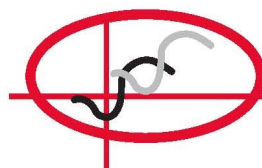


**Adopt The BEST,
To Be The BEST**

World-Class Program
for
World-Class Talent



Leadership Dynamics, Inc.

www.leaders-inc.com



PI Worldwide
Member Firm

Leadership Dynamics, Inc.

Leadership Dynamics is a premiere global management consulting and training firm specializing in leadership development, strategic planning, organizational change management, team performance improvement/acceleration, and executive coaching. We are industry specialists and former "Big 8" consultants who are committed to leveraging our expertise for the benefit of our clients.

The most challenging area of any organization is the people – getting the right people in the right positions doing the right things. Leadership Dynamics provides you proven tools, training, and support so that you and your team can get the right people into the right jobs doing the right things. By addressing the whole talent life-cycle, the results speak for themselves –

- Increased sales, productivity, employee satisfaction, retention, etc.; and,
- Decreased turnover, poor hires, employee conflict, etc.



Using scientifically-proven and validated analytics, we transfer the knowledge, skills, and tools to increase performance.

Our Mission: To help companies/organizations be healthy, profitable and great places for people to do great work

Our Philosophy: Transfer the knowledge, tools, and capabilities to our clients so that they can grow and flourish

Our Approach: Find and/or develop the best practices, tools, methodologies; conduct the due diligence; and, offer to our clients

Following are some of our tools, methodologies, and courses:

Talent Acquisition

Talent Acquisition

Find & Hire Top Talent

- Design Jobs
- Attract Candidates
- Assess Candidates
- Determine Fit
- Onboard Effectively

PREDICTIVE INDEX® (PI)

Of the job candidates below, which one has the greatest probability of success for the job?

- All interviewed well
- All have similar education and experience
- All seem intelligent and knowledgeable

Do you know which one to select?

Our clients do.

By using a proven, proprietary management system known as the Predictive Index® (PI), we help you get the right person in the right job. Through our experienced, professional consults, we transfer to you and your leadership team the power and the knowledge to recruit and select employees who fit the job and will perform as expected.

PI removes the mystery and frustration out of the selection process.

Who uses the Predictive Index?

- 10,000+ Companies in 145+ Countries
- Many of the *Fortune 500*, *Global 500*, and the *Top 100 Companies to Work For*
- Non-Profit to Government to Commercial to Sport Teams
- 50,000+ Trained Leaders & Managers
(*Predictive Index is available in 68 languages plus Braille*)



Talent Acquisition

PROFESSIONAL LEARNING INDICATOR™ (PLI)

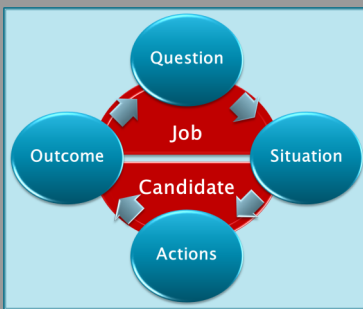


PLI translates the many dimensions of human cognitive abilities to deliver an assessment designed to measure the capacity of a person's learning capabilities. Pace of learning is strongly associated with successful on-the-job performance and is an integral part of any recruitment process. Match the needs of the job to cognitive ability to accelerate employee performance to maximum productivity.

Proven, practical and reliable, the PLI is an integral tool helping you to make the best decisions for your company and the talent on your team.

STRUCTURED BEHAVIORAL INTERVIEWING

Gain an accurate understanding of candidates by using structured behavioral interviewing techniques that produce the information you need to make the best decision. By leveraging the Predictive Index results, job description and responsibilities, learn how to develop and ask questions that gain the best understanding of job candidates. Improve your interviewing skills and select the candidate who has the greatest probability of success.



NEW LEADER/TEAM MEMBER ASSIMILATION

Part of the acquisition process is to assimilate the new person into the team.

By using the Predictive Index, you can learn how to introduce a new leader or member into the team so that the

FORM—>*STORM*—> *NORM*—>*PERFORM*
cycle is accelerated and results are achieved more quickly.



Talent Development

Talent Development

Develop High-Performing Teams & Leaders

- Construct Effective Teams
- Provide Actionable Coaching
- Plan Succession
- Select Leaders
- Align Recognition & Rewards

PREDICTIVE INDEX® (PI)

Getting the right person in the right job is only part of the equation ...

Are your managers performance “expanders” or “diminishers”?

