

## Facts About DDI

- > DDI has trained and developed nearly 16 million leaders worldwide. Each day, more than 1,500 leaders benefit from one or more of our leadership systems. Their newly acquired skills have influenced the work lives of more than 210 million people.
- > Organizations have hired nearly 24 million people using DDI's selection systems.
- > About one-third of DDI's clients are in manufacturing. Clients also include 70 percent of the Fortune 500 and one-half of Malcolm Baldrige National Quality Award recipients.



MANUFACTURING

# TRAINING

For Leaders, Workers, Teams, and Customer Service Providers

**MEMBER:**  
DDI EDUCATION PARTNERS' NETWORK



**Center**  
for **Workforce**  
& **Economic**  
**Development**

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DDI's 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 who 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.

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DDI EDUCATION PARTNERS' NETWORK

Is your organization implementing Lean Manufacturing or Six Sigma? Or does your organization want to be more efficient and customer focused? Such initiatives mean placing the right emphasis on the all-important interpersonal and team skills required of both employees and leaders. If the emphasis is placed just on cost, quality, and timeliness, history will repeat itself as companies implement quality programs that quickly die out. People will follow orders and suffer through a new "program of the year," but the program won't be sustained unless employees are improving for their own benefit. Focusing exclusively on the bottom line will not establish a culture that results in committed, satisfied employees, which ultimately leads to customer satisfaction and loyalty. Giving employees the skills and authority to make decisions within certain limits and to develop a sense of ownership will establish that culture and help companies achieve the breakthrough results desired from these initiatives.

Leaders in manufacturing need to:

- > Achieve results through others by building strong relationships with team members.
- > Provide proactive coaching for success and support for improvement.
- > Help others identify performance expectations that align with the organization's goals.
- > Lead effective team meetings.
- > Successfully delegate the right tasks to the right individuals.
- > Establish clear performance goals and objectives.
- > Address performance and work-habit issues in a firm, fair, and consistent manner.
- > Motivate team members to achieve higher levels of performance.
- > Analyze situations and make decisions rapidly and confidently when quick action is needed.



## RESULTS FROM MANUFACTURING CLIENTS

### Leadership Training

- > 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.
- > A manufacturer reported a 50 percent decrease in lost-time accidents and an 80 percent reduction in annual grievances.
- > A major automobile manufacturer reported a 21-percent improvement in productivity and \$4.4 million in savings, compared to control sites who did not participate in the leadership development program. This was a 333 percent return on investment.
- > At Ranger Uranium, absenteeism dropped from 9 percent to 2.2 percent, and downtime dropped from 8.78 percent to 0.79 percent.

### Workforce and Teams Training

- > An electric motor manufacturer documented savings of \$25,000 in just one year from process improvement and quality teams.
- > A metal manufacturer reported a 40 percent increase in output, an 83 percent reduction in cycle time, and a 90 percent reduction in grievances. This plant showed the highest employee satisfaction of all plants in the company.
- > An aircraft manufacturer doubled their production of wing sets with the same number of people while reducing costs by 30 percent.

## 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 manufacturing 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 manufacturing.
- > 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 and social competencies associated with adult learning.
- > Behavior modeling methodology changes behavior.

## SOME SUGGESTED CURRICULA

DDI's courses may be combined in a variety of ways to meet your specific business needs. Here are some suggested combinations.

| FOR LEADERS  |   | FOR WORKFORCE  |
|--|---|--|
| <b>Leading Lean: The Human Side of Six Sigma</b> <ul style="list-style-type: none"> <li>- Essentials of Leadership*</li> <li>- Accelerating Business Decisions</li> <li>- Building Winning Partnerships</li> <li>- Coaching for Success</li> <li>- Delegating for Results</li> <li>- Developing Others</li> <li>- Influential Leadership</li> <li>- Leading Change</li> <li>- Leading High-Performance Teams</li> <li>- Making Meetings Work</li> <li>- Motivating Others</li> <li>- Reviewing Performance Progress</li> <li>- Setting Performance Expectations</li> </ul> | <b>Business Performance and Accountability for Leaders</b> <ul style="list-style-type: none"> <li>- Essentials of Leadership*</li> <li>- Accelerating Business Decisions</li> <li>- Boosting Business Results</li> <li>- Delegating for Results</li> <li>- Resolving Conflict</li> <li>- Reviewing Performance Progress</li> <li>- Setting Performance Expectations</li> <li>- Strong Start<sup>SM</sup></li> </ul><br><b>Creating a Service Culture</b> <ul style="list-style-type: none"> <li>- Creating a Service Culture: The Service Leader's Role</li> <li>- Essentials of Leadership*</li> <li>- Building Winning Partnerships</li> <li>- Partnerships for Improvement</li> <li>- Reviewing Performance Progress</li> <li>- Setting Performance Expectations</li> <li>- Taking the HEAT</li> </ul> | <b>Taking Action® to Boost Business Results</b> <ul style="list-style-type: none"> <li>- Communicating with Impact*</li> <li>- Impacting Your Work Processes</li> <li>- Improving Personal Productivity</li> <li>- Making Effective Decisions</li> <li>- <i>Making Sense of Business: A Simulation®</i></li> <li>- <i>Taking Action® to Solve Problems</i></li> </ul><br><b>Optimizing Team Success</b> <ul style="list-style-type: none"> <li>- Communicating with Impact*</li> <li>- Contributing to Meeting Success</li> <li>- Optimizing Team Performance</li> <li>- Supporting Others</li> <li>- Valuing Differences</li> <li>- Working as a High-Performing Team</li> </ul><br><b>Creating a Customer-Focused Workforce</b> <ul style="list-style-type: none"> <li>- Communicating with Impact*</li> <li>- Impacting Your Work Processes</li> <li>- Making Effective Decisions</li> <li>- Partnerships for Improvement</li> <li>- Personal Empowerment: Taking Initiative</li> <li>- Taking the HEAT</li> <li>- <i>Taking Action® to Solve Problems</i></li> <li>- Valuing Differences</li> <li>- Working as a High-Performing Team</li> </ul> |
| <b>Team Leadership: Moving Your Organization to a Team-Based, High-Performance Structure</b> <ul style="list-style-type: none"> <li>- Essentials of Leadership*</li> <li>- Building an Environment of Trust</li> <li>- Building Winning Partnerships</li> <li>- Launching a Successful Team</li> <li>- Leading High-Performance Teams</li> <li>- Making Meetings Work</li> <li>- Reaching Agreement</li> <li>- Strong Start<sup>SM</sup></li> </ul>  |   |  |
| <b>New Front-line Leadership Skills</b> <ul style="list-style-type: none"> <li>- Essentials of Leadership*</li> <li>- Coaching for Improvement</li> <li>- Coaching for Success</li> <li>- Delegating for Results</li> <li>- Getting Started as a New Leader</li> <li>- Managing Performance Problems</li> <li>- Setting Performance Expectations</li> </ul>  |   |  |

\*Prerequisite for many courses.