

DDI LEADERSHIP TRAINING

The following courses are offered and sponsored by CCWA in cooperation with the DDI (Development Dimensions International). The courses are available online or through traditional classroom training in order to meet the customer's needs. Certificates earned are awarded by CCWA in cooperation with DDI (Development Dimensions International).

BUSC 2394 **DDI Online: Achieving Your Leadership Potential**

Many leaders are driven to change, learn, and grow; however, they feel that they lack either the time or support they need to reach their full potential. This course shows leaders how to design, using a three-phase process, a meaningful development plan with their manager that will allow them to achieve their development goals while fulfilling their critical job responsibilities. Leaders will walk away with a development plan that not only identifies high-payoff goals, possible barriers, and measurements for success, but most importantly, has the vested interest and support of their manager, peers, and others.

Begins Anytime **\$109**

BUSC 2395 **DDI Online: Adapting to Change**

If people wince, stonewall, or rebel when a change in routine is mentioned, there is a solution. When employees can adapt quickly, the entire organization becomes faster, more flexible, and better able to answer the demands of an increasingly competitive marketplace. This course develops the confidence and skills needed to face change and welcome it as an opportunity to grow and learn.

Begins Anytime **\$109**

BUSC 2396 **DDI Online: Building an Environment of Trust**

This course shows leaders the key role they play in proactively fostering an environment of trust with their team members as well as those who work with them. Leaders learn to recognize and stop behaviors that can break trust and, instead, encourage and model behaviors that build trust. They also learn how to promote open communication, which is the foundation of a high-trust workplace. Using the tools and techniques presented in this course, leaders create a customized action plan on how to effectively establish, enhance, or repair trust with others.

Begins Anytime **\$109**

BUSC 2397 **DDI Online: Building Trust**

Broken promises. Failed teams. Stalled initiatives. Sagging morale. These are just some of the destructive consequences of a lack of workplace trust. Trust is the responsibility of each individual--no exceptions. When it's there, you feel it. In a trusting environment, you see more teamwork, partnering, and productivity. This course gives you hands-on, proven strategies for building trust in the workplace.

Begins Anytime **\$109**

BUSC 2398 **DDI Online: Coaching for Improvement**

This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance. Leaders will be able to foster morale and productivity by addressing performance and work-habit issues in a firm, fair, and consistent manner.

Begins Anytime **\$109**

BUSC 2399 **DDI Online: Coaching for Success**

This course develops leaders who help people achieve goals and avoid problems, a positive experience for leaders and those being coached. Leaders learn a proven coaching process to ensure they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until desired outcomes are achieved. They learn how coaching for success benefits individuals, strengthens work groups, and supports company objectives and priorities.

Begins Anytime **\$109**

BUSC 2400 **DDI Online: Communicating and Listening**

When people in your organization are communicating effectively, they are informed and able to participate, contribute, and add value to their jobs and the organization. Communicating and Listening is designed to equip employees with the skills they need to communicate clearly and listen carefully.

Begins Anytime **\$109**

BUSC 2401 **DDI Online: Contributing to Meeting Success**

Although meetings are a fact of workplace life, too often employees are stuck in meetings that run late, waste time, accomplish little, and keep them from their real work. This course gives employees the skills to save meeting time, keep meetings moving forward efficiently, and commit to and follow through on post-meeting actions.

Begins Anytime **\$109**

BUSC 2402 **DDI Online: Delegating for Productivity and Growth**

To maintain a motivated workforce, leaders must become catalysts who transfer responsibility and authority. In this course, leaders learn skills for successfully matching people, responsibility, and authority to maximize involvement, productivity, motivation, and growth for individuals, groups, and the organization.

Begins Anytime **\$109**

BUSC 2403 **DDI Online: Developing Others**

Organizations need to get the most out of their people, and employees want the opportunity to do more, grow, and develop. This course provides leaders, coaches, and mentors with the practical process and the skills necessary to develop talent. Leaders will learn what they can do to help team members create development plans that will enable them to support organizational goals while achieving their personal and professional goals too.