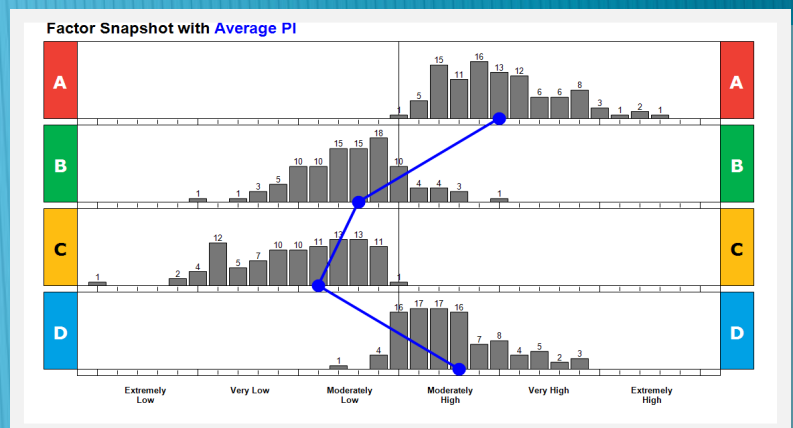
Do they know how to build trust, drive superlative performance, and heighten employee satisfaction (retention)?

Our clients do.

By leveraging the Predictive Index, managers learn how to lead— how to develop, coach, and drive performance. Retaining the right people and preparing them for greater responsibilities is critical to organizational success. Predictive Index provides the tools to do just that.

Our clients leverage the Predictive Index throughout their organizations for:

- Recruiting and Selecting
- Behavioral Interviewing
- Succession Planning
- Coaching and Mentoring
- Team Building
- Conflict Resolution
- Retention
- Performance Management
- Leadership Development
- Business Analytics
- Increasing Sales Performance
- Increasing Influencing Ability



Example of distinct team profile that impacts/influences performances, communication, leadership, etc. styles.

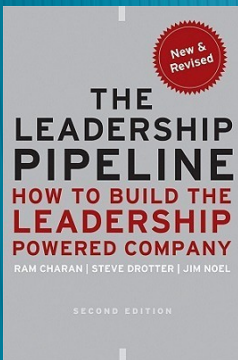
Talent Development



THE LEADERSHIP TRANSITION PROGRAM™

For organizations who want to provide an integrated, consistent leadership framework, Leadership Dynamics is proud to offer the Leadership Transition Program (LTP).

This is not a workshop or class like you've ever experienced before.



Developed around the principles introduced in "The Leadership Pipeline," this 4-day course is designed to develop high-performing leaders by building objective work values, time applications and leadership skills.

LTP is the original practical implementation of the strategies introduced in *The Leadership Pipeline: How to Build the Leadership Powered Company*.

LTP was developed and solidly refined by author Jim Noel and A.P. Moller-Maersk. This program is based upon real work situations and is designed for leaders who need results. Hundreds of courses have been conducted around the world, implementing the framework to train, groom and retain leaders throughout the leadership pipeline.

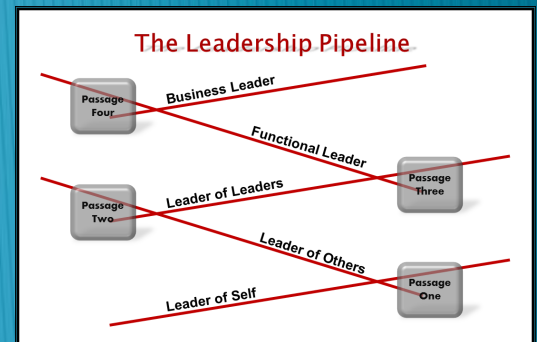
Each leadership level has a distinct position that calls for adjusted values and time applications combined with new skills. By defining what is expected of a leader at each level, LTP creates effective leaders who have clear objectives and the tools they need to succeed, at every stage of their career.

COACHING FOR PERFORMANCE™

Few managers know how to effectively coach their employees to achieve higher levels of productivity, engagement, and retention. Compounded by all the generational differences, most managers are thoroughly confused. Given the direct impact to the bottom-line, it becomes imperative to build/enhance coaching capabilities of managers/supervisors.

Coaching for Performance workshop training is inter-woven with real-life application; participants are asked to identify one or more of his/her employees to use as "coachees." By utilizing the tools of the Predictive Index, this program addresses how to coach career, engagement, and performance; it also addresses counseling when poor performance and/or conflict issues need to be addressed.

Conducted over the course of several weeks, participants learn and prepare, then meet with their coachees. Several rounds are done so that participants practice and build coaching capabilities that impact productivity, engagement and retention.



Talent Development

Talent Development

Develop High-Performing Teams & Leaders

- Construct Effective Teams
- Provide Actionable Coaching
- Plan Succession
- Select Leaders
- Align Recognition & Rewards

TEAM DYNAMICS/TEAM BUILDING

High-performing teams are different; they have a clear focus, a high self-awareness, and leverage all assets.

