



Richland College, 2005 Recipient of the Texas Award for Performance Excellence and the 2005 Malcolm Baldrige National Quality Award

ABOUT THE TRAINING

Richland College is proud to be partnered with **Development Dimensions International (DDI)**, a leading provider of softskills training for over 35 years. Richland is the one of the top 5 educational providers of DDI in Texas.

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 *“Communicating with Impact”* and *“Embracing Change”* help managers power-up their leadership skills. Workforce training modules like *“Working as a High Performance Team”* 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 Richland College representative for pricing and additional course information or to request a meeting with Corporate Services staff and DDI facilitators to personally discuss your company needs.

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Richland College is an equal opportunity institution



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 for Success
- Essentials of Leadership
- Influential Leadership
- Leading Change
- Managing Performance Problems
- Making Meetings Work
- Mastering Interaction Skills
- Motivating Others
- Resolving Conflict
- Retaining Talent: Creating the Environment
- Supporting Leadership Development
- Coaching: Developing High Performance
- Delegating for Productivity & Growth
- The Empowering Leader®
- Partnerships: Creating Synergy
- Leadership: Facilitating Change

NEW!

- Developing Others
- Reviewing Performance Progress
- Setting Performance Expectations
- Problem Analysis & Decision-Making
- Planning & Critical Path
- Leading Your Team to Optimal Performance
- Reaching Agreement
- Essential Interviewing Skills

Workforce Skills

Personal Effectiveness

- Communicating with Impact
- High Impact Feedback and Listening
- Communicating with Others
- Influencing Others
- Building Trust
- Navigating Beyond Conflict
- Personal Empowerment: Taking Initiative
- Embracing Change
- Investing in Your Learning
- Taking Charge of Your Development

Group Effectiveness

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

Getting Business Results

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

Customer Service Skills

- Taking the HEAT plus Communicating with Impact
- Creating a Service Culture: The Service Leader's Role
- Service Plus® Health Care

More information on DDI Systems and Courses is available upon request