

Dekon



TRAINING & ASSESSMENT TOOLS FOR DEVELOPING GREAT PEOPLE SKILLS

Get the big picture.

Systems Thinking
for Managers
21

IN THIS ISSUE

How are you creative?	61
Take your team to Mars	31
Get others to follow your lead	6

Dekon.biz | office@dekon.biz

Dear Colleagues:

Your organization is stuck in the same pattern of pushing problems around, always putting out fires but never extinguishing them for good. Perhaps it's time for a new way of thinking — *systems thinking*. It's the problem-solving approach that rids your organization of nagging issues, once and for all.

Peter Senge, author of the bestselling book *The Fifth Discipline*, says systems thinking is the process of understanding how interconnected elements influence one another within a whole — and how a change in one cog can throw the entire system out of whack. Systems thinking raises the question, *what is going on here?*

When used properly, systems thinking is the solution to predicting the consequences of change, eliminating silo thinking, recognizing differing viewpoints, and staying focused on the goal. From innovation and productivity to a competitive advantage, the payoff of systems thinking is significant.

Introducing and adopting a systems-thinking approach isn't as easy as flipping a switch. *Systems Thinking for Managers* (p 21) can help to teach it using a customizable program that brings this big-picture concept down to earth. Through a new lens, managers will develop the ability to recognize interdependencies, examine cause and effect, anticipate the long-term consequences of short-term decisions, and find breakthrough solutions for complex problems.

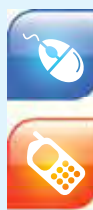
[Free Preview!](#)

Get a free preview of *Systems Thinking for Managers*. Go to Dekon.biz.

Find What You Need

Style Series	5
Leadership	12
Customizable	20
Communication.	22
Team Building	26
Emotional Intelligence	39
Coaching	40
Conflict & Stress.	42
Problem Solving & Decision Making	44
Change Management.	47
Personality Style	49
Supervisory Skills.	51
Evaluation and Trainer Resources	54
Career and Performance Management.	56
Negotiating	57
Learning Style	59
Creativity & Innovation	60
Customer Service.	62
Project Management	64
Selling Skills	65
Index.	66

How to Connect with Us



ONLINE

www.dekon.biz / office@dekon.biz

CALL

0741.097.033 / 0734.350.525

Show beats tell.

Our training solutions don't just tell how something should be done — they show you. Experience shows that people **learn better** by doing. Our customizable workshops, interactive games, energizing activities and insightful assessments involve participants in a visceral manner. Using our training materials, frontline employees and senior executives alike will reflect, experience, practice, modify, and integrate skills rather than just observe them. Learners can then confidently apply what they've learned to their own work and **perform better**.



Mars Surface Rover, p 31

"As a teambuilding facilitator, I've used this game for more than 10 years. It's one of the best out there. This interactive game can teach more than the spoken word! You can actually see the elements of an effective team vs. an ineffective group. I utilize this synergizing game to support teambuilding principles with students who have been serving on self-managed teams for the entire course. This game 'brings it all home' as we approach the end of the course."

Pat Kirkman, MBA
Trainer & Educator



We believe experiential learning is the most effective model for training and education.

The HRDQ Experiential Learning Model™ mixes organizational theory and proven facilitation methods with a high level of interaction and an appreciation for adult learning styles. Our engaging exercises uncover the value of the demonstrated skills and lead to quantifiable results for your organization. It's all about the experience — **Better Learning. Better Performance. Better Life.**

This catalog is packed with a wide range of research-based training materials, including insightful assessments, hands-on games, energizing exercises, and interactive workshops on today's most in-demand soft-skills topics such as leadership, communication, team building, and more.

You can also get to know us on Dekon.biz where you'll find our complete line of offerings as well as lots of free resources including theory backgrounds, case studies, webinars, author interviews, and much more.





“Productivity and morale were at an all-time low.”

We're all so different. We never thought we'd be able to successfully complete a project together. But then we discovered how personality style impacts our performance.

The Style Series:

- » Identifies personality style quickly and accurately
- » Enables individuals to see the impact of personality in the workplace
- » Helps people to better understand the behavior of others
- » Provides the skills to improve interpersonal relationships and performance
- » Facilitates improvements to communication, team work, leadership, and more.

Get the Style Series Info Guide today to learn more, and get yourself — and your team — back on track.

Dekon.biz



How personality drives behavior

What's My Communication Style?

Third Edition

Eileen M. Russo, PhD

What your communication style says about you.

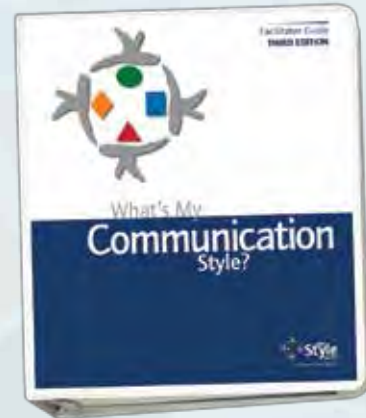
Communication is the lifeblood of any organization, and effective communication skills are the building blocks of "people skills." If managers cannot communicate clearly and persuasively with employees, and employees with customers, then other vital goals are forever out of reach. Say goodbye to aspirations for capable leadership, teamwork, customer service, or even the ability to execute a coherent business strategy.

If you want to bring about meaningful improvements to communication skills, the best way to begin is to build a better understanding of personal communication styles and its effects on others. *What's My Communication Style* is a proven training assessment that identifies an individual's preferred style — *Direct*, *Spirited*, *Considerate*, or *Systematic* — and the communication behaviors that distinguish it.

Part of the bestselling HRDQ Style Series, the assessment and its supporting materials provide a practical and easy-to-use "language" that enables lasting insights into how to gain mastery over one's own communication behavior and how to interpret the behavior of others — in any situation. *What's My Communication Style* is a powerful centerpiece for management development and interpersonal skills training.

LEARNING OUTCOMES

- Pinpoint one of four communication style preferences
- Learn about four forms of communication
- Discover how style affects communication
- Learn how to "speed read" a person's communication style
- Understand how to "flex" style for effective communication with others



Learn more at Dekon.biz

"I have used the What's My Communication Style assessment with a lot of success in a variety of training programs. The assessment itself is easy to take, easy to score and most importantly, the participants can easily relate to the four different styles. The theory is easy for them to understand and the concepts are easy to apply."

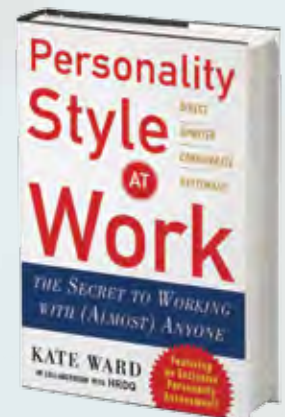
Linda Berke, President

Taylor Performance Solutions, Inc.

BRING PERSONALITY TO LIFE!

Personality Style at Work

This groundbreaking book takes an in-depth look at personality style and shows you how it can help you work with virtually anyone in any situation. From dealing with your boss to having that difficult conversation with your least favorite co-worker, this is your roadmap to dealing with those sticky situations in a way that works best for you. Your personality is one of the most important tools you bring to the workplace. Learn how to make it work for you!



Ready for more on the Style Series?
Download the info guide at Dekon.biz

Learn more at
Dekon.biz

What's My Leadership Style?

Third Edition

Mary Blitzer Field, MA

Using leadership style to get others to follow.

Effective leadership at every level — from frontline supervisors to top executives — is a key characteristic of successful organizations. The statement Paul Hersey and Ken Blanchard made years ago still applies today: *effective leaders positively influence the behavior of their followers, getting them to work toward shared goals.*

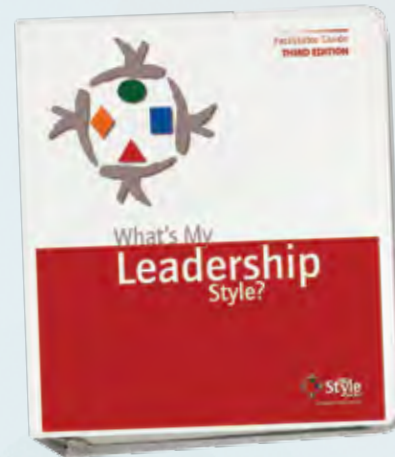
But leaders are individuals, and because of that, they influence others in unique ways. While one leader rallies troops around a cause, another focuses on bolstering a team's self-confidence. Whose way of leading is the best? It all depends on the situation — and the leaders' ability to flex their *leadership style*.

What's My Leadership Style is a learning tool for anyone who needs to influence others toward achieving a goal. This best-selling assessment quickly and accurately identifies a preference for one of four styles: *Direct*, *Spirited*, *Considerate*, and *Systematic*.

Leaders with style knowledge are better equipped to assess and adjust their actions, interpret the behavior of others, and improve their ability to respond effectively in any situation.

LEARNING OUTCOMES

- Identify personal leadership style
- Learn how to capitalize on style strengths
- Discover how to minimize style trouble spots
- Learn how to “flex” personal style to interact more effectively with others



Learn more at
Dekon.biz

EXTEND THE LEARNING!

Playing with Style

Take your training program to the next level with this collection of ten fast, fun, and informative group activities! They will strengthen your personality style program and drive home key concepts by making the experience memorable. Based on classics like poker and rummy, these quick games are great icebreakers and energizers! They're easy to play and can be completed in less than 30 minutes ranging from one-player solitaire to large group activities.

CATEGORY: **GAME**

TIME: **LESS THAN 30 MINUTES**

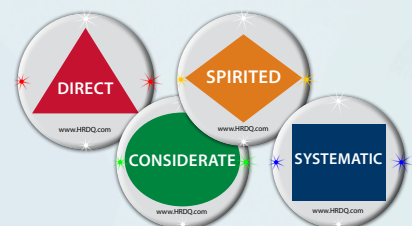


Learn more at Dekon.biz

BRIGHTEN PERSONALITIES!

HRDQ Style Blinkies

Light up your training session with these flashy, fun personality style buttons! Just like of name tags, they identify an individual's style. It will massively transform a participant's learning experience and deepen his/her understanding of vital concepts, because with blinkies they can literally see the personality style of others and be aware of their own.



Learn more at Dekon.biz

What's My Style?

Second Edition

HRDQ

Meet your personality.

There's much debate about what drives human behavior. But one thing is certain — research proves that personality plays a major role in how we act when given complete freedom to do so. *What's My Style* is a best-selling assessment that can be used by anyone in an organization to quickly and accurately identify personality style.

Based William Marston's well-known theory, *What's My Style* measures an individual's preference for one or more of four basic behavioral styles: *Direct*, *Spirited*, *Considerate*, and *Systematic*. With this knowledge, individuals gain a better understanding of their behavior and the behavior of others, improve their people skills, and effectively manage interpersonal relationships.

What's My Style is appropriate for anyone to use for both personal and management development. The assessment can be used as a standalone training assessment, or it can be incorporated into a more comprehensive training program. It makes an effective foundation component for a variety of soft skills training topics, including communication, leadership, team building, and supervisory skills.

If you are familiar with other personality style assessments, you will find that *What's My Style* is a practical and easy-to-use alternative.

LEARNING OUTCOMES

- Pinpoint one of four style preferences
- Discover how style affects behavior
- Recognize the strengths and weaknesses of each style
- Learn how to interact with different styles



Learn more at Dekon.biz

"Everything that irritates us about others can lead us to an understanding of ourselves."

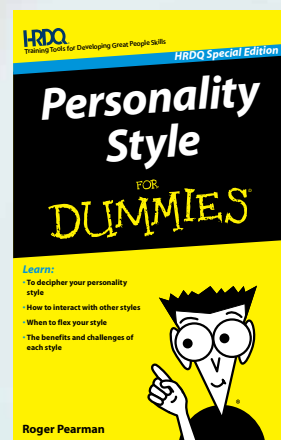
Carl Gustav Jung

EXCELLENT PARTICIPANT TAKEAWAY!

Personality Style for Dummies

Here is Personality Style 101 tied up in a neat little book. *Personality Style for Dummies* introduces the four personality styles, illustrates how they apply to a wide range of organizational situations, shows readers how to spot someone else's personality style, and offers tips for "flexing" personality style in any situation.

Personality Style for Dummies is an excellent resource for both self-study learning and as a follow-up to classroom training. Whether you use it as an introduction to personality style or give it to participants as a takeaway, this book will quickly become a handy reference tool to keep at the ready!



Learn more at
Dekon.biz

What's My Team Member Style?

HRDQ

Teams are made up of people. And people are complex.

The best way to understand what makes teams work is to first understand team member behavior. *What's My Team Member Style* is an assessment that gives an inside look at how people act, both as individuals and as team members.

Based on William Marston's well-known personality theory, *What's My Team Member Style* measures a team's preference for one or more of four basic behavioral styles: *Direct*, *Spirited*, *Considerate*, and *Systematic*. The assessment also evaluates how individuals typically behave on a team. With increased awareness, they are better equipped to appreciate team members' contributions, learn how to become more flexible, and build better relationships.

