

Dekon

Training Resources and Tools for Developing Great People Skills

First Time Manager

Learn the necessary skills to thrive in this transition

*Individual Training Program
100% Customized
100% Practical
100% Satisfaction*

Training
Experiential Training
Simulation
E-learning
Training Kits
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Assessment center
Customizable assessment
On-line assessment
Tools for Assessment Center
p.8

**Aptitudinal
Assessment**
Personality, Leadership
IQ, EQ, Stress,
Leadership, Selling
p.10

Recruitment
Customizable recruitment
Executive search
p.11

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About us

The average payroll investment in most companies is decreasing. The pressure to reduce costs has compelled companies to find more economical approaches to employee development while continuing to improve profits and productivity.

Large training budgets are a thing of the past. While cost pressures contribute to the problem, understaffed training departments are increasingly the result of a growing talent shortage of training professionals. The demand for instructional designers and training content developers continues to outpace supply.

An increasingly competitive global economy and the realization that human capital is the key to organizational performance requires Human Resources to run training like a business; demonstrate the value of training and drive organizational performance.

Dekon delivers business value to its customers by providing affordable, contemporary business training content for classroom and virtual delivery. Dekon products, which contain everything you need to deliver instructor led training, are designed and developed by business leaders and training experts and tested in the classroom. The Dekon solution of offering ready-made, restriction free training content is a cost effective alternative to traditional training design and development. Dekon content areas include Sales and Sales Management, Administrative Support, Human Resources, Business Strategy, Management, Leadership etc.

Our training products provides the flexibility to highly customize training content or deliver immediately off the shelf, with no additional cost to its customers. The ROI is astounding for this new approach to training content design and development.

By removing the traditional barriers to purchasing training, organizations have full permission to customize and deploy these innovative and practical modules wherever and whenever they deem appropriate. Whether the module is deployed once or a thousand times within the organization the cost benefit is enormous.

Index:

Training Resources

Reproducible simulations

Experiential training

Reproducible E-learning

Assessment Center

On-line Assessment Center

Customizable Assessment
Center

Aptitudinal Assessment

Recruitment

Reproducible Simulations Library

Situations, Scenarios and Simulations for Training

"The real world has a lot of rough edges. Simulations are sharp only where necessary."

–Steve Semler, LearningSim founder

Here's a way to get instant access to an incredible library of content at your fingertips. Introducing the Reproducible Simulations Library, a robust collection of 24 downloadable simulations on compelling soft-skills topics such as decision making, ethics, customer service, giving feedback, negotiation, sales skills, delegation, leadership, and more.

Fully customizable and reproducible, each simulation is a stand-alone training activity designed to help learners practice real-world skills. Use them "as is," tweak the content to fit your training needs, or add your logo. The Microsoft® Word® format makes tailoring quick and easy. Simply print on demand and use the simulations over and over again. You can even create an e-learning experience for self-study learning!

Here's what you get:

- 24 downloadable training simulations
- Reproducible and customizable materials for both the facilitator and participant
- Introductory guide to using the Five-Step Simulation™ method
- Trainer's Guide for incorporating simulations into existing training programs, including e-learning



GET A SAMPLE FOR FREE

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Simulations for today's training needs

- Conflict Management – Dealing with Disrespect
- Customer Service – Fixing a Co-Worker's Problem
- Decision Making – Equipment Delays
- Decision Making – Breakfast Innovation
- Delegation – Choosing Tasks, Choosing Delegates
- Delegation – Following Up on a Delegated Task
- Ethics – Hiring with a Conflict of Interest
- Ethics – Handling the Pressure for Results
- Giving Feedback – Dealing with Distracting Behavior
- Giving Feedback – Mostly Positive, with One Correction
- Giving Feedback – The Reluctant Team Member
- Influence – Winning a Seat at the Table
- Leadership – Inspiring Action in Tough Times
- Leadership – Keeping Your Best Employees
- Negotiation – Working out a Major Service Contract
- Performance Management – Corrective Action
- Performance Management – Giving a "Meets Expectations" Rating
- Presentation Skills
- Retail Sales Skills Simulation Model
- Sales Skills – B2B Services
- Sales Skills – Vacation Travel
- Setting Expectations – When Restructuring Changes the Job
- Service Skills Simulation Model
- Technical/Job Skills Simulation Model

