workplace Violence



# LDI Solutions

## *The SMART Approach*

Our products and services are, in one word, SMART – seamless, measurable, accountable, responsive, and technology-driven:

- ✓ **Seamless** because they easily integrate into your enterprise
- ✓ **Measurable** because they are designed to meet your performance objectives
- ✓ **Accountable** because the results align with your business goals and ROI
- ✓ **Responsive** because they are flexible and customizable
- ✓ **Technology-driven** because they leverage the most effective, innovative techniques and delivery systems

## Innovative Outlook

### *“Return on Integration”*

It’s no secret that we are big proponents of measurable ROI, but not just in financial terms.

At Learning Designs, we offer the highest ROI – **Return on Integration** – for your organization because our products and services:

- ✓ Promote continuous improvement through learning
- ✓ Engage and empower your employees
- ✓ Provide data that allows you to measure results
- ✓ Foster a knowledge-based culture
- ✓ Protect your investment in employees
- ✓ Position your company as an “employer of choice”



# Reinforce Employee Empowerment

## *Partner with a Respected Industry Leader*

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