What's My Team Member Style is an excellent way to kick off any team-building training and can be used as a stand-alone tool or as part of a larger program. The assessment can also assist team members in identifying work roles that fit with their team member styles.

LEARNING OUTCOMES

- Identify individual team-member style — and an overall team profile
- Learn how to capitalize on team strengths and minimize weaknesses
- Understand how team members view one another
- Develop a plan to maximize team performance using personal style



Learn more at
Dekon.biz

TRANSFORM THE EXPERIENCE!

StylePlay

Enrich the learning experience than with energizing games! This game features 12 group card games that not only helps increase personality style awareness, and helps participants put together key concepts through interaction. Perfect as an introduction or wrap-up games these fun-filled activities give your participants the chance to practice using personality style in a way that gives a whole new meaning to hands-on learning.

Game for 8-12 participants



Learn more at
Dekon.biz

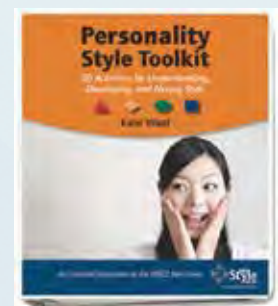
EXPERIENCE THE LEARNING!

Personality Style Toolkit

Here's the must-have addition to any personality style training program! This toolkit will take your training above and beyond by putting personality into action with 20 different activities. Complete with detailed instructions, participant worksheets, and debriefing guidelines, the *Personality Style Toolkit* will enhance the learning experience and allow participants to think about workplace scenarios in a new way using personality style.

CATEGORY: **ACTIVITY**

TIME: **10 MINS TO 1 HOUR PER ACTIVITY**



Learn more at Dekon.biz

What's My Learning Style?

Second Edition

Stephanie McBrier Hannett, PhD

Wonder why some people learn more than others?

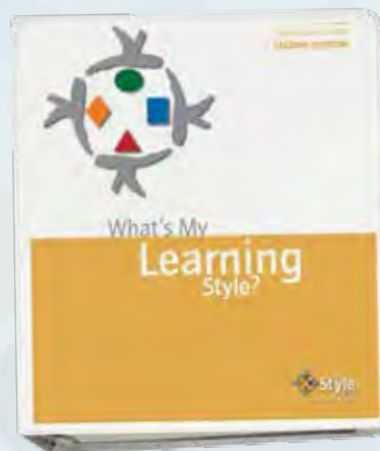
Before you roll out your next training initiative, first consider how the individuals in your audience learn. Whether or not they are conscious of it, everybody has a preferred learning style. Some people learn best in a group, while others prefer to learn independently. Some approach learning with enthusiasm; some require time for reflection. There isn't one "correct" learning style, but building awareness of behavioral style for your learners is the key to maximizing results for both your audience and your training efforts.

What's My Learning Style is a self-assessment that identifies a preference for one of four learning styles: *Direct*, *Spirited*, *Considerate*, or *Systematic*. In addition to discovering their learning preferences, individuals will learn how to maximize the strengths of that style, overcome any potential trouble spots, and develop the ability to function using a variety of different styles.

What's My Learning Style is appropriate for anyone to use for both personal and management development. It's an excellent way to kick off any training session and an effective foundation component for a variety of soft-skills training topics, including learning style, communication, and new-hire orientation.

LEARNING OUTCOMES

- Identify preference for one of four learning styles
- Recognize the strengths and weaknesses of each learning style
- Discover how to approach all types of learning in a way that is comfortable
- Create a plan to branch out of the "style comfort zone"



Learn more at
Dekon.biz

What's My Time Style?

Second Edition

HRDQ

Personality even plays a part in time management.

From beginning new projects and handling interruptions to multi-tasking and participating in meetings, time management skills have a huge impact on organizational productivity and efficiency. And just as individuals are unique, how people choose to manage their time also varies from person to person. One person may like to work slowly and methodically while another may procrastinate until the last minute to get work done. It's all a function of the individual's personal style.

What's My Time Style is an assessment tool for identifying personal time management style. Based on William Marston's well-known theory, the assessment measures an individual's preference for one or more four basic behavioral styles: *Direct*, *Spirited*, *Considerate*, and *Systematic*. Individuals learn how to make their styles work to their advantage and better understand how to work with others who manage their time differently.

LEARNING OUTCOMES

- Identify personal time management style
- Learn how to capitalize on time management strengths
- Understand how to avoid potential time management trouble spots
- Improve interactions with others who have different time management styles



Learn more at Dekon.biz

What's My Coaching Style?

Second Edition

HRDQ

The best coaches are flexible coaches.

Personality, or personal style, plays a role in all facets of organizational life from leadership to communication — and coaching is no exception. Understanding how personal style affects behavior is an important first step in developing the rapport that leads to successful coaching relationships.

What's My Coaching Style is an effective training tool for identifying personal coaching style. The assessment measures an individual's preference for one or more basic behavioral styles: *Direct*, *Spirited*, *Considerate*, and *Systematic*. Coaches learn how to adapt their behavior to improve interpersonal relationships, develop rapport, and ultimately, become more effective coaches.

What's My Coaching Style is appropriate for anyone to use for both personal and management development. The assessment can be used as a standalone training assessment, or it can be incorporated into a more comprehensive training program.

What's My Coaching Style does not promote one "correct" coaching style. Instead, the goal is to help individuals identify their coaching style, recognize how to capitalize on it, overcome trouble spots, and learn how to interact more effectively with others.

LEARNING OUTCOMES

- Identify personal preference for one of four behavioral styles
- Develop an awareness of personal behavior patterns
- Learn how one is viewed by those one coaches
- Create an action plan to apply in the workplace immediately



Learn more at
Dekon.biz

What's My Selling Style?

Stephanie McBrier Hannett, PhD

Can salespeople improve their performance just by understanding their selling style? Yes! Those who are aware of their personal style are more effective than those who are not. *What's My Selling Style* helps individuals analyze how they typically behave in a sales situation, identify their customers' styles, and learn how to adjust their own style to match the customer. With increased awareness and flexibility, salespeople can use style to maximize sales and rise above the competition.

LEARNING OUTCOMES

- Identify one of four personal selling style preferences
- Understand how to leverage style strengths and avoid trouble spots
- Learn the clues to determining a customer's personal style
- Discover how to adjust personal style to match the customer
- Find out how to sell to any personal style



Learn more at
Dekon.biz

Choose Your Style Topic

Each Style Series product is sold individually. Prices listed are for each Style Series topic.

CATEGORY: **ASSESSMENT**

TIME REQUIREMENT: **1 HOUR**

Deluxe Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation, Personality Style at Work book, and Personality Style for Dummies book

Print Self Assessment

Online Self Assessment

Peer Feedback Form Available for What's My Coaching Style and What's My Team Member Style only

Add Skill Practice

Enhance the learning experience with these Style Series supplements.

Personality Style at Work Hardcover book

Personality Style Toolkit Activity collection

Personality Style For Dummies Paperback

Playing with Style Game Card activities

Blinky Buttons Choose from 4 styles

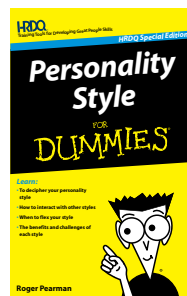
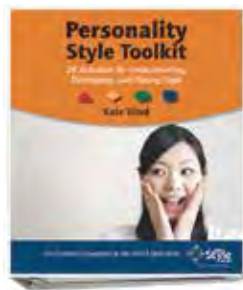
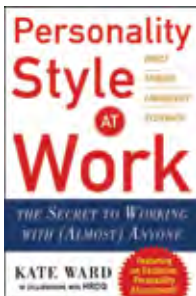
StylePlay Game Card activities

How does the HRDQ Style Model compare to the DISC Model?



It makes good cents.

The HRDQ Style Series is practical, effective, and easy-to-use. It's also affordable! See how it measures up to other DISC-based assessments at youtube.com/hrdq.



Whether the leaders in your audience are newly-minted or seasoned professionals, leadership development is a lifelong endeavor. From foundational tools such as *Leadership 101* and *What's My Leadership Style* to targeted solutions including the *Leadership Unlimited Profile*, *Matrix Manager Inventory*, and *Courageous Leadership*, we offer a full spectrum of training resources that will help you to build competent, high-performance leaders who are prepared to lead the organization — and its people — to success. Visit Dekon.biz/leadership to see many more leadership products.

Matrix Manager Inventory

Leading in a Collaborative Environment

James P. Eicher, MA, John E. Jones, PhD, and William L. Bearley, EdD

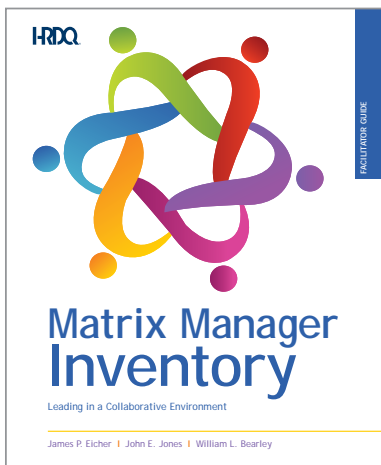
Leading skills for today's collaborative world.

Introducing the *Matrix Manager Inventory: Leading in a Collaborative Environment*, the timely self-assessment and training workshop that's designed to help both new and seasoned managers acquire and develop the ability to flex between "command and control" and "influence and collaborate" management.

With the comprehensive approach of the Matrix Manager Inventory, your managers will become well-equipped to navigate the dynamics of matrix management, handle constant change with confidence, influence performance when there is no direct control, and achieve the results that drive organizational success.

LEARNING OUTCOMES

- Learn how to balance the skills required of traditional and matrix management
- Understand the matrix management decision-making criteria
- Build a "spectrum" of skills and behaviors that drive successful influence and collaboration
- Define the role set or network needed to be a successful matrix manager
- Overcome the daily dilemmas and challenges of matrix management



Learn more at Dekon.biz

CATEGORY: **ASSESSMENT, WORKBOOK, AND WORKSHOP**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

Participant Workbook



Leadership Unlimited Profile

Removing Barriers to Your Potential

Roger Pearman, EdD, R. Daniel Parks, Barry Phillips, and Marcus C. King

Why some leaders make it to the top. And why others fail.

The good news is that leadership failure can not only be predicted — it can be prevented. That's because there are five red-flag behaviors that can send any leader's career into a tailspin.

Take action with the Leadership Unlimited Profile, the eye-opening assessment and workshop that helps managers and leaders at all levels to quickly spot the early warning signs of leadership derailment, gain rapid insight to limit those behaviors, and learn how to take control of their development before it's too late. Based on 40 years of research, it provides specific feedback on the behaviors that can potentially limit effectiveness.

LEARNING OUTCOMES

- Measure five key career behaviors
- Understand the management skills needed to maintain and ensure success
- Learn how to predict problems that can cause career derailment
- Pinpoint development needs to avoid derailment
- How to develop and align critical competencies
- Identify Career Accelerators, Neutralizers, and Blockers
- Create an individual personal development plan



Learn more at Dekon.biz

CATEGORY: **E-ASSESSMENT**

TIME: **2 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

Participant Workbook

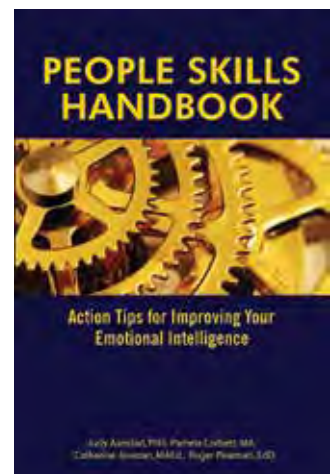
People Skills Handbook: Action Tips for Improving Your Emotional Intelligence

Pamela Corbett MA, Catherine Jourdan MAEd, Roger Pearman EdD, and Judy Aanstad PhD

Performance, career opportunities, well-being, and satisfying relationships are enhanced through Emotional Intelligence. You can identify and master the 54 EQ competencies that make a difference for you by using the action tips action tips and learning resources that target the behaviors that matter in the People Skills Handbook: Action Tips for Increasing Your Emotional Intelligence.

LEARNING OUTCOMES

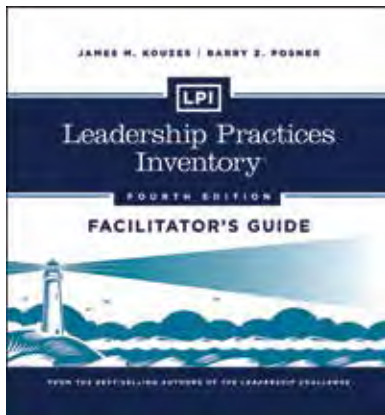
- Specific know-how to improve your emotional intelligence
- Action tips on the areas you most need to develop
- Learning activities to integrate your EQ insights into your daily habits
- Applications for using the EQ competencies in all areas of life



Learn more at Dekon.biz

CATEGORY: **BOOK**

TIME: **SELF-STUDY**



Learn more at Dekon.biz

NEW! 4TH EDITION

What's new in the 4th Edition:

- A fresh, modern look to the materials, including the feedback reports
- A group comparison report page
- A shorter workbook specifically designed for debriefing and understanding the Feedback Report
- The latest data on the model
- An updated facilitator's guide that focuses on LPI administration, debrief, and how a facilitator can develop one's leaders from there.