Reproducible training

Customizable classroom training

Best Seller 



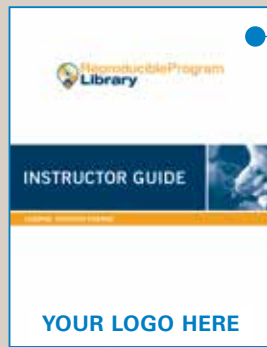
Deliver a customized instructor-led learning experience at a fraction of the cost! The **Reproducible Program Library** is a collection of 80 customizable half-day to multi-day training programs you can download for immediate use. Select your program, add your logo, tailor the content, and then print participant materials on demand. There are no distribution limits – use the program as often as you like to train an unlimited number of people.

Each program you download comes complete with printable Participant Guides, an easy-to-use Facilitator Guide, and a professional PowerPoint® presentation.

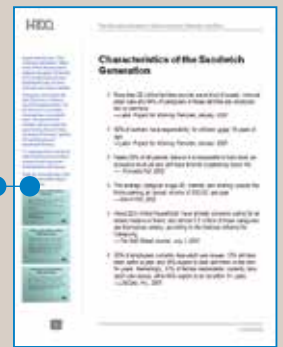
Features and Benefits

- Add your logo
- Tailor the content
- Print on demand
- Download 24/7
- No distribution limits
- No annual fee

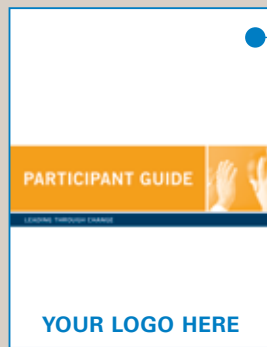
What You Get



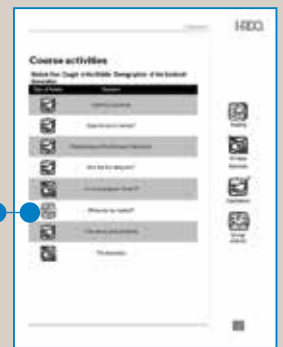
Add Your Logo
Customize the materials with just a few clicks



Easy-To-Follow Facilitator Guide
Step-by-step guidelines along with PowerPoint presentation makes delivery a snap



Print on Demand
Use again and again to train an unlimited number of people



Workbook-Style Participant Guide
An interactive classroom tool and a great session takeaway

That's not all!

Each program includes a PowerPoint® presentation, and many include case studies, handouts, and quick reference cards.

Clients say... “We chose the Reproducible Program Library for the open-source format and customizable materials. The programs are well-structured and rich with content. Preparation to delivery was less than 2 hours, and the addition of our company themes makes the materials look like they were designed in-house.”

GET ANY PROGRAM EXCERPT FOR FREE!

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Choose from 80 titles in Romanian or in English on topics such as:

Change Management
Coaching
Communication
Conflict & Stress Management
Customer Service
Diversity & Harassment
Emotional Intelligence
Employee & Professional Development
Finance
Human Resources
Leadership & Management
Negotiating & Sales
Organization Development
Performance Management
Problem Solving & Decision Making
Project Management
Team Building

CHANGE MANAGEMENT (training, e-learning, games, simulations, exercises)

Capitalizing on Change
How to Handle Change and Upheaval
Leading Through Change
Mental Models: The Key to Making Reality-Based Decisions

COACHING (training, e-learning, games, simulations, exercises)

The Art of Successful Coaching
Coaching Conversations
Delegating for Growth
Developing Direct Reports
Effective Coaching Skills