Whether you have a newly formed team, a reconstructed team, or team that needs to be re-energized, you can help them to achieve higher performance. By utilizing the insights from the Predictive Index, participants learn about themselves and their team:

- Motivations, drives, behaviors
- Communication, delegation, decision styles, etc.
- Team gaps and how to address/improve

And, most importantly, how to adjust their own individual styles to improve work relationships and productivity.

(Many teams combine TEAM BUILDING with STRATEGIC PLANNING)

LEADING IN A 4G WORLD™

For the first time in history, we have four generations in the workplace. Each generation is different—with experience, perspective and expectations. Leading multiple generations can be a challenge. This workshop analyzes the differences among the generations and how best to approach, communicate, drive performance, increase retention, employee satisfaction, and results.



Talent Development

MEETING SMART™

Stop wasting time and money with ineffective meetings; instead make them productive by facilitating them for results.

Meeting Smart™ allows you to master meeting facilitation so that you run effective meetings and drive performance. With all the time spent in meetings, Meeting Smart™ can immediately produce high ROI.

In Meeting Smart™, learn the tools and techniques of how to:

- Design effective meetings by creating the right agenda and processes to achieve results
- Deal with difficult situations (e.g., disruptive or disengaged participants)
- Focus and drive to decisions and action



TEAM PRODUCTIVITY & PERFORMANCE FOR MANAGERS™

Many managers are thrown into supervision without adequate understanding of systems, tools, and quality techniques to manage people and processes. This course quickly and actively provides managers with an introduction and application of how to understand their business model and how to analyze their business processes:

- Systems thinking
 - Supplier, process, customer relationships
 - Goals and expectations
- People and teams
- Data driven decisions (statistical process control, trend analysis)
- Quality approach to continuous improvement (P-D-S-A)



Talent Development

Talent
Development

Develop High-
Performing
Teams & Leaders

- Construct Effective Teams
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INFLUENCING SKILLS ASSESSMENT TOOL™ (ISAT)

The ISAT provides the data on an individual, group, and company level giving a clear understanding and analysis of the strengths and gaps. **Customer-Focused Selling™** builds the pragmatic skills to help your team increase its influence and results.

The ISAT measures the five key areas of powerful influence:

- Building trust and credibility
- Understanding the situation & needs
- Presenting ideas and articulating value
- Handling objections and gaining agreement
- Creating long-term relationships with effective positioning

INFLUENCING FOR HIGH IMPACT™

Coupled with the ISAT, build influence skills in “selling” your ideas, strategies and capabilities with Influencing for High Impact. This workshop offers a proven method of building capabilities in assessing the needs of the other party, articulating your message in the best way to be heard, dealing with any concerns or resistance, and gaining agreement. The course is presented with a focus on applying a consultative process of “selling your ideas” to internal and external parties using your team’s real-life situations.

Talent Development

MEDIA COACHING FOR OPTIMAL RESULTS™

If you know what to do, working with the media can be an excellent and effective way to get your message across and/or to promote your business, etc.

If you don't know what to do, it can be disastrous.

With professional coaching and practice, you can leverage media opportunities to your benefit and avoid media mishaps.

Learn directly from one of the most successful and seasoned media professionals, Mark Ibañez —

- ◆ How to get media exposure
- ◆ How to get YOUR message across
- ◆ How to control the interview
- ◆ How to handle difficult interviewers and questions
- ◆ How to avoid a media faux-pas
- ◆ How to utilize and leverage social networking



Mark Ibañez

Mark Ibañez

- More than 15 years of media coaching for business executives, professional and college athletes, entertainment professionals
- Dynamic, experienced newscaster with 30+ years of interviewing, reporting, and anchoring
- Currently, sports reporter, anchor, and sports director of major market television station
- Nominated 8 times and recipient of 3 Emmy Awards; published author



Change Management

Change Management

Build Trust & Manage Change

- Identify Needs
- Create Effective Communications
- Resolve Conflict
- Create Buy-In
- Leverage Change Agents

STRATEGIC PLANNING

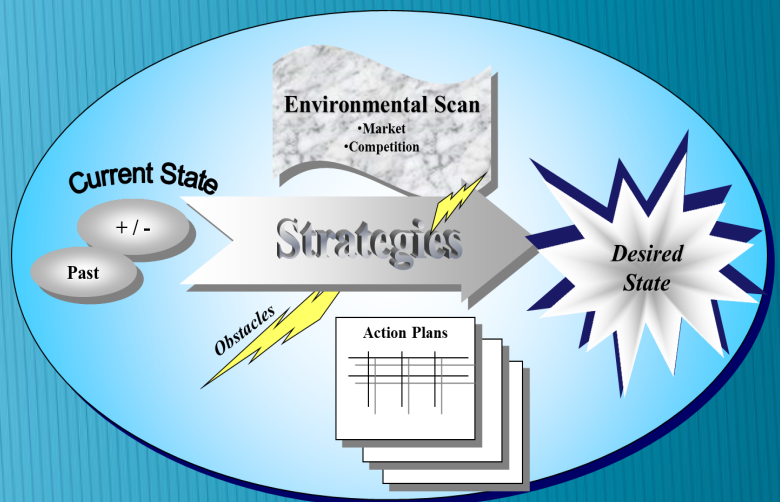
Leadership Dynamics facilitates a proven and successful approach that:

- Builds a shared vision and direction for the organization/team
- Develops an actionable/implementable plan with—
 - Attention to outside forces/markets
 - Clear goals
 - Tasks & timelines
 - Resource needs & responsibilities
- Gains buy-in and can be cascaded throughout the organization

Planning is not a linear process and can be quite messy at times. In general we begin with analyzing the current state, what is working, what is not. How do we keep, leverage, fix as appropriate. Then we conduct an environmental scan and possibly a competitor analysis; what are the trends, what are the pressures for change; how can we take advantage of the changes coming. Next we develop a stretch vision for the future. The strategies that connect the current to the future surface. Then sub-teams begin to build the specific action plans with attention to possible obstacles.

In order to create transformative change, shared and broad ownership is needed. Consequently, the focus is on shared direction, implementation, and results.

Each session is different and is customized to the needs of the team/organization.



Growth & Expansion

SELLING SKILLS ASSESSMENT TOOL™ (SSAT)

Take the mystery out of sales performance. The SSAT gives you the specific data you need to increase sales production and customer interaction skills of your whole team.

The SSAT gives you an objective look at your people's strengths, skills, and specific areas that need improvement. Providing detailed, accurate quantification of the selling abilities across your whole organization – vital information so that you can focus your initiatives for maximum impact and revenue growth.

Growth & Expansion

Influence, Drive Growth, Increase Value

- Develop Shared Direction/Vision
- Retain Top Performers
- Enable Productivity
- Measure Progress
- Refine/Improve

CUSTOMER FOCUSED SELLING™ (CFS)

Utilizing the SSAT data, CFS is a consultative sales training/process that puts the needs of the customer first. It's a solution-based approach, in which the sales person partners with the buyer to solve problems in an atmosphere of earned trust and two-way communication. Used by many organizations to transform from traditional/adversarial to consultative/relationship selling.

Executive Summary Comparative Group Results							
Region	Client	Baseline	Month 1	Month 2	Month 3	Month 4	Total Change
Chicago	Bank of America	21	15	20	18	22	10
	Bank of Montreal	25	20	25	22	28	10
	Bank of Canada	20	18	22	20	24	10
	Bank of Nova Scotia	22	19	23	21	25	10
New York	Bank of America	23	18	22	20	24	10
	Bank of Montreal	27	22	26	24	28	10
	Bank of Canada	24	20	24	22	26	10
	Bank of Nova Scotia	26	21	25	23	27	10
San Francisco	Bank of America	20	15	18	16	20	10
	Bank of Montreal	24	19	22	20	24	10
	Bank of Canada	21	17	20	18	22	10
	Bank of Nova Scotia	23	18	21	19	23	10

COACHING FOR SALES GROWTH™

Coaching for Sales Growth provides sales managers the data from SSAT and the insight from the Predictive Index to achieve consistent, sustainable sales improvement.

By giving sales managers the right knowledge and tools, the impact on performance and revenue is both stunning and measurable.

SUPPORT WHEN YOU NEED IT

EXECUTIVE COACHING

On a select basis, Leadership Dynamics provides executive coaching.

SPECIAL PROJECTS/ CONSULTING

Given the depth and breathe of knowledge and experience, the Leadership Dynamics team welcomes opportunities to develop, collaborate, and/or work on special assignments.

For example, the team has led projects in succession planning, job competencies development, communication planning, etc.



Leadership Dynamics is a premiere global management consulting firm specializing in:

- **Talent optimization**
- **Organizational design/team construction**
- **Leadership development & performance**
- **Productivity/process improvement**
- **Strategic planning and resource alignment**
- **Sales growth**
- **Communication improvement (internal & external/media)**

We work with leadership teams to successfully achieve goals and build positive work environments by developing customized programs. By combining assessment, education, coaching and consulting, we solve challenges and equip you and your team with the needed knowledge to accelerate and sustain your company's success. Leadership Dynamics is also a member of PI Worldwide with a network of 350+ consultants worldwide, operating in more than 140 countries allowing us to support your global needs locally.

To learn more about how you can harness the power of your talent resources and achieve world-class results, please email us at info@leaders-inc.com or call us:

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