Leadership Practices Inventory 4th Edition

Jim Kouzes & Barry Posner. Published by Pfeiffer.

Anyone can learn to be an effective leader if they are given the right feedback and tools. Developed by experts Jim Kouzes and Barry Posner, the *Leadership Practices Inventory* (LPI) approaches leadership as a measurable, learnable, and teachable set of behaviors.

This newly revised *Leadership Practices Inventory*® (LPI) offers a senior executive briefing which allows you to easily explain the benefits of the LPI, eight actual cases that clearly show how to apply the tested Five Practices model, and completely new section filled with strategies and tools for using the LPI in a coaching session, and ideas on blending the LPI with other popular leadership models. Designed to be flexible, the LPI can be used with any leadership development program.

LEARNING OUTCOMES

- Observe positive models of leadership behavior
- Measure leadership competencies
- Understand the Five Practices of Exemplary Leadership Model
- Learn how to integrate the leadership practices into everyday routines
- Set development goals and establish an action plan for leadership development

CATEGORY: **ASSESSMENT AND WORKBOOK**

TIME: **HALF DAY**

Deluxe Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, PowerPoint presentation, and copy of the book *The Leadership Challenge, 5th Edition*

Self Assessment

Participant Workbook

Online Assessment Call for setup

Peer Feedback Form

Participant Planner

Remarkable Leadership A Learning Series

Kevin Eikenberry. Published by Pfeiffer.

Everyone is born with a unique set of talents. Yet only through a continuous upward learning climb can leaders become truly remarkable. Based on the acclaimed book *Remarkable Leadership: Unleashing Your Leadership Potential One Skill at a Time*, author Kevin Eikenberry challenges participants to be more intentional about *what*, *when*, and *how* they learn.

Remarkable Leadership: A Learning Series offers flexible and practical learning experiences for leaders at all levels. Presented in one-hour learning chunks, the 12-module program allows organizations to target these specific skills: *Championing Change*, *Communicating Powerfully*, *Building Relationships*, and *Influencing with Impact*.

LEARNING OUTCOMES

- Understand four reasons why many leadership development processes fail
- Discover twelve keys to a successful organizational leadership development process
- Identify strategies for developing targeted leadership skills in a relatively small period of time
- Learn how to create relevant learning experiences to build leadership skills

CATEGORY: **PROGRAM**

TIME: **1 HOUR (PER MODULE)**

Deluxe Facilitator Kit Includes facilitator guide, PowerPoint presentation, sample participant workbooks, and hardcover book

Participant Workbook each title

Book Hardcover, *Remarkable Leadership: Unleashing Your Leadership Potential One Skill at a Time*



Learn more at
Dekon.biz

ENGAGE Card System

Connect at a Higher Level

Edizen Corporation

Research proves it. Engaged employees are more satisfied.

There's more to the concept of employee engagement than commitment and job satisfaction. In fact, it's a strategy that can set your organization apart from the competition. But employee engagement isn't something that happens on its own. It must be cultivated and developed. And it all starts with the leader-employee connection.

The *ENGAGE Card System* is an interactive training tool that offers a five-step framework that leaders and employees can use to spark dialogue and build the relationships that encourage engagement.

LEARNING OUTCOMES

- Learn why employee engagement is important to organizational success
- Understand the determining factors of employee engagement
- Discover how employee engagement impacts the bottom line
- Practice a step-by-step framework for building employee engagement



Learn more at
Dekon.biz

CATEGORY: **TRAINING EXERCISE**

TIME: **2 HOURS**

Complete Card System Includes facilitator and employee card decks and instruction manual

Refill Card Decks Includes 2 additional employee card decks

Courageous Leadership

A Program for Using Courage to Transform the Workplace

Bill Treasurer. Published by Pfeiffer.

Help leaders make the shift from fearful to fearless.

When fear gets the best of leaders, they become distracted and unproductive at a time when they should be just the opposite. What your organization needs are courageous leaders.

Courageous Leadership is about developing capable and confident leaders who can transform your organization. It's the training tool you need to help leaders step up to the plate, face challenges, inspire others, and drive the top and bottom lines.

Combining the self assessment, workbook, and workshop, this comprehensive training package gives leaders insight into their "courage history," shows them how to become more assertive, and provides strategies for using courage to improve performance.

LEARNING OUTCOMES

- Understand the impact fear has on personal and organizational performance
- Identify which of the three types of courage one uses most often
- Learn about three types of courage and when (and how) to use each
- Discover two distinct ways of leading that inspire more courageous behavior
- Find opportunities to apply courage in the workplace



Learn more at
Dekon.biz

CATEGORY: **ASSESSMENT**

TIME: **HALF DAY TO FULL DAY**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Participant Workbook

Wallet Card



Learn more at
Dekon.biz

Leading Across Differences

Belinda B. McFeeters, Kelly Hannum, and Lize Booysen. Published by Pfeiffer.

How do you teach people of different nationalities, religions, races, and genders to work effectively together? *Leading Across Differences* is a training package that offers new ways of thinking about leadership challenges, providing participants with a framework and process for better understanding their context and taking appropriate action.

LEARNING OUTCOMES

- Learn a framework and process for leadership challenges
- Examine several case studies about leading across differences
- Explore leading across differences through the perspective of subject matter experts
- Practice leading across differences through interactive exercises

Facilitator Guide Set Includes facilitator guide and casebook

Casebook Paperback

LEADOUT

An Experience in Leadership

Charles Hosford and Fred Foxmire

Leadout: An Experience in Leadership is an intense and exciting simulation that uses a real-life business scenario to drive home the importance of core leadership and team behaviors. Rooted in theories developed by top management experts, the challenge is for teams to make quality decisions while confronting typical organizational issues.

LEARNING OUTCOMES

- Identify core leadership and team behaviors
- Learn how to make quality decisions while confronting organizational issues
- Distill best practices in communication, conflict resolution, and interpersonal relationships

CATEGORY: **SIMULATION**

TIME: **2-3 HOURS**

Complete Game Materials to train up to 4 teams of 4-9 players at one time

The Comprehensive Leader

A New View of Visionary Leadership

HRDQ. Developed by Eileen M. Russo, PhD and Laurie Ribble Libove, MS

Visionary leaders possess knowledge of themselves, those they lead, their organization, and the world. *The Comprehensive Leader* cuts straight to the heart of it. This eye-opening assessment measures strengths and weaknesses in all 4 areas, and when combined with peer feedback, leaders gain new insights into their behavior — as well as their untapped potential.

LEARNING OUTCOMES

- Understand the concept of visionary leadership
- Identify the organizational benefits of visionary leadership
- Gain insight on how others perceive leadership behavior
- Learn the Model of Comprehensive Leadership
- Discover how to put visionary leadership principles into practice

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Peer Feedback Form



Learn more at
Dekon.biz

Mars Surface Rover

A Powerful Vehicle for Team and Leader Training

The award-winning *Leadership Version* illustrates the concept of facilitative leadership and its benefits, including a team atmosphere of trust, respect, open communication, and productivity.



Legacy Leadership Competency Inventory

A Comprehensive Learning System for Developing Talented Leaders

Dr. Jeannine Sandstrom and Dr. Lee Smith

Building a real-time legacy in today's organizations.

What if you were living your legacy now? What if your vision for the future was evident in everything you do, every day? Welcome to the *Legacy Leadership Competency Inventory* (LLCI), a comprehensive training package that offers tools for both the individual and the facilitator, including a self assessment, online multi-rater assessment, workbook, and one-day workshop.

The LLCI is different from other programs because offers a compelling set of practices that are designed to perpetuate a cycle of leadership development. It delivers a framework of behaviors, attitudes, and values that bring out individuals' best, develop other leaders in the organization, establish a leadership culture, and positively impacts the bottom line — regardless of industry, experience, or organizational role.

LEARNING OUTCOMES

- Understand the concept of legacy leadership
- Learn the 5 Best Practices Model and the 10 Critical Success Skills
- Know the top 3 strengths and challenges in each of the 5 Best Practices
- How to shift one's thinking to serve others first, then oneself
- Develop an action plan for becoming a Legacy Leader



CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes sample participant materials

Print Self Assessment

Online Self Assessment

Online Multi-rater Assessment

Participant Workbook

Wallet Card 10-pack

Bridging the Leadership Divide

Ron Carucci. Published by Pfeiffer.

Bridging the Leadership Divide is a half-day to two-day workshop that helps leaders of multiple generations to remove the inherent barriers to productive relationships between incumbent and

emerging leaders by examining six relationship elements: *Rank, Meaningful Conversation, Inclusion and Engagement, Dreaming, Generosity, and Gratitude.*

CATEGORY: **ASSESSMENT**

TIME: **HALF-DAY TO 2 DAYS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment for Incumbent Leaders

Self Assessment for Emerging Leaders

Participant Workbook





Learn more at
Dekon.biz

Managing for Employee Engagement

Patrick Lencioni. Published by Pfeiffer.

Job misery is an epidemic organizations can't afford.

Research shows that 77% of people are in miserable jobs and an estimated \$350 million has been lost in productivity. Miserable jobs drain people of their energy, confidence, and self-esteem. Miserable jobs also have a huge impact on an organization, its productivity, turnover, morale — and clearly, its bottom line.

Patrick Lencioni, the well-known speaker and author of *The New York Times* best seller *The Five Dysfunctions of a Team*, first offered his expert advice on job misery with his book *The Three Signs of a Miserable Job*. Now there's *Managing for Employee Engagement*, a powerful new training package that's packed with tools for tackling job misery, including a manager's assessment, workshop, workbook, book, poster, and supplemental dvd.

LEARNING OUTCOMES

- Understand the difference between a bad job and a miserable job
- Know the effects of job misery on employees and organizations
- Learn the Three Signs of a Miserable Job Model
- Discover if direct reports are miserable
- Learn techniques to improve job satisfaction and productivity

CATEGORY: **ASSESSMENT AND WORKSHOP**

TIME: **HALF OR FULL DAY**

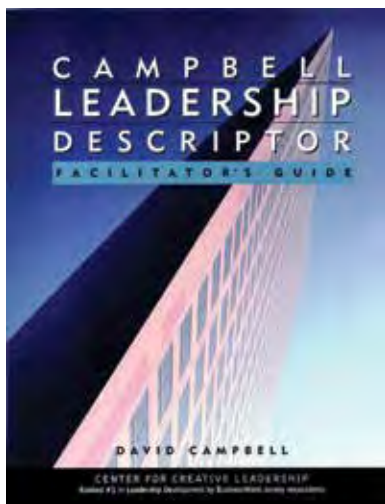
Facilitator Set Facilitator guide, sample assessment and participant workbook, poster, and facilitator support materials. Includes a free copy of *Three Signs of a Miserable Job*.

Participant Workbook

Manager's Assessment

Three Signs of a Miserable Job Book Hardcover, 257 pages.

Three Signs of a Miserable Job Video and Companion Guide



Learn more at
Dekon.biz

Campbell Leadership Descriptor

David Campbell. Published by Pfeiffer.

Designed as a comprehensive analysis of leadership characteristics, the *Campbell Leadership Descriptor* helps individuals identify their strengths and weaknesses in nine major leadership attributes: *Vision, Management, Empowerment, Diplomacy, Feedback, Entrepreneurialism, Personal Style, Personal Energy, and Multicultural Awareness*.

The *Campbell Leadership Descriptor* is perfect for leadership development seminars, classroom discussions, and one-on-one coaching.

The Facilitator's Guide Package offers everything you need to prepare for and conduct a leadership workshop, including instructions for scoring and interpreting the Descriptor, a sample of a completed Descriptor, a step-by-step facilitator's "script," master copies of overhead transparencies, illustrative case studies, a list of recommended books, and more.

LEARNING OUTCOMES

- Understand the major components of leadership
- Identify the characteristics of a successful leader
- Compare leadership strengths and weaknesses to "good" and "poor" leaders
- Develop a leadership development action plan

CATEGORY: **ASSESSMENT**

TIME: **HALF DAY**

Facilitator Package Includes facilitator guide and sample participant materials

Participant Survey

Participant Package Includes participant workbook and Survey

It takes 43 hours, and a cost of \$5,934 to create just one hour of instructor-led training.



But can you afford to have the work done for you?



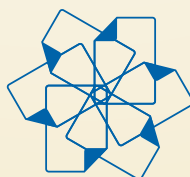
We make sure you can.

The Reproducible Training Library is the smart and affordable way to meet all your training demands.

All titles are research-based, customizable, and unlimited-use courseware.

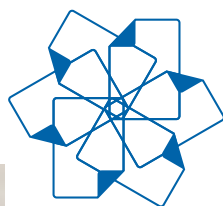
Add your company logo, tailor the materials to your needs, pick and choose the content you want, and have a fully-developed training program at your fingertips in minutes.

Contact us at office@dekon.biz or go to Dekon.biz to request a preview of any training program in our library.