COMMUNICATION (training, e-learning, game, simulations, exercises)

The Art and Science of Communication
The Art of Effective Communication
The Art of Influencing Others
Assertiveness Skills
Communication Mystery: Solved
Communication Skills for Emerging Leaders
Communication Skills for Technical Professionals
Dealing with Difficult Conversations
Effective Listening Skills
Fundamentals of Effective Facilitation
Giving and Receiving Feedback
How to Manage Your Emotions
Managing Difficult Interactions
Supervisor Communication Skills
SkillBuilders: 50 Communication Skills Activities

CONFLICT & STRESS (training, e-learning, game, simulations, exercises)

Challenging Negative Attitudes at Work
Civility in the Workplace
Conflict Management
Dealing with Difficult Conversations
Dirty Little Secrets that Negatively Impact the Workplace
How to Manage Your Emotions
Managing Difficult Interactions
Managing Stress
Resolving Conflict at Work
Violence in the Workplace
First Aid For Stress Activity Collection

CUSTOMER SERVICE (training, e-learning, game, simulations, exercises)

Cultivating Customer Loyalty
Customer Service over the Phone
What Customers Really Want
SkillBuilders: 50 Customer Service Activities
Customer Service Activities for Training

DELEGATING (training, e-learning, game, simulations, exercises)

Delegating for growth
Developing Direct Reports

DIVERSITY & HARASSMENT (training, e-learning, game, simulations, exercises)

Cultural Competency
Diversity Awareness Training
The Multi-Generational Workplace
Preventing Workplace Harassment
Sexual Harassment

EMOTIONAL INTELLIGENCE (training, e-learning, game, simulations, exercises)

How to Manage Your Emotions
Implementing Strategy
Increasing Your Emotional Intelligence

EMPLOYEE & PROFESSIONAL DEVELOPMENT (training, e-learning, game, simulations, exercises)

Business Etiquette
Developing Direct Reports
Employee Initiative: How to Make It Happen
Ethics in the Workplace
Goal Setting for Success
The Great Balancing Act: Maintaining Work/Life Balance
How to Be an Outstanding Receptionist-
How to Develop and Deliver Dynamic Presentations
How to Manage Your Emotions
Ideas Into Action
Motivating Employees to Be Their Best
The Multi-Generational Workplace
Productive Work Habits
Solid Business Writing

FINANCE (training, e-learning, game, simulations, exercises)

Budgeting Basics
Finance for Non-Financial Professionals
Financial Intelligence

GENERATIONAL (training, e-learning, game, simulations, exercises)

How to Manage Generation X Employees
The Multi-Generational Workplace
The Sandwich Generation: Balancing Home, Eldercare, and Work

HUMAN RESOURCES (training, e-learning, game, simulations, exercises)

Behavioral Interviewing
Career Planning and Development
How to Conduct Internal Investigations
Interviewing and Hiring
Performance Management
Positive Approaches to Resolving Performance Problems
Retention: Attracting and Keeping Your Best Employers

LEADERSHIP & MANAGEMENT (training, e-learning, game, simulations, exercises)

Adapting Your Style for Increased Effectiveness
The Art of Successful Coaching
Communication Skills for Emerging Leaders
Delegating for Growth
Developing Direct Reports
First-Time Manager
How to Manage Generation X Employees
Leading and Motivating
Leadership 101
Leading Through Change
Leading Today's Workforce: A Step-by-Step Guide to Building Leadership Skills
Managing Managers
Managing Technical Professionals
Motivating Employees to Be Their Best
Secrets to Management Success
Supervising in an Automated Environment
Supervisor Communication Skills
The Toughest Supervisor Challenges and How to Overcome Them
22 Training Events For Developing Teams Leaders

NEGOTIATING & SALES (training, e-learning, game, simulations, exercises)