Begins Anytime **\$109**

BUSC 2404 DDI Online: Essentials of Leadership

This foundation course for all Interaction Management courses teaches leaders how to get results through people. It helps leaders build strong working relationships and enhance the efficiency and effectiveness of their interactions. This course simulates a day in the life of a typical leader. Learners assume the role of the leader and interact with their manager, peers, and direct reports as they navigate through the course learning and practicing effective interaction skills.

Begins Anytime \$109

BUSC 2405 DDI Online: Feedback Fundamentals

Feedback isn't criticism! Once people understand that feedback is valuable, usable information, real performance improvement begins. Feedback Fundamentals helps employees use feedback to enhance their job performance and ensure their success. The course emphasizes seeing feedback as objective information about performance that can help them improve the way they work.

Begins Anytime \$109

BUSC 2406 DDI Online: Getting Started as a New Leader

This course for new and aspiring leaders teaches a leadership approach that provides a solid foundation for accomplishing results through others. Three leadership accelerators (be authentic, bring out the best in people, and be receptive to feedback) give learners a quick start toward success, even if they haven't had training in traditional leadership skills. Learners build a plan that helps them identify priorities, specific ways to apply each accelerator, actions to build their team, leadership strengths and areas to develop, and the legacy they want to create. Using the leadership accelerators consistently will help learners build an environment of openness and trust in which team members want to give their best.

Begins Anytime \$109

BUSC 2407 DDI Online: Interaction Skills for Success

Improving people's interaction skills will improve the way your workforce thinks and acts. This course presents the basics on how to work well together, reduce wasted time, lessen conflict, and influence interactions in a positive way.

Begins Anytime \$109

BUSC 2408 DDI Online: Leading Change

This course focuses on the crucial role leaders have in effectively leading change initiatives in the workplace. Leaders learn how to introduce a change initiative and lead discussions with employees to explore how best to implement the changes. In addition, they learn how to help others overcome their resistance to changes. These skills enhance a leader's ability to minimize the potentially negative effects of change on morale, processes, and productivity.

Begins Anytime \$109

BUSC 2409 DDI Online: Leading Virtually

This course shows the leaders of virtual teams how to bridge the gap of time and distance to build community, where remote team members have a sense of belonging, responsibility, and commitment as if they were working together in the same place. Leaders are introduced to three foundations for building community: communicating effectively, building trusting relationships, and keeping team members and goals visible and in focus. Leaders are shown how to establish each foundation, using skills and tools designed specifically for leading in a virtual environment.

Begins Anytime \$109

BUSC 2410 DDI Online: Making Meetings Work

The involvement of the right people at the right time is critical to the effectiveness and efficiency of an organization. This course gives leaders the skills they need to ensure that meetings run efficiently, generate good decisions, and result in clear action. Leaders also learn best practices for planning, facilitating, and following-up on virtual meetings.

Begins Anytime \$109

BUSC 2411 DDI Online: Managing Performance Problems

This course builds leaders' skills in handling chronic performance or work habit problems or serious misconduct. They learn how to document the problem and explain what the employee must do to address it. Leaders become skilled in discussing and imposing formal consequences, while adhering to their organization's policies and procedures concerning disciplinary actions.

Begins Anytime \$109

BUSC 2412 DDI Online: Personal Empowerment: Taking Initiative

If people see empowerment as something that is given to them, they will miss out on opportunities to take responsibility for action, or to take initiative to solve problems, improve processes, and give your company a competitive edge. This course seeks to change the mindset that empowerment is something that is given. It helps employees see that they can and should look for improvement opportunities.

Begins Anytime \$109

BUSC 2413 DDI Online: Reaching Group Agreement

Productivity obviously suffers when group members cannot come to agreement or have different interpretations of decisions. And without strong commitment from each member, decisions will always fall short of their goal. This course focuses on the dynamics of group agreement and the importance of having everyone's commitment. It teaches seven techniques for making clear, high-quality decisions that have the buy-in and commitment of every group member.