**REPRODUCIBLE
TRAINING LIBRARY**

Customizable Soft-Skills Courseware



REPRODUCIBLE TRAINING LIBRARY

Customizable Soft-Skills Courseware



Let us do the work for you.

The Reproducible Training Library is the smart and affordable way to meet all your training demands.

Great Training!

- ▶ **Quality Content** — Research-based content provides a reliable, learning-rich experience.
- ▶ **Completely Customizable** — Tailor the materials in any way you like or use them “right out of the box.”
- ▶ **All Training Topics** — Choose in-demand topics from communication, leadership, team building, negotiating, and more.
- ▶ **Unlimited Use** — Reprint and reuse as often as you like.
- ▶ **Instant Access** — Your purchases are available to you for immediate download.

Great Price!

We have the right solution to meet your training needs.

Trainer Favorites:

- *Critical Thinking Skills*
- *Financial Intelligence*
- *Assertiveness Skills*
- *Leadership 101*
- *Selling Essentials*
- *Why We Struggle with Tough Decisions*
- *Social Media at Work*
- *Toughest Supervisor Challenges*
- *Resilience*
- *Mental Models*

**FREE
INFO KIT**

Get the Free Info Kit at
Dekon.biz

**FREE
PREVIEW**

Request a free preview of
any title in the library at
Dekon.biz

For more information and a complete listing of our 75 titles,
go to Dekon.biz

Systems Thinking for Managers

NEW!

From production and marketing to customer service and fulfillment, organizations are made up of a series of interconnected parts. And while each function may appear to operate efficiently on its own, a change in one cog can trigger a chain reaction of problems that derail the entire system.

Keep your organization in gear with *Systems Thinking for Managers*, the program that offers a new way of thinking about these relationships and the long-term impact of short-term decisions. Managers learn a proactive problem-solving approach that enables them to better predict the consequences of change, eliminate silo thinking, see different viewpoints, and remain focused on the big picture. The payoffs are significant, from finding optimal solutions to complex challenges to improved innovation and increased productivity.

Systems Thinking for Managers is a half-day classroom workshop full of tools, techniques, and models that facilitate the implementation of systems thinking. It's part of the Reproducible Training Library, a full suite of high-quality, research-based courseware you can download, customize, and reproduce. Once you own a title, the program is yours to keep, make your own, and use over and over again. Go to Dekon.biz/rtlprev to request a preview of this title.



LEARNING OUTCOMES

- Understand the concept of systems thinking and why it's important
- Identify the benefits of using systems thinking in the workplace
- Learn how to apply systems thinking to address a problem or situation
- Minimize unintended consequences of major decisions
- Know how to use systems thinking to improve innovation and productivity
- Recognize the potential pitfalls of implementing systems thinking

CATEGORY: **CLASSROOM PROGRAM**

TIME: **HALF DAY**

"With so many off-the-shelf programs out there, we have to be discerning about the quality we are investing in. The Reproducible Training Library has a rich body of content with well-structured instructor and learner guides. And the presentation slides are lined up well with the written guides making the trainer's job easier."

James T. Puett

Manager, Leadership and Organizational Development
Healthways Human Resources

Are the people in your organization equipped to influence with assertiveness, develop rapport with others, present their ideas with poise, and deliver feedback with confidence? You know there's far more to communication than just talking and listening, and we've got the tools to transform your audience into world-class communicators. Self-discovery assessments including *Learning to Listen* and the *Interpersonal Influence Inventory* are an excellent starting point. Interactive games such as *Communication Derailed* are a powerful way to drive home key learning points. And if you need a more comprehensive approach, try our customizable *Assertiveness Skills* workshop. Visit Dekon.biz/communication to see all communication products.

VisualsSpeak

Christine Martell

VisualsSpeak is a training exercise that uses the power of visual communication to create energy, excitement, and a sense of connection in your training classroom. The activities are fun and engaging; the learning experience is rich and most likely more powerful than anything you've experienced as a trainer. Flexible, customizable, and reusable, *VisualsSpeak* can be easily incorporated into any training curriculum, including team building, coaching, strategic planning, conflict resolution, and more.

LEARNING OUTCOMES

- Enable people to see different perspectives
- Bring individual and group differences to the surface
- Build consensus and improve team alignment
- Generate new ideas



Learn more at Dekon.biz

CATEGORY: **TRAINING EXERCISE**

TIME: **UP TO A FULL DAY**

Communication Derailed

Eileen Russo, PhD and Chris Giblin

Tackle even the most difficult communication problems with *Communication Derailed*, an engaging simulation game that demonstrates the profound impact of poor communication — and then teaches the skills needed to communicate effectively. This popular game addresses three common communication challenges: communication in teams, lateral communication, and communication during organizational stress. The modules can be run independently or in a series, depending on your learning goals. Trainers love this game because it is easy to facilitate and all parts are reusable.

LEARNING OUTCOMES

- Recognize how poor communication can damage an organization
- Understand how to handle unique communication problems
- Learn how to improve communication skills
- Create a personal action plan



Learn more at Dekon.biz

CATEGORY: **GAME**

TIME: **2–3 HOURS PER MODULE**

Complete Game Materials to train up to 3 groups of 4–8 participants at one time

Extra Parts

Interpersonal Influence Inventory

Fourth Edition

Rollin Glaser, EdD

Maybe you were born with it. Or maybe it was learned.

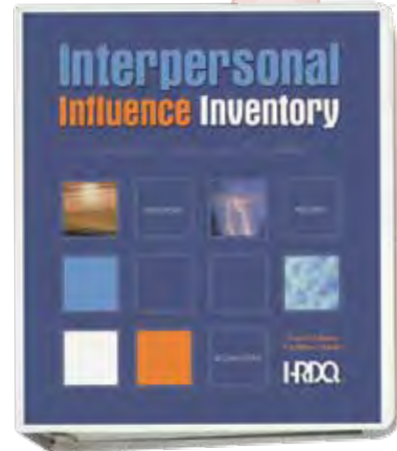
Influence is a daily part of everyday work life, from resolving misunderstandings with colleagues to negotiating complex deals and leading project teams. And while there are several different styles of interpersonal influence, research shows that assertive behavior has the greatest impact on individual success and organizational performance.

The good news is that influence is mostly a *learned* skill. With the right training, some self-discovery, and a healthy dose of practice, people can develop their ability to be assertive. The *Interpersonal Influence Inventory* is an eye-opening learning tool that reveals a preference for one of four dominant styles: *Openly Aggressive Behavior*, *Concealed Aggressive Behavior*, *Passive Behavior*, or *Assertive Behavior*.

An HRDQ bestseller for more than 20 years, the *Interpersonal Influence Inventory* is the combination self-assessment and training workshop that has helped thousands of people identify their interpersonal influence style, learn how they come across to others, and work toward becoming more effective communicators.



Customer Favorite!



[Learn more at Dekon.biz](http://Dekon.biz)

LEARNING OUTCOMES

- Discover a preference for one of four interpersonal influence styles
- Learn why assertive behavior always yields positive results
- Understand how other influence styles can hamper communication
- Identify the behavioral cues that signal each style

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

"Acquiring and/or enhancing communication and influencing skills is an integral part of team and leadership development. The Interpersonal Influence Inventory goes right to the heart of this issue in a manner that enlightens but does not intrude upon participants' self-esteem. I highly recommend this product."

Dr. Kathy G. Lowery

Contemporary Learning Concepts



Neurolinguistic Communication Profile Second Edition

James P. Eicher; John E. Jones; PhD, William L. Bearley, EdD; Tony Jeary; and Kevin Grant

Why you “hit it off” with some but not others.

It's a phenomenon that happens to all of us — the ability to determine within minutes whether or not we'll “click” with another person. In our personal lives, rapport leads to friendship or even love. And in the professional world, rapport paves the way for clear communication, fewer conflicts, better teamwork, and even greater productivity.

That's why you need the *Neurolinguistic Communication Profile* (NCP) the assessment tool that will help anyone — from employees to managers and executives — become a more effective communicator. First, individuals discover their communication preferences, and then they learn rapid rapport building techniques. As a trainer, you can expect to see immediate, game-changing improvements to key areas such as customer service, sales, negotiating, coaching, teamwork, and more.

LEARNING OUTCOMES

- Identify one's personal communication preference
- Recognize the communication preferences of others
- Learn how to communicate more effectively
- Understand how to increase productivity and motivation
- Discover how to mirror another person's communication style



[Learn more at Dekon.biz](#)

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

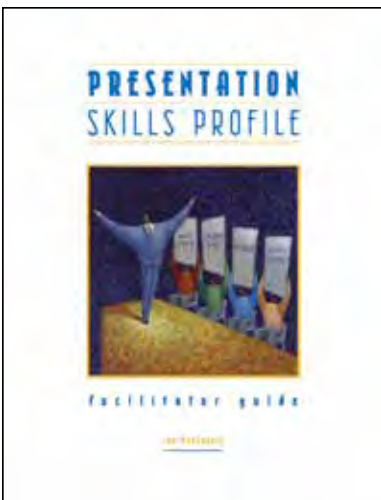
Presentation Skills Profile

Ian MacDonald

The Presentation Skills Profile is a learning toolkit that measures how individuals go about preparing to deliver a presentation and provides a step-by-step model for improvement. Then, using an actual presentation, they get to apply what they've learned, practice their skills, and gather feedback from an audience of peers.

LEARNING OUTCOMES

- Identify and establish presentation objectives
- Discover how to involve the audience
- Learn how to design and display effective visual aids
- Practice staging and delivering presentations



[Learn more at Dekon.biz](#)

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, and sample participant materials

Self Assessment

Peer Feedback Form

Learning to Listen

Second Edition

Laurie Ribble Libove, MS

Getting the message loud and clear

Most people think they're good listeners. But statistics show that people remember only half of what they hear, even moments after they've heard it. The fact is almost everyone needs to improve his or her ability to listen because it has a direct impact on communication, productivity, quality, conflict, turnover, and more.

Learning to Listen is a communication assessment that focuses on both the visible and invisible aspects of listening behavior: Staying Focused, Capturing the Message, and Helping the Speaker. Unlike other tools that measure style, what makes Learning to Listen so powerful is that it measures skill levels. A skills approach is more practical because it targets actual behavior, individuals are able to take immediate action to improve upon their weaknesses and maximize their strengths. Secondly, skills are more concrete than styles. Participants will find them easier to relate to. Finally, and perhaps most importantly, skills are more changeable than styles, so participants will have a better chance of acting on the self-knowledge they get from completing this instrument. The result is employees who are better equipped to handle customer complaints, negotiating contracts, manage teams, and more.



Learn more at Dekon.biz/ltl

LEARNING OUTCOMES

- Determine listening effectiveness in three dimensions
- Explore the visible and invisible aspects of listening
- Learn what it takes both physically — and mentally — to listen
- Understand common barriers to effective listening
- Create a plan to put new skills into immediate action

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

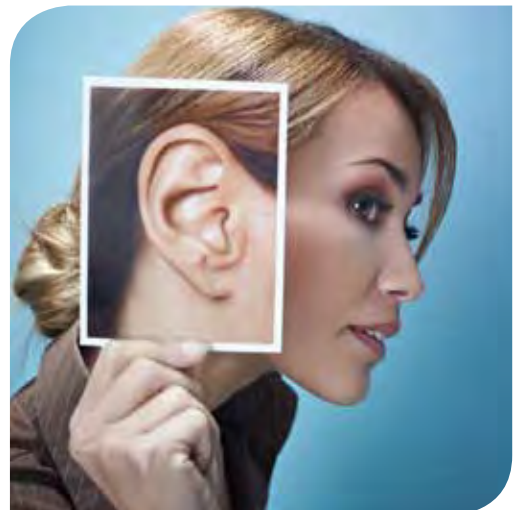
Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

"Learning to Listen has proven to be the perfect instrument for determining the areas most needed for [listening] skill development. I have used Learning to Listen with many hundreds of corporate participants and it effectively assists us in guiding them along the path to becoming quality listeners."

Jeffrey Patnaude,
President
The Patnaude Group



If you're faced with the challenge of building a team from the ground up, we have the solutions you need to transform disjointed groups into synergistic, well-oiled machines. There's *Jungle Escape* (a perennial favorite among trainers), *Mars Surface Rover*, and *Team Adventure Series*, just to name a few. But it's not all fun and games. Our training solutions such as the *Team Effectiveness Profile*, *The Five Dysfunctions of Teams*, and *Trust: The Ultimate Test* require team members to think critically, modify behavior, and share constructive feedback. Visit Dekon.biz/teambuilding to see our teambuilding offerings in action!

HRDQ Team Adventure Series

Your team is in deep trouble and doesn't know what to do...

That's OK — let learning be an adventure. Send your team into an icy-cold Alaskan blizzard. Watch them drift out of control in the Sahara Desert. Leave them stranded on a French Polynesian island. (Although maybe they'd enjoy that.) Then watch them work together as a team to survive the life-or-death situation. It's all part of the fun — and the learning — teams experience with the ever-popular *HRDQ Team Adventure Series*.