Effective Negotiation Skills
Getting to Yes: Successful Sales Negotiation
Sales over the Phone
Sales Presentation Skills
Successful Selling Skills and Strategies
Selling Essentials 1st module: Understanding the Sales Cycle
Selling Essentials 2nd module: Prospecting and Territory Management
Telephone Skills Training Activities – 38 Activities for Mastering Inbound Calls

Telephone Skills Training Activities – 22 Activities for Mastering Outbound Calls
Sales Training Activities

ORGANIZATIONAL DEVELOPMENT (training, e-learning, game, simulations, exercises)

Building Organizational Trust
Fundamentals of Strategic Planning
Ideas Into Action
Office Politics
Succession Planning

PERFORMANCE MANAGEMENT (training, e-learning, game, simulations, exercises)

Assessing and Managing Performance
Developing Direct Reports
Performance Management - 1 day, classroom
Positive Approaches to Resolving Performance Problems Work Satisfaction & Renewal Profile & Planner Performance Appraisal Skills Inventory

PROBLEM SOLVING & DECISION MAKING (training, e-learning, game, simulations, exercises)

Creative Problem Solving
Critical Thinking Skills
Dynamic Decision Making
Mental Models: The Key to Making Reality-Based Decisions Solving Business Problems
25 Problem Solving & Decision Making Activities

PROJECT MANAGEMENT (training, e-learning, game, simulations, exercises)

Project Management
Real-World Project Management

TEAM BUILDING (training, e-learning, game, simulations, exercises)

Cross-Functional Teams
Defining Team Roles and Responsibilities Managing Remote Teams
Managing Teams
Team Building
The Team Foundation
Pump Them Up! Activities
Team Development Activities for Trainers Teambook Activities
Teambuilders: 10 Adventures in Working Together

TIME MANAGEMENT & MEETINGS (training, e-learning, game, simulations, exercises)

Getting Things Done
Juggling Multiple Priorities
Meeting Management
Productive Work Habits
Time Management
Team Building
The Team Foundation

Dekon HR can deliver customized half-day to multi-day training programs on everything from customer service and communication to team building and leadership.

Choose from 80 titles
Business Game
e-Learning

Experiential Training
Simulation
Exercises
Assessment



Your complete e-learning solution.

PowerLearning Library

Welcome to the **PowerLearning Library**, a collection of customizable e-learning courseware titles that address today's most pressing workplace issues.

Each program provides approximately one hour of active, self-paced learning, including checkpoint quizzes and printable worksheets. Many of the titles also include a supplemental case study for real-world application.

You have the power to customize.

Each program is delivered to you ready to use in PowerPoint® format, but with just a few clicks, you can add your company logo or tailor the content to suit your specialized learning goals.

You have the freedom to distribute.

There are no license fees, no minimum order requirements, and no restrictions on the number of users or distribution. You own the titles you purchase.

Say goodbye to annual fees.

Pay a single price for each program. There are no license fees or renewable contracts. Train as many people as you like. The value to you and your organization increases every time you use the program.

Choose from 75 titles, including:

- Assessing & Managing for Performance
- The Art and Science of Communication
- Capitalizing on Change
- Cultivating Customer Loyalty
- Delegating for Growth
- Effective Coaching Skills
- Implementing Strategy
- Increasing Emotional Intelligence
- Giving and Receiving Feedback
- Leading and Motivating
- Managing Difficult Interactions
- Persuading and Influencing Others
- Solving Business Problems



- **PowerPoint® format is fully customizable**
- **Self-paced study includes quizzes and worksheets**
- **Pay one price per title. There are no license fees or renewable contracts.**

On-line Assessment

Skill development
is only a few clicks away.



Whether you are a trainer who needs to administer assessments to a large audience, or an individual interested in personal development, Dekon offers online assessments for skill development on a wide range of topics, including change management, communication, leadership, negotiating, and more.