Begins Anytime \$109

BUSC 2414 DDI Online: Resolving Conflict

This course teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic—regardless of which stage a conflict is in. Leaders learn the true cost of conflict to an organization, and techniques for handling even the most challenging conflict-related discussions. Leaders will be able to effectively resolve workplace conflict and enhance productivity, efficiency, and morale.

Begins Anytime \$109

BUSC 2415 DDI Online: Retaining Talent

This course shows leaders how to identify people who are at risk of leaving the organization and which retention drivers must be addressed in order to keep them. Leaders learn how to conduct “quick check” discussions, critical for retaining valuable employees, which encourage people to openly discuss what it will take to make them want to stay with the organization. Leaders then can start taking the necessary steps to do so. By assuming this active role in retaining talented people, leaders create an environment in which employees feel valued and satisfied with their contributions.

Begins Anytime \$109

BUSC 2416 DDI Online: Reviewing Performance Progress

Most workers want to know how they’re performing. They want to be recognized for accomplishments and have the opportunity to improve and develop their skills and abilities. This course helps leaders build skills for providing specific, balanced feedback, conducting end-of-cycle performance review discussions, and avoiding common pitfalls of such discussions. The course also emphasizes the importance of encouraging individuals to assume responsibility for achieving their plan and to gather data and feedback throughout the performance period.

Begins Anytime \$109

BUSC 2417 DDI Online: Setting Performance Expectations

The key to driving performance and accountability is to ensure that all employees understand what is expected of them, to help them see how those expectations align with organizational goals, and to gain their agreement to meet those expectations, all while encouraging them to take the lead in performance planning. This course helps leaders conduct performance planning discussions that fulfill this purpose. It also helps leaders understand the importance of providing ongoing feedback and prepares them to help associates track performance against their plan.

Begins Anytime \$109

BUSC 2418 DDI Online: Taking Charge of Your Development

Retaining high-caliber employees is a pressing problem facing businesses today. Surprisingly, lack of professional growth often beats compensation as a reason why employees are leaving. This course enables employees to initiate, create, and execute their own development plans with their leader. Having employees who continuously learn and improve skills enables your company to quickly adapt to and capitalize on opportunities.

Begins Anytime \$109

BUSC 2419 DDI Online: Valuing Differences

Everyone looks at things in a unique way. Today, the companies with the greatest competitive advantage are those that can make the most of their people’s diverse abilities. Valuing Differences gives people effective tools for appreciating others’ unique perspectives, understanding people’s inherent differences, and collaborating in a mutually beneficial way.

Begins Anytime \$109

BUSC 2420 DDI Online: Working as a Team

For a team to achieve its goals, its members must do more than just carry their own weight. They must involve, support, and share information with their teammates. And they must commit to the success of the entire team, not simply their own success. Working as a Team clearly teaches employees the personal, interpersonal, and organizational advantages of working together, whether in teams or work groups.

Begins Anytime \$109

BUSC 2421 DDI Online: Working Through Conflict

When differences cause people to become angry and closed-minded, the resulting conflict has a negative effect on quality, productivity, cooperation, and communication. This course discusses how to manage conflict by dealing with differing ideas, interests, or perceptions.

Begins Anytime \$109

Due to the structure of the traditional classroom courses, minimum enrollment is 8. Please contact CCWA at (804) 523-2292 for more information about setting up a custom class.

- Formal Leaders: Front Line And Middle Managers
- Essentials of Leadership
- Achieving Your Leadership Potential
- Adaptive Leadership
- Boosting Business Results
- Building an Environment of Trust
- Building Winning Partnerships
- Coaching for Improvement
- Coaching for Success
- Delegating for Results
- Developing Others
- Getting Started as a New Leader
- Influential Leadership
- Launching a Successful Team
- Leading Change
- Leading High Performance Teams
- Making Meetings Work
- Managing Performance Problems
- Mastering Interaction Skills
- Motivating Others
- Rapid Decision Making
- Reaching Agreement
- Resolving Conflict
- Retaining Talent
- Reviewing Performance Progress
- Setting Performance Expectations
- Supporting Leadership Development