These classroom adventure simulations can help rescue even the most desperate team from failure. An engaging and memorable way to experience the concept of team synergy, each simulation provides a safe, open environment in which participants can learn and practice vital group-process skills such as problem solving, communicating effectively, managing and resolving conflict, and consensus decision making.

These survival simulations can be used on their own, or incorporated into a more comprehensive training program on team building, synergy, or decision making.

LEARNING OUTCOMES

- Explore how to manage and resolve group conflict
- Improve team communication
- Discover how to work as a team under pressure
- Hone group problem-solving skills



CATEGORY: **SIMULATIONS**

TIME: **2 HOURS (PER TITLE)**

Team Adventure Series Pricing (Each title sold separately)

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Participant Guide

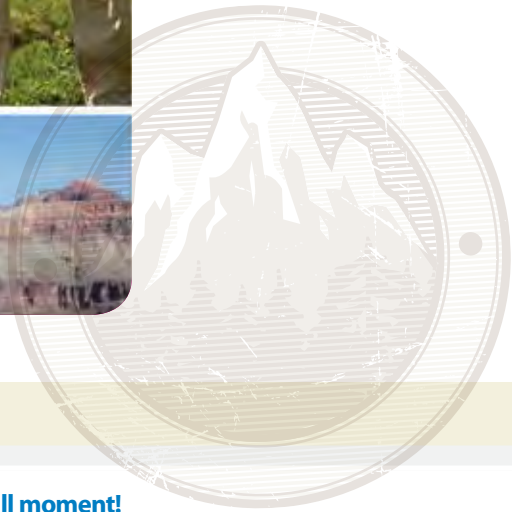
FREE ARTICLE

Download *How Team Survival Simulations Come into Play*.
Visit Dekon.biz

"Burger King chose Black Bear to train over 700 store managers. Black Bear was unique, engaging, interactive, and challenging, and enabled our training team to teach decision-making and team-building skills and concepts in a memorable way. The participants' response was the best we have had in a long time."

Brendan Berg

Management Training Facilitator
Burger King Corporation



Choose from eight different exotic scenarios — there's never a dull moment!

Each provides approximately two hours of interactive learning, skill building, and team development.

Black Bear

Bradford R. Glaser, MBA

FOCUS: Formulating strategy under pressure, consensus decision making

On an early-morning hike in the Great Smoky Mountains, your group surprises a huge black bear — with near-fatal results. Challenging your group to make quality decisions in a crisis situation, Black Bear is the training tool for any group that works in a high-pressure environment.

Swamped

Rollin Glaser, EdD and Jim Roadcap

FOCUS: Managing group conflict, consensus decision making, icebreaker

Deep in the northern wilderness, a leisurely canoe trip almost ends tragically when your group's boat capsizes into icy, windswept waters. A lively simulation, Swamped helps individuals work together to rank 10 salvaged items for survival. The perfect team-builder for any organization!

Outback

Rollin Glaser, EdD and Christine Glaser, MEd

FOCUS: Consensus decision making, problem solving, team leadership, communication

Treat teams to the exotic, eerie beauty of the Australian bush country. In Outback, your group is lost in unknown territory and must rank action alternatives, as well as day pack items, as members practice leadership, communication, and problem solving skills. Great for management teams!

Cave Without a Name

Rollin Glaser, EdD

FOCUS: Consensus decision making, problem solving, managing group conflict

Can your team endure the terror of being trapped in the unexplored passageways of the Cave Without a Name? This simulation develops a full range of group-process skills, including consensus decision making, problem solving, conflict resolution, communication, and team leadership.

Vacation in the Keys

Rollin Glaser, EdD and Christine Glaser, MEd

FOCUS: Consensus decision making, energizer/icebreaker

On the deck of your chartered fishing boat, someone turns the ignition key — and a powerful explosion blows the boat apart. Can your group survive its ill-fated *Vacation in the Keys*? Fine-tune your team's ingenuity and cohesiveness with this high-energy exercise.

Beyond the Valley of the Kings

Rollin Glaser, EdD and Christine Glaser, MEd

FOCUS: Decision making under pressure, team building

In Egypt, a hot-air balloon tour ends in trauma when it crash-lands in the endless white sands of the Sahara Desert. Ranking salvaged items as well as action alternatives, groups must think quickly in an urgent, high-stakes situation. *Beyond the Valley of the Kings* is perfect for strategic planning teams.

Whiteout

Leslie Goodwin and Zara Shea

FOCUS: Conflict resolution

Whiteout is a dog sledding adventure in Alaska that turns perilous when your team is caught in an unexpected blizzard. Can you overcome interpersonal conflicts to save yourselves and your two hypothermic team members?

Marooned

Rollin Glaser, EdD and Christine Glaser, MEd

FOCUS: Consensus decision making

A pleasure cruise along the French Polynesian islands goes sour when your group is stranded on a deserted, nameless island. Your task: rank the 10 action alternatives that will best ensure the team's survival. *Marooned* works perfectly as a fun and instructive icebreaker.



Learn more at Dekon.biz

Team Effectiveness Profile

Fourth Edition

HRDQ, Developers Rollin Glaser, EdD and Christine Glaser MEd

What's lurking beneath the surface of your teams?

We all know successful teams can accomplish incredible results. But all teams are human, and more often than not, unresolved issues lurk beneath the surface, draining a team's energy and undermining its efforts. What's needed is a proven method to accurately diagnose and remedy the obstacles that block success. Here's the solution.

The *Team Effectiveness Profile* (TEP) is an assessment tool that's produced results for thousands of teams since it was first introduced over 30 years ago. The basis of the TEP is an accurate, 50-item assessment that measures team member perceptions in five key areas: *Mission, Vision, and Goals*; *Team Roles*; *Operating Processes*; *Interpersonal Relationships*; and *Inter-team Relationships*.

The TEP is a great way to profile and benchmark the effectiveness of a newly-formed team, educate new teams about issues that could block their success, provide executive teams with insights and strategies to improve performance, and track a team's progress over time.

LEARNING OUTCOMES

- Diagnose the general health of a team
- Identify the blockages to team effectiveness
- Develop strategies to reduce or eliminate blockages to team performance
- Evaluate improvement over time

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Team Advantage

The Complete Coaching Guide for Team Transformation

Darelyn "DJ" Mitsch and Barry Mitsch. Published by Pfeiffer.

Team Advantage is an innovative program that's centered around an actual stretch goal that is meaningful to the organization's success. Teams are assigned a coach who oversees and facilitates the experience from start to finish, working with individual team members and leaders through four phases of team development over the course of 16 weeks.

LEARNING OUTCOMES

- Understand how to set a goal
- Discover a process for achieving goals and objectives
- Work through four phases of team development
- Establish a stretch goal and create an action plan

CATEGORY: **PROGRAM**

TIME: **16 WEEKS**

Coach's Facilitator Set Includes sample participant materials

Team Member Guide

Team Leader Guide



Learn more at Dekon.biz

Effective Team Member Profile

Cathy J. Proviano, MEd and Rollin Glaser, EdD

With the trend toward teams likely to continue, it's important to position team members for success. The *Effective Team Member Profile* is an assessment that does just that. Using a simple yet powerful model, individuals learn what it takes to be a viable and potent team member — and how their behavior clearly indicates the extent to which they are (or aren't) effective.

LEARNING OUTCOMES

- Understand how each team member contributes to team success
- Gain insight into one's effectiveness as a team member
- Learn how to improve performance in six dimensions
- Develop a personal action plan to become more effective

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Peer Feedback Form



Learn more at Dekon.biz

Team-Work & Team-Roles

What Makes Your Team Tick?

Third Edition

Frederick S. Mumma, EdD

Top teams have all of their bases covered.

Wouldn't it be great if teams were magically made up of people whose strengths and talents were perfectly aligned? More often than not, team members gravitate to the tasks they enjoy most — and ignore the rest. Introduce your teams to *Team-Work & Team-Roles*, an assessment that points out how individual preferences affect team performance and then helps teams ensure they've got their bases covered.

Using a proven model, *Team-Work & Team-Roles* identifies eight specialized roles: *Leader, Moderator, Creator, Innovator, Manager, Organizer, Evaluator,* and *Finisher* and pairs them with four work phases: *Initiation, Ideation, Elaboration,* and *Completion*. If sufficient energy is dedicated to each phase and individuals are aware of the roles they play, teams will see a significant improvement in both morale and performance.

LEARNING OUTCOMES

- Identify preferred individual and team roles and work phases
- Understand how to deliberately cultivate missing team roles and work phases
- Discover how to resolve team roles that conflict
- Learn how teams can avoid becoming "stuck" in unproductive work/role combinations



Learn more at Dekon.biz

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

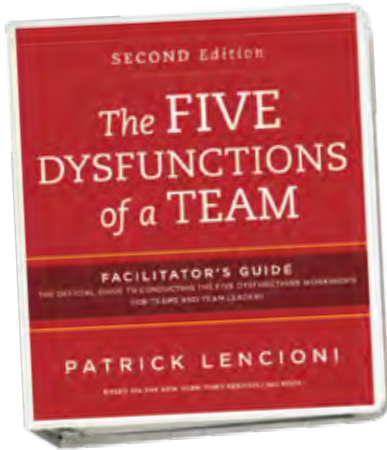
Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

The Five Dysfunctions of a Team

Second Edition

Patrick Lencioni. Published by Pfeiffer.



Learn more at Dekon.biz

Teamwork... The ultimate competitive advantage.

Deliver the same team-building lessons Patrick Lencioni himself has delivered to hundreds of organizations. Based on his *New York Times* bestseller, *The Five Dysfunctions of a Team* addresses the obstacles that prevent even the best teams from succeeding:

1. *Absence of Trust*
2. *Fear of Conflict*
3. *Lack of Commitment*
4. *Avoidance of Accountability*
5. *Inattention to Results*

This combination assessment, workbook, and workshop is the tool that will help your teams take their first steps toward greater cohesiveness and productivity.

LEARNING OUTCOMES

- Understand what's expected of a cohesive team
- Measure the degree to which teams meet their expectations
- Take steps toward building trust and resolving conflict
- Develop a plan to improve commitment, accountability, and results

CATEGORY: **ASSESSMENT AND WORKSHOP**

TIME: **UP TO 2 DAYS**

Facilitator Set Facilitator guide, Intact Teams Participant Workbook, Participant Workbook for Team Leaders, poster, and assessment

Team Assessment

Intact Teams Participant Workbook

Participant Workbook For Team Leaders

DVD

Poster

The Five Dysfunctions of a Team: A Leadership Fable Hardcover Book – 240 pages

Trust: The Ultimate Test

Second Edition

HRDQ, Developers Laurie Ribble Libove, MS and Eileen Russo, PhD



Learn more at Dekon.biz

Trust: The Ultimate Test is a powerful instrument that provides facilitators with an effective method of exploring this sensitive issue. Presented with 24 statements, participants evaluate evidence of trust toward another person. Then, using workbook charts, they learn what affects their decisions to trust others — and how to improve their levels of trust. The Facilitator Guide also includes instructions for use in team training.

LEARNING OUTCOMES

- Identify one's individual tendency to trust
- Understand the factors that affect the decision to trust
- Discover four groups of behavior that indicate trust
- Learn how to improve one's trust level

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Assessment

Mars Surface Rover

A Powerful Vehicle for Team and Leader Training.



Team Version

Matthew P. Eckler

Introduce basic teamwork concepts such as interdependence, common goals, continuing interaction, valuing diversity, and creating a supportive environment with the *Team Version*.

First, participants work independently — each performing a confidential task for building a prototype astronaut vehicle. Then they complete the vehicle as a team, discussing ideas and sharing their individual expertise. Finally, participants evaluate and discuss three key elements of teamwork.

Use the *Team Version* to develop new teams, rejuvenate established teams, and help teams in conflict understand the advantages of teamwork versus group work.



Learn more at
Dekon.biz

LEARNING OUTCOMES

- Recognize the distinction between a team and a group
- Understand how teammates' responsibilities are interdependent
- Realize the importance of continual communication within the team

CATEGORY: **GAME**

TIME: **1.5-2 HOURS**

Complete Team Game Materials to train up to 3 teams of 4-7 participants at one time

Extra Team Game Pack Materials to train 1 additional team of 4-7 participants

Participant Guide

BUY BOTH AND SAVE!

Deluxe Version

Share the parts and double the learning. **Complete Deluxe Game**

Materials to train up to 3 teams at one time.

Leadership Version

Matthew P. Eckler and Eileen M. Russo, PhD

The award-winning *Leadership Version* illustrates the concept of facilitative leadership and its benefits, including a team atmosphere of trust, respect, open communication, and productivity.

Teams are assigned the task of building a prototype astronaut vehicle. Using private instructions, team leaders guide their teams *passively*, *traditionally*, or *facilitatively*. When teams race their vehicles at the end of the game, the rover built by the team with the facilitative leader is the winner!

Use the *Leadership Version* with new leaders who want to incorporate facilitative leadership into their developing style, traditional leaders who are being retrained to move toward a more facilitative style of leadership, and managers who oversee or coordinate several teams.