Online Assessments for Groups

Gone are the days of mailing pre-work to participants, shuffling paperwork, and tabulating scores in your head. Now there is a streamlined solution that will transform the way you prepare for and deliver training with online assessments, whether your audience is 20 or 2,000.

The Dekon Assessment Center, our online portal, gives you complete control over the entire process, from purchasing and distribution to administration, scoring, and data management – all with just a few clicks of a mouse.

As a trainer, the Dekon Assessment Center enables you to:

- Distribute assessments instantly
- Manage and track participant progress
- Access scores immediately
- Centralize data collection and management
- Provide full-color reports to your audience
- Print interpretive reports on demand

Online Assessments for Individuals

If you are looking for self-study personal development tools, here is a great place to start. We offer a wide range of online assessments that can help individuals gain valuable insight, make progress on their career goals, and improve their performance at work.

Comprehensive and easy to use, each online assessment includes a personalized report that provides individuals with all of the interpretive information and action planning they need to inspire growth and lasting change.

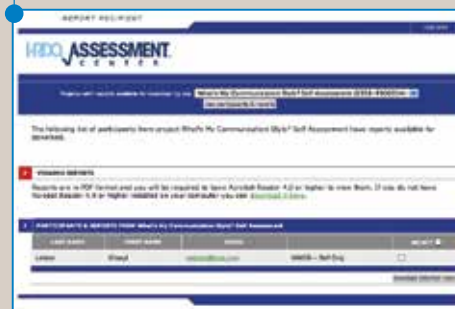
With each assessment individuals receive:

- 24/7 access to a secure personal account
- Access from any location, at any time
- Automatic scoring and instant results
- Personalized, full-color interpretive reports
- Comprehensive interpretive information
- Action planning worksheets

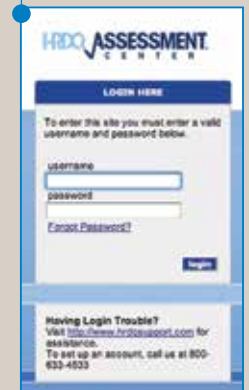
- Distribute assessments to a global audience all at one time



- Receive results instantly



- Login to a secure, personal account



FREE DEMO

TRY ANY ONLINE ASSESSMENT

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**Change Management
Agility
Interpersonal Skills
Communication Skills**

**Strategic Thinking
Analytic Thinking
Neurolinguistic Profile
Results Orientation
Organizational Survey
Performance Appraisal Skills**

**Leadership Competencies
Management Style
Coaching Abilities
Supervisory Skills**

**Emotional Intelligence
Career Orientation
Learning
Personality Style**

**Negotiation Abilities
Selling Skills
Decision Style
Conflict Strategies**

**Customer Service Orientation
People Development
Stress Management
Work Motivation**

Assessment Center

How an Assessment Center Works

The assessment center method involves multiple evaluation techniques, including various types of job-related simulations, interviews and psychological tests. The DEKON approach to Assessment Center methodology relies on a multi-trait, multi-method and multi-rater assessment perspective, having the purpose of increasing the accuracy of psychological measurement.

Common job simulations used in assessment centers are:

- In-basket exercises
- Group discussions
- Simulations of interviews with "subordinates" or "clients"
- Fact-finding exercises
- Analysis/decision-making problems
- Oral presentation exercises
- Written communication exercises
- Psychological Inventories and Projective Tests

DEKON Assessment Center employs both qualitative and quantitative methods of psychological assessment. The qualitative methods usually involve:

- In-Basket Exercises;
- Group Discussions;
- Job Simulations with "subordinates" or "clients";
- Analysis/Decision-Making Problems;
- Oral Presentations;
- Role Plays;
- In-Tray Exercises;
- Written communication tasks;
- Competency based Behavioral Interviews.

The qualitative methods consist of:

- Psychological Inventories and Questionnaires for assessing: Personality, Leadership, Emotional Intelligence or other Job Relevant Personal Characteristics;
- Assessment of Cognitive and Intellectual Functioning;
- Assessment of Relevant Job Competencies;
- Assessment of Counter-Productive Work Behavior.