LEARNING OUTCOMES

- Experience the concepts and benefits of facilitative leadership
- Learn how a facilitative leadership style generates an atmosphere of teamwork
- Discover the drawbacks of traditional or passive styles of leadership
- Recognize the balance between too much and too little authority

CATEGORY: **GAME**

TIME: **1.5-2 HOURS**

Complete Leadership Game Materials to train up to 3 teams of 5 participants at one time

Extra Leadership Game Pack Materials to train an additional team of 5 participants at one time

Participant Guide



Download the Icebreaker!
Dekon.biz

Maestro

The Team Performance Game

Steve Sugar

Orchestrate great teamwork.

Rehearse vital team skills such as leadership, creative problem-solving, planning, and communication with *Maestro: The Team Performance Game*. This playful training tool is an excellent way to lead teams to a rich and meaningful dialogue that prepares them to perform more effectively in the workplace.

Maestro presents a challenge to teams when they discover that their planned auditions at Carnegie Hall have gone horribly awry. Now they must band together quickly to select a new maestro and rehearse, despite the fact that they don't know which song to practice — and they only have access to hand bells.

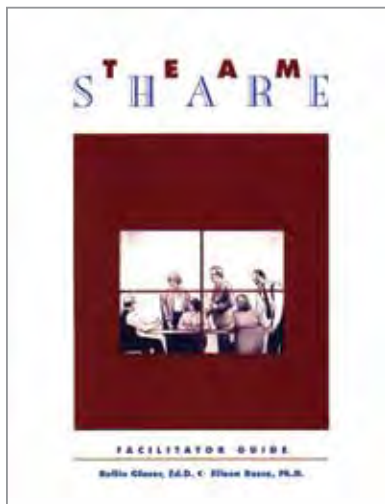
LEARNING OUTCOMES

- Prepare teams and leaders to develop key group-process skills
- Practice leadership skills under pressure
- Experience what it takes to be a high-performing team
- Learn how to apply skills to solve an unstructured problem

CATEGORY: **GAME**

TIME: **1 HOUR**

Complete Game Materials to train up to 4 groups of 4–8 participants at one time



Learn more at
Dekon.biz

TeamShare

Rollin Glaser, EdD and Eileen M. Russo, PhD

When team members don't share information openly, projects stagnate, interpersonal relationships suffer, and productivity takes a dive. *TeamShare* can help prevent this problem. Designed for teams that are experiencing communication issues, this assessment provides a structured framework that enables team members to improve trust levels and develop the skills they need to communicate openly.

TeamShare provides a comprehensive team examination that includes self assessment, partner analysis, team discussion, exercises, and action planning. It's particularly useful for self-managed teams, cross-functional teams, and management teams.

LEARNING OUTCOMES

- Identify how well team members share information
- Improve trust levels amongst team members
- Practice giving and receiving information
- Create an action plan for improvement

CATEGORY: **ASSESSMENT**

TIME: **2 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Jungle Escape

Fifth Edition

Rollin Glaser, EdD and Christine Glaser, MEd

“Why can’t these people work as a team?”

You’re probably familiar with this plea. As training professionals, we know teamwork is vital to organizational success. Yet so many teams continue to struggle with it. Why? The answer may be as simple as this: *they don’t have a clear vision of how a well-oiled team looks, acts, and feels.*

You can stand in front of your audience and tell — even push — them to be better team members, but we have a better idea. Let them experience it. Whisk teams away from the traditional classroom with *Jungle Escape*, the high-energy game that’s been a bestseller and perennial favorite among trainers since it was first introduced more than 30 years ago.

Immersed in a survival scenario, teams are challenged to work together to build a make-shift helicopter with only limited parts — and each other. *Jungle Escape’s* hands-on design enables players to discover and practice critical group-process skills such as team planning, problem solving, decision making, and conflict resolution. Before they know it, they’ve experienced first-hand the difference between a *Cohesive* team and one that’s either *Fragmented* or *Divergent*.

Jungle Escape is an excellent way to introduce basic team skills, improve productivity between work groups, or energize mature teams. So don’t settle for another ho-hum team-building activity. Give *Jungle Escape* a whirl. We guarantee it will be a powerful learning adventure your audience won’t soon forget!

CATEGORY: **GAME**

TIME: **1.5 HOURS**

Complete Kit Materials to train up to 3 teams of 5–6 players at one time

Participant Guide

Interteam Kit Materials to train up to 3 teams of 5–8 participants at one time

Interteam Participant Guide

Set the stage for a team-building adventure

This bag of fun critters will transform any classroom into an exotic jungle that’s “teaming” with life. Jungle accessories for up to 3 teams packaged in an eco-friendly bag

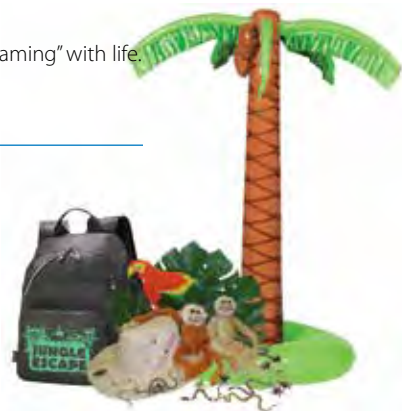
Prop Pack



Learn more at Dekon.biz

LEARNING OUTCOMES

- Understand the differences between Cohesive, Fragmented, and Divergent teams
- Learn and practice the nine elements of effective teamwork
- Experience vital group-process skills
- Establish action-planning steps for improved team performance
- Recognize the effect of individual behavior on group productivity
- Create an action plan for better team performance



Watch Jungle Escape in Action!

Visit youtube.com/hrdq to watch a video of the game in action.

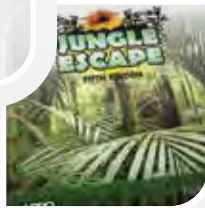


Our clients rely upon us for quality training resources that are easy to facilitate, inspire improvement, and get results. Some classic and some new, here are their top picks for soft-skills training development, from communication and team building to negotiating, leadership, and change management. Chances are, they'll become your favorites too. Visit Dekon.biz/faves to see them all.

Jungle Escape

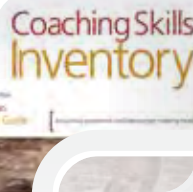
"Why can't these people work as a team?"
Discover and practice critical team skills.

33
Page



Negotiating Style Prof

The goal isn't to crush the oppo
negotiating style and focus on
methods that are likely to prod
outcomes.



Coaching Skills Inventory

Ignoring performance issues won't make them go away. Measure the ability to conduct effective coaching meetings and build productive relationships.

41
Page

Leading C

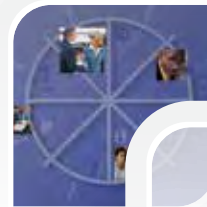
Change leader
Measure skill
behaviors of e

47
Page

Interpersonal Influence Inventory

Maybe you were born with it. Or maybe it was learned. Identify interpersonal influence style, and work toward becoming more effective communicators.

23
Page



Personal Style

Know thyself. Reve
personality style an
you behave the way

50
Page



25
Page

Learning to Listen

Are you listening, or just waiting to talk?
Focus on both the visible and invisible aspects of listening behavior.

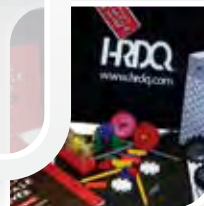


Customer Favorites!

Mars Surface Rover

31
Page

Cultivate effective team building and leadership skills. Team building and Leadership Versions



NEGOTIATING
style PROFILE

Profile

onent. Identify
the skills and
duce synergistic

58
Page

Change at Every Level

ership isn't just for top execs.
level and develop the five
effective change leaders.



Conflict Strategies Inventory

al your dominant
d shed light on why
y you do.



Conflict Strategies

Conflict happens. And that's good. Learn how your approach to conflict impacts the ability to achieve a beneficial resolution.

43
Page

Supervisory Skills

53
Page

The skills supervisors need to perform their **balancing act**. Measure current skill levels and provide action planning on dealing with unexpected problems, handling performance issues, and more.



26
Page

Team Adventure Series

Is your team up the creek without a paddle? Excellent training tools for developing the group process skills teams need to achieve synergy.



Mastering the Change Curve

The only constant thing is change. Train team members to understand their response to change, confront challenges and successfully move through the four change phases.

48
Page





[Learn more at Dekon.biz](#)

Tall Ships

Building Effective Teams

Stu Noble, MEd

Navigate the Seven C's of team performance.

What does it really mean to function effectively as a team? What factors must be present for "great teamwork" to exist? And how do you know great teamwork when you see it? Studies show that effective team performance is the result of several interrelated factors that, when present, create optimal conditions for success. We call them the "Seven C's of Effective Team Performance," or more simply, the Seven C's:

- Clarity
- Capability
- Collaboration
- Commitment
- Communication
- Continuous Improvement
- Creativity

LEARNING OUTCOMES

- Practice and understand the seven factors critical to effective teamwork
- Identify strategies to improve team performance
- Learn how to apply the seven skills in a real team scenario

CATEGORY: **GAME**

TIME: **2 HOURS**

Complete Game Materials to train up to 3 teams of 5–7 participants

Extra Participant Guide

Extra Game Pack Materials to train one additional team of 5–7 participants

Benchmarks of Team Excellence

Jesse Stoner, EdD

If you want to win, you have to be excellent.

What sets excellent teams apart from those that are just good? The answer lies in *Benchmarks of Team Excellence*, a powerful assessment and team-building tool that measures the extent to which teams possess the six indicators of excellence: *Alignment, Team Effectiveness, Empowerment, Passion, Commitment, and Results*.

Benchmarks of Team Excellence can help teams at any level — from inexperienced to established — to clarify performance goals, understand what it means to be excellent, and begin to formulate strategies for improvement.

LEARNING OUTCOMES

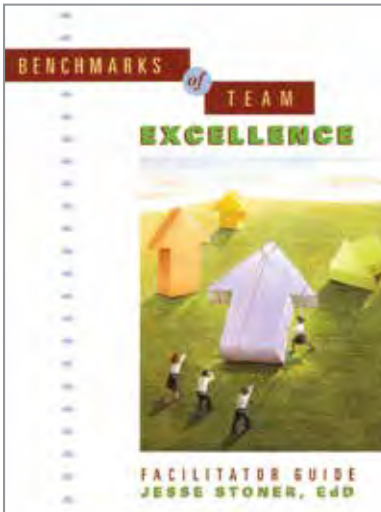
- Identify team strengths — and team weaknesses
- Reveal differences in perception among team members
- Compare team performance to high-performing teams
- Develop an action plan for improvement

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment



[Learn more at Dekon.biz](#)

The Values Edge System

An Exercise in Personal and Team Discovery

Dr. Cynthia Scott, PhD, MPH and Dr. Dennis Jaffe, PhD

Understanding the business value of values.

Exploring personal values is more than inner discovery and understanding what makes people tick. In a world that's in a constant state of flux, values are what remain steadfast and true. They're the driving force behind personal action and a beacon of focus in turbulent times. Successful organizations recognize the business case for value clarity, and they know that connecting personal values to organizational strategy is the vital link to employee engagement and commitment — and a competitive advantage.

Based on more than 20 years of experiential research, authors Dr. Cynthia Scott and Dr. Dennis Jaffe developed *The Values Edge System: An Exercise in Personal and Team Discovery*, a powerful training tool that clarifies personal values, enhances relationships, strengthens team performance, renews organizational culture, and inspires innovation. It makes making sense of values simple by putting them on the table — literally.

How it Works

The personal and team discovery sessions are a simple yet extremely effective way to bring values to the surface. Participants create a hierarchy of their individual value system using pyramid tents, stickers, and cards that represent both intrinsic and instrumental values. What makes these exercises so powerful is that, in addition to “seeing” what drives their own actions, individuals get a clear picture of how their values compare to their peers, teams, and even the organization as a whole. *The Values Edge System* is an excellent catalyst for gaining personal insight, sparking employee engagement, improving teamwork, and aligning culture.

The Values Edge System includes everything you need to launch both Personal and Team Values Discovery Sessions with anyone in your organization, from frontline employees to executive management team members, and everyone in between. The comprehensive facilitator's guide enables you to lead each exercise with skill, and the Values Edge Model, reusable card decks, participant value pyramids, and values stickers makes it fun to watch value clarity come to life.

LEARNING OUTCOMES

- Establish a common organizational language
- Inspire innovation and performance
- Improve the results of one-on-one coaching
- Build a career development plan
- Transform organizational culture
- Uncover cultural and strategic differences



Learn more at Dekon.biz



CATEGORY: **TRAINING EXERCISE**

TIME: **1.5–2 HOURS (PER EXERCISE)**

Complete Kit Materials to train up to 5 participants at one time. Cards are reusable.

Refill Participant Set Materials to train one additional person

Extra Card Deck Order if training groups larger than five



Learn more at
Dekon.biz

The Rainforest Game

Amy Judith Tananbaum

The Rainforest Game allows geographically dispersed teams to experience collaboration as they attempt to complete a five-foot puzzle. Teams then consider the challenges in the context of real-life experience and discuss the four critical skills needed to work together effectively.

Small teams representing the member organizations of the consortium are challenged to complete the rainforest initiative's poster, which arrives in the form of a five-foot-long puzzle. Each organization has chosen to sponsor a specific endangered species, so each team has pieces of the overall picture as well as its sponsored animal. But because no one team has all the pieces, they must be able to work collaboratively in order to successfully complete the task at hand.

Following the activity, participants consider their experience in the context of their real-life workplaces. A debriefing session allows learners to discuss the four critical skills needed to work effectively across boundaries and challenges them to think of ways to apply these skills once they're back on the job.

LEARNING OUTCOMES

- Learn how to work across distance
- Break down communication barriers to solve problems
- Examine assumptions about how individuals and groups work together

CATEGORY: **GAME**

TIME: **1.5–2 HOURS**

Complete Game Includes materials to train up to 5 teams of 5 participants at one time

Extra Game Pack Includes materials to train another simultaneous game of up to 25 participants

Participant Guide

40-Pack Sticker Refill

Group Development Assessment

John E. Jones, PhD, and William L. Bearley, EdD

The *Group Development Assessment* is a proven assessment that helps groups evaluate how well they function in two major dimensions of team performance: *task* and *interpersonal process* behaviors. Combining scores into a group profile, team members get a clear, comprehensive picture of their development — and learn what it will take to become a more effective team.

LEARNING OUTCOMES:

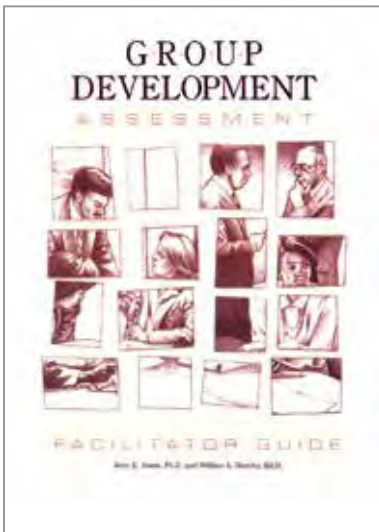
- Evaluate the group's current level of functioning
- Learn the phases of task and process behaviors
- Understand how to reach group synergy
- Create and discuss a group profile
- Identify trouble spots and develop a group action plan

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide and sample participant materials

Self Assessment



Learn more at Dekon.biz

Are you wondering why there's so much buzz about Emotional Intelligence? We can help you to make sense of it all. Learn more about it at Dekon.biz/emotional where you'll find plenty of free resources on the topic. When you're ready to implement training in your organization, tap into the best tools available, including the *Emotional Intelligence Skills Assessment (EISA)*, *Creating an Emotionally Intelligent World*, and *Increasing Your Emotional Intelligence*.

Emotional Intelligence Skills Assessment

Steven J. Stein, Derek Mann, Peter Papadogiannis, and Wendy Gordon. Published by Pfeiffer.

An effective way of measuring a key indicator of success.

The *Emotional Intelligence Skills Assessment (EISA)* is a combination assessment and workshop that quickly and accurately identifies current skill levels and then offers a practical framework for improvement. It's more than a measure of potential and performance; it's a tool for true personal development.

LEARNING OUTCOMES

- Discover the major components of emotional intelligence
- Recognize the behaviors of an emotionally intelligent person
- Identify areas where emotional intelligence skills can be applied
- Evaluate personal strengths and growth opportunities
- Generate action steps to improve emotional intelligence



[Learn more at Dekon.biz](http://Dekon.biz)

CATEGORY: **ASSESSMENT, WORKBOOK, AND WORKSHOP**

TIME: **1–1.5 DAYS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment Print format

Online Self Assessment

Online Self Assessment with Workbook

Online 360 (Multi-Rater) Assessment

Participant Workbook

Creating an Emotionally Intelligent World

A Computer-Based Game for Teams

Barbara A Kerr, PhD

Creating an Emotionally Intelligent World is a computer-driven training game that offers a fun and interactive way to learn about — and practice — five EI skills: *Awareness of Self*, *Awareness of Others*, *Actions of Self*, *Interactions with Others*, and *Resilience*.

LEARNING OUTCOMES

- Learn how emotional intelligence influences success
- Identify how to apply emotional intelligence skills in everyday situations
- Learn about strategies for developing emotional intelligence



[Learn more at Dekon.biz](http://Dekon.biz)

CATEGORY: **GAME**

TIME: **2 HOURS**

Unlimited-use License Trains an unlimited number of participants

There's no doubt coaching is one of the most effective ways to develop employee potential. But now that managers have been given the responsibility to “coach”, they need a fitness program of their own — and we've got the lineup. From diagnostic assessments such as the *Coaching Skills Inventory* and *What's My Coaching Style* to skill-practice games like *Get Fit for Coaching* and the comprehensive *Coaching Conversations* training program, you've found the right place for a coaching-skills workout that will show managers how to flex their coaching muscles, delegate with skill, implement development plans, and improve employee performance. Visit Dekon.biz/coaching to see our full line up of coaching products.



Learn more at Dekon.biz

Get Fit for Coaching

HRDQ, Developer Cathy J. Proviano, MEd

A complete fitness program for coaches.

The *Get Fit for Coaching* Series is a “one-two punch” combo that gives coaches valuable strength training in five key coaching skills. First, the assessment provides a Coaching Competency Profile comprised of results from self-analysis and peer feedback. Then, the fast-paced game gives coaches a real learning workout, with great opportunities to practice and build their skills.

Based on a review of literature and the available research on coaching, HRDQ's Research and Development Team has identified 5 distinct skills associated with successful coaching. These 5 skills constitute the 5 competencies measured in the *Get Fit for Coaching* self-assessment. The Coaching Process Model shows the open flow of communication back and forth between the coach and the person being coached.

LEARNING OUTCOMES

- Identify areas of strength and areas for improvement
- Understand the five key skills of effective coaching
- Determine what it takes to be an effective coach
- Learn how to apply new knowledge and skills on the job

Assessment

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Assessment

Online Assessment

Peer Feedback Form



Learn more at Dekon.biz

BUY BOTH AND SAVE!

Bundle up and save!

After the assessment, give coaches a real learning workout with this fast-paced Skill Practice Game.

Skill Practice Game

CATEGORY: **GAME**

TIME: **2.5 HOURS**

Complete Game Materials to train up to 4 teams of 4 participants at one time

Extra Game Pack Materials to train one additional group of 4 participants

Participant Guide

Coaching Skills Inventory

Third Edition

Kenneth R. Phillips

Ignoring performance issues won't make them go away. This will.

Have you ever had a manager who talked with an employee say, one, two, maybe three times about a nagging performance issue — but no good ever came from it? Or perhaps you're familiar with the manager who chooses to pretend problems don't exist and ignores them altogether. Unfortunately, these types of scenarios occur far too often in the workplace and they're a lose-lose predicament for not only the employee and manager, but the organization as well.

Skilled managers know that the first step to effective coaching is to establish a rapport based on mutual trust. It's the foundation of healthy manager-employee relationships as well as the key to growth and performance. But that's only the first step. To ensure a truly productive coaching meeting, managers need to follow a seven-step process:

- · *Building a Relationship of Mutual Trust*
- · *Opening the Meeting*
- · *Getting Agreement*
- · *Exploring Alternatives*
- · *Getting a Commitment to Act*
- · *Handling Excuses*
- · *Closing the Meeting*

This approach to performance coaching doesn't come from gut instinct or intuition alone. Designed for supervisors, managers, and team leaders, this assessment measures the ability to conduct effective coaching meetings and build productive relationships with employees. With the help of the *Coaching Skills Inventory*, they develop the ability — and the confidence — to redirect employee behavior and improve everyday performance.

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

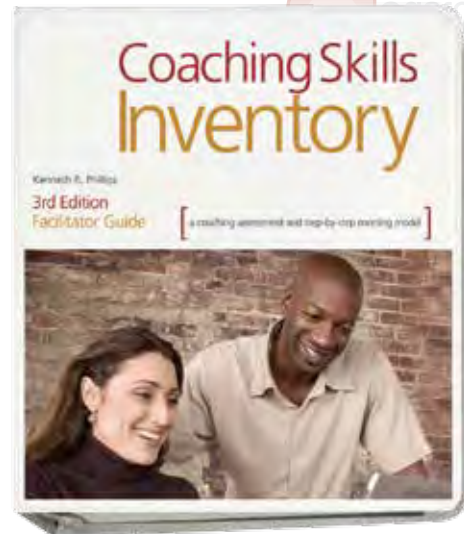
"This was really great. It helped identify the kinds of excuses employees usually throw at their managers and how to effectively handle those situations."

Lora Pace

FedEx



Customer Favorite!



Learn more at Dekon.biz

LEARNING OUTCOMES

- Identify strengths and weaknesses in the skills needed for effective coaching meetings
- Compare skill levels with a normative group of managers from a wide range of industries
- Acquaint managers, supervisors, and team leaders with a seven-step model for effective coaching meetings
- Help employees to improve their performance through effective performance coaching meetings
- Measure the development of coaching skills pre- and post-training



In these turbulent times, are the people in your organization suffering from conflict and stress? Look no further for the first-aid resources you need to turn a negative experience into a powerful catalyst for change and improvement. From resolving conflict to managing stress and encouraging resilience, the *Conflict Strategies Inventory*, *Team Conflict* assessment, and *Resilience* workshop will motivate your audience to keep going when the going gets tough. And maybe they'll even be able to poke a little fun at it with the help of the *Stress Control Card*. Visit Dekon.biz/conflict for a full product listing.

Team Conflict Strategies Inventory

HRDQ, Developers Eileen M. Russo, PhD and Matthew Eckler

Don't let unresolved issues drain the productivity from your teams. Just like individuals, teams have preferred ways of handling conflict. Some teams avoid it at all costs, while others find that the battle gives them energy and motivation. The *Team Conflict Strategies Inventory* is a great way to get teams to work through issues and learn how to handle future conflicts more productively.

LEARNING OUTCOMES

- Identify a team's preferred strategy for handling conflict
- Understand the five different reactions to conflict
- Learn the appropriate uses for each strategy
- Develop ways to manage future disagreements

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment



Learn more at Dekon.biz

First Aid for Stress

34 Activities for Managing Stress in the Workplace

Roy Bailey

Reports estimate job stress will cost United States industry \$300 billion annually, as assessed by absenteeism, diminished productivity, employee turnover, and direct medical, legal, and insurance fees. *First Aid for Stress* is a collection of 34 reproducible activities that help individuals to recognize and measure stress, change perceptions and behaviors, and lend support in the workplace.

LEARNING OUTCOMES

- Introduce well-known models for understanding stress
- Learn key causes of stress within organizations and how to identify them
- Learn stress management solutions



Check out all activity collections at Dekon.biz

CATEGORY: **ACTIVITY COLLECTION**

TIME: **UP TO 30 MINUTES (PER ACTIVITY)**

Stress Control Biofeedback Card

Don't underestimate the power and pull of this little card. It's simple, it's fun, and it's something your participants can carry away and use, over and over again. You know how it works. Simply hold your thumb on the stress control card indicator for 10 seconds, and then watch it change color.

Blue: You're calm

Red: You're tense

Green: You're normal

Black: You need a vacation!



Learn more at Dekon.biz

Conflict Strategies Inventory

Second Edition

HRDQ, Developers Eileen M. Russo, PhD and Matthew Eckler

Conflict happens. And that's a good thing.

Some people thrive on it. Some try to run from it. And others avoid it altogether. But regardless of how people respond to conflict, one thing is certain. It's present in all aspects of life, both personal and professional. The trick to prospering through conflict is to first understand it — and then know how to manage it effectively. In fact, research shows that proper conflict resolution can result in the stimulation of new ideas and solutions, better problem solving, and even performance improvement.

The *Conflict Strategies Inventory* (CSI) addresses the challenge of handling conflict. Based on more than 30 years of research, the self-assessment uses ten hypothetical workplace situations to identify a preference for one of five basic conflict strategies:

- Integrating
- Avoiding
- Smoothing
- Competing
- Compromising

Designed specifically for individuals who are in the midst of conflict, the CSI is the learning instrument trainers have relied upon for more than 15 years to introduce the five response strategies, identify personal reactions, encourage people to consider different perspectives, and take immediate action to resolve recurrent issues. From general staff to team members and managers, individuals at all levels of the organization will find this tool immensely helpful.



Customer
Favorite!



Learn more at Dekon.biz

LEARNING OUTCOMES

- Identify one's preferred strategy for managing conflict
- Learn the five different ways people react to conflict
- Understand how to apply the Integrating strategy to conflict
- Create an action plan for resolve current conflicts

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

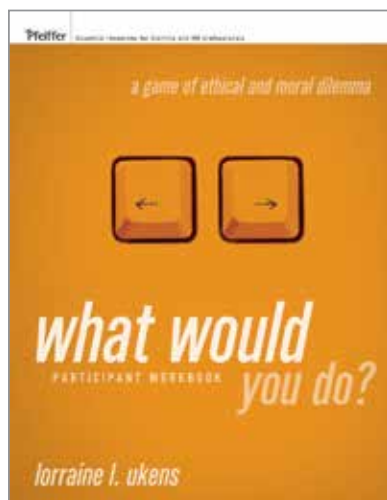
Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

"I've used Conflict Strategies Inventory with clients at various levels in banking, manufacturing, and the legal profession. I like the fact that it challenges people to look at conflict differently. It not only stimulates a lot of valuable discussion, it's actionable, which is the biggest reason I choose it over another well-known assessment."