What is customizable?

- Competencies
- Evaluation Matrices
- Exercises
- Reports
- The number of assessors

Why do you need an Assessment Center?

- Selections and placement of empowered personnel
- Diagnosis of training and development needs
- Developing career plan
- Evaluating the effectiveness of training programs
- Diagnosing management skills and assumptions as part of corporate culture change strategy

Aptitudinal Assessment

Why is aptitudinal testing necessary ?

- for an objective selection of the candidates
- for identifying the best profile for a job in your company
- for a better efficiency of your team
- for developing the career plan
- for identifying the potential
- for identifying and reducing the conflict areas in a team

How accurate are the results ?

All tests used by Dekon are:

- approved by the Romanian Psychological Association
- adapted and standardized for the Romanian population
- the tests results are correlated with the behavioral observations

How do we apply the tests ?

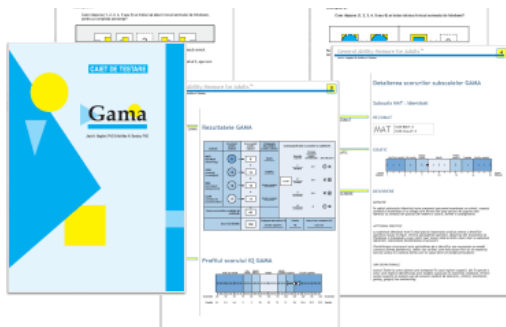
- all tests (except the IQ test) can be sustained on-line
- the IQ test can be completed only under the supervision of the Dekon consultant, by paper and pencil
- the duration of the tests is variable

What do we obtain after testing ?

- relevant information about the tested aspects
- observations about the strong points or weaknesses in matching with a specific job
- the matching grade for an ideal profile and the client company

For what are we using the aptitudinal testing?

- identifying the individual differences (emotional maturity, interrelationship with the others, self-management, motivation, thinking style, personal features, work indicators)



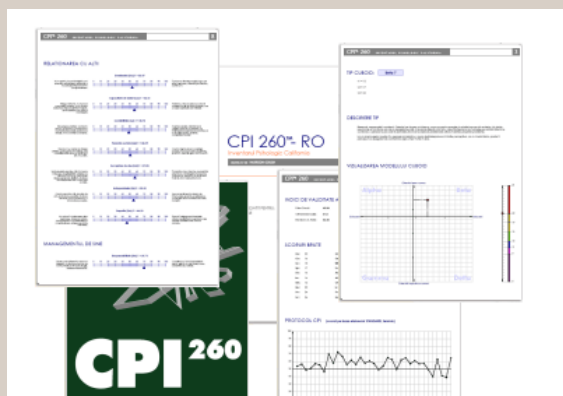
Areas of Aptitudinal Assessment:

- IQ
- Personality;
- Emotional Intelligence;
- Sales Skills and Abilities;
- Job Profiles;
- Motivational;
- Stress coping, Resilience and Type A Behavior Pattern;
- Vocational Interests;
- Team Functioning
- Team Design and Optimization

Recruitment and Selection

Why using Dekon for recruiting and selection projects?

- We are recruiting the right person for the job, for the company and for the moment
- You will receive complete information about the candidate (personality profile, and at request, the results from psychological or aptitude tests or assessment centers)
- We have a correct understanding of different fields of activity, of the uniqueness of each company and of the team that is ready to embrace a new member
- You have flexibility in choosing the cost of the project



What are the recruiting and selection services you could choose from?

- Head-hunting (identifying a specific person that occupies a certain job in other company)
- Recruiting – identifying the suitable candidates depending on experience, studies, aptitudes, organizational culture of the company, level of integration in the team/company
- Mass recruiting – simultaneous selections for different persons
- Success-fee recruiting – we are presenting some CV-s and the company pays only if one candidate from that CV-s is elected



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