Glen R. Whipple
LTI Consulting LLC

Problem solving and decision making are two of the most important skills for success in today's organizations, whether your audience is filled with individuals, team members, or leaders. That's why you should turn to HRDQ for training solutions that evaluate personal style, tackle challenging issues such as critical thinking, and help people to solve real problems on the spot. We've got you covered with trainer favorites such as *Systems Thinking of Managers*, *Problem Solved!*, and the *Force Field Problem-Solving Model*. Want to learn more about the topic? Visit Dekon.biz for details.



[Learn more at Dekon.biz](http://Dekon.biz)

What Would You Do? A Game of Ethical and Moral Dilemma

Lorraine L. Ukens. Published by Pfeiffer.

In today's fast-paced, turbulent world, the urge to be less than ethical can sometimes fall into the mix. *What Would You Do?* is an interactive game that offers a hands-on classroom training experience on the core concepts of teamwork and ethical decision making. It is an excellent method of teaching these concepts because participants experience the effects of individual actions and the consequences they can cause for everyone.

LEARNING OUTCOMES:

- Explore the opposing but related concepts of collaboration and competition
- Learn how to make better choices under pressure
- Understand the importance of trust — and how it can be lost
- Show individuals what it takes to work together to achieve the best results

CATEGORY: **GAME**

TIME: **3 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, and sample participant materials

Participant Workbook

Participative Management Profile Optimizing Your Decision-Making Style

John E. Jones, PhD, and William L. Bearley, EdD

Give managers a dependable formula for effective group decision making with the *Participative Management Profile*. The assessment asks managers to respond to 20 typical workplace situations. Results reveal which decision-making styles are effective and which need more practice. In addition to a discussion guide, the *Participative Management Profile* includes a memory jogger to help managers with on-the-spot decision making.

LEARNING OUTCOMES

- Create a participative management style profile
- Discover the five major aspects of an optimized decision-making process
- Examine how response impacts decision making
- Learn how to be sensitive to the needs of the work group

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment



[Learn more at Dekon.biz](http://Dekon.biz)

Problem-Solving Style Inventory

Kenneth R. Phillips

Do your managers resist involving their employees in the problem-solving process — even when a participatory approach is the most appropriate? Help them to learn whether their problem-solving and decision-making preferences work for or against them with the *Problem-Solving Style Inventory*. The assessment measures a manager's dominant style of solving problems and making decisions.

LEARNING OUTCOMES

- Identify which problem-solving styles are used or ignored
- Understand when and how to use different styles
- Determine which of the five styles is most effective
- Recognize important factors to consider when choosing a style

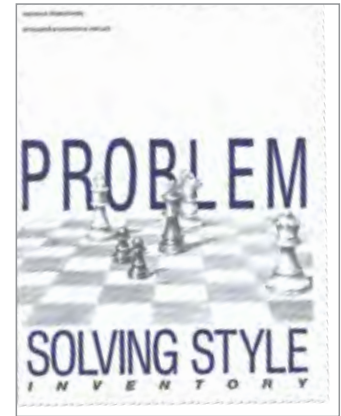
CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Peer Feedback Form



[Learn more at Dekon.biz](#)

Problem Solved!

HRDQ

You face a wide range of problems at work, but it's the small, everyday problems that really take a chunk out of your day. So how do you solve these problems and still leave time for the more complex issues at hand? *Problem Solved!* is an assessment that provides an easy-to-use five-step problem-solving process.

LEARNING OUTCOMES

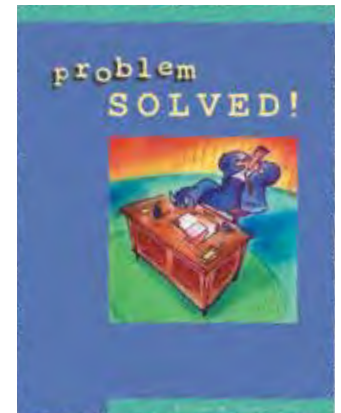
- Learn an effective way to solve everyday problems
- Discover a five step problem-solving process
- Identify strengths and weaknesses at each step of the process
- Create action plans for improvement

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set

Self Assessment



[Learn more at Dekon.biz](#)

Decision-Making Style Inventory

William C. Coscarelli. Published by Pfeiffer.

The most effective leaders are those who have developed the ability to adapt or "flex" their decision-making styles as their roles and responsibilities change. The *Decision-Making Style Inventory* is a proven, easy-to-understand way to assess decision-making style. The assessment measures four dimensions: *Systematic*, *Spontaneous*, *Internal*, and *External*. The *Decision-Making Style Inventory* isn't about being smart or dumb, right or wrong. Rather, it's about how we gather information, organize, and then process it.

LEARNING OUTCOMES

- Define the four primary decision-making styles
- Identify one's preferred style of decision making
- Understand the strengths and liabilities of each style
- Learn how to flex one's decision-making style

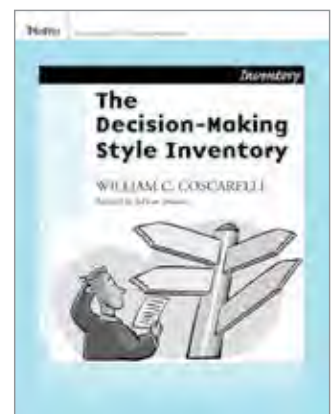
CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Guide Package Includes sample participant materials

Self Assessment

Participant Workbook



[Learn more at Dekon.biz](#)



Learn more at Dekon.biz

Intuitive Decision Making Profile

Jim Andrews, PhD

Research shows that one of the critical skills separating good leaders from great leaders is the conscious use of intuition in daily decision making. Great leaders actively call on their intuition to enhance decision making, whereas less effective leaders tend to rely too heavily on traditional approaches. The *Intuitive Decision Making Profile* is an assessment that helps managers learn to make complex decisions by putting their "database" of real-world knowledge and experience to work using their intuition.

LEARNING OUTCOMES

- Determine when it is appropriate to use intuition in decision making
- Identify the extent to which intuition is being used in decision making
- Learn to identify and overcome emotional and cognitive "blocks"
- Enhance the conscious use of intuitive decision making

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Force Field Problem Solving Model

HRDQ

Group problem solving doesn't have to be complicated. Here's an easy-to-use exercise that offers a practical framework for solving complex problems. Built on Kurt Lewin's well-known theory, the *Force Field Problem Solving Model* gives participants a five-step process that starts with defining the situation and ends with a clear strategy for execution.

LEARNING OUTCOMES

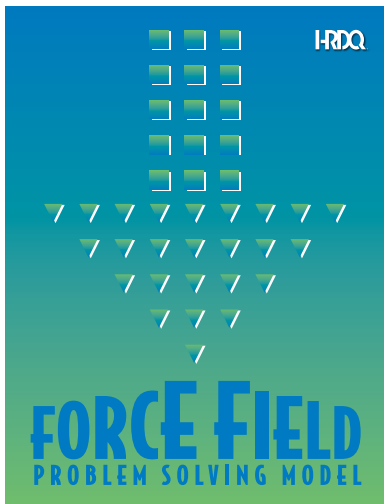
- Learn basic task and process skills to apply to problems
- Distinguish between Driving Forces and Restraining Forces
- Understand how Drivers and Restrainers impact problem solving
- Discover how to design a problem-solving action plan

CATEGORY: **ACTIVITY**

TIME: **1-2 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Participant Guide



Learn more at
Dekon.biz



From *Mastering the Change Curve* and *Change Reaction* to *How to Handle Change and Upheaval* and *Dealing with Change*, HRDQ has the training solutions you need to help your audience progress through the change process, understand their personal reactions, and find positive strategies to survive organizational change. Interested in reviewing the *Leading Change Through Every Level* self-assessment? Visit our website to see a free sample of the personalized online report. It's the learning instrument that can help to transform anyone in your organization into a change leader. Check out all of our change management products at Dekon.biz.

Leading Change at Every Level

Second Edition

HRDQ, Developer Laurie Ribble Libove, MS

Change management isn't just for top execs anymore.

Traditionally, CEOs have shouldered the responsibility for implementing organizational change. But recent research tells us that change is implemented most effectively when it's led by those it affects most — and that's not always the executive tier.

Leading Change at Every Level is an assessment that measures people's ability to garner support for any change effort. This product was developed in response to countless customer requests for professional development resources on the subject of change implementation. We learned that the classic, CEO-led change is becoming extinct and that instead, change is most effective when it is led at every level. After significant study through relevant literature and focus groups, we've concluded that there are five dimensions of change; these include: *Modeling the Change*, *Communicating About the Change*, *Involving Others in the Change*, *Helping Others Break from the Past*, and *Creating a Supportive Environment for the Change*.

Leading Change at Every Level is an effective learning tool for evaluating the success of a recent change effort or assisting individuals to measure and improve their change leadership skill levels.

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment



Learn more at
Dekon.biz

LEARNING OUTCOMES

- Understand change behaviors
- Develop change leadership skills and behaviors
- Generate support for change efforts
- Improve ability to lead change

"Leading Change at Every Level provides outstanding concrete language for growth as individuals explore their individual results. The benefits extend beyond the specific organizational change the team is addressing."

Barbara Chatzkel
President, New River Group

Customer
Favorite!

Mastering the Change Curve

Dennis T. Jaffe, PhD and Cynthia D. Scott, PhD

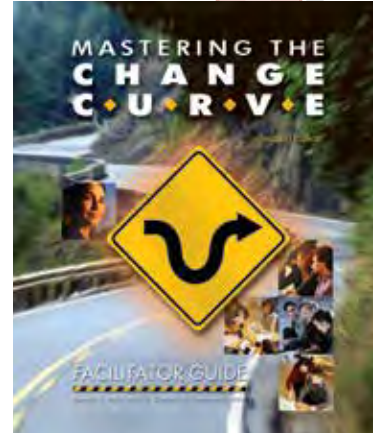
Accelerate the acceptance of organizational change.

The old adage “the only thing constant is change” has never been more true than it is in today’s work world. Factors such as the economy, advancements in technology, and customer demands require companies to act quickly to adjust and innovate.

Mastering the Change Curve is an assessment designed to bring concerns to the surface during change and help individuals, teams, and organizations understand, accept, and successfully transition through the experience.

Authors, Drs. Jaffe and Scott, experts in the field of change management, describe change as a natural progression through a series of four phases. To successfully deal with change, individuals must pass through all four phases: *Denial, Resistance, Exploration, and Commitment*.

Administer it periodically throughout a change — *Mastering the Change Curve* is an excellent way to track and monitor progress.



Learn more at Dekon.biz

LEARNING OUTCOMES

- Pinpoint one’s current stage in the change process
- Understand the four phases of change
- Identify productive and nonproductive change behaviors
- Develop a strategy for mastering change

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment



Learn more at Dekon.biz

Change Reaction

John E. Jones, PhD, and William L. Bearley, EdD

An excellent starting point for change management, *Change Reaction* is an effective tool for understanding personal reactions to change. The assessment measures an individual’s tendency toward one of three basic patterns: *Resistant, Neutral, or Supportive*.

LEARNING OUTCOMES

- Determine one’s typical response to change
- Explore the behaviors that typify the three responses to change
- Identify action steps one can take to embrace and foster change

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

Are you looking for a simple but effective way to introduce the concept of personality style to your audience — one that won't shatter your training budget or require you to obtain special certifications? Look no further. Our line-up offers resources that are accurate, reliable, easy-to-facilitate, and affordable. Investing in personality-style training tools such as the *Personal Style Inventory* and *Just My Type* is the best investment you can make and an excellent starting point for any training curriculum. Visit Dekon.biz/personality to find what you need for your personality training.



How personality drives behavior

Need to facilitate personality style assessments?
The Style Series has what you need.

LEARNING OBJECTIVES

- Discover and understand one's personality style
- Identify the common characteristics of each personality style
- Learn the benefits and challenges of each personality style
- Understand how to adapt personality style to interact with others

See the Style Series section beginning on page 4 for details.



Watch Personality Style in Action!

Visit youtube.com/hrdq to watch a video of *What's My Communication Style* in action.

Just My Type The Personality Game

John Taylor

Hands down, this is a great way to learn about personality.

An excellent follow-up to the *Personal Style Inventory*, *Just My Type: The Personality Game* is an interactive card game that offers a fast and fun way for individuals to learn about behavior and how it impacts their relationships with others. Based on Jung's theory of personality type, players trade cards to fashion a hand that best captures their personality style.

LEARNING OUTCOMES

- Discover one's personality style
- Identify behavior strengths and blind spots
- Understand differences in behavior preferences
- Build acceptance and understanding of all personality styles



Learn more at Dekon.biz

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Complete Game Up to 16 participants at one time

Extra Game Pack Up to 8 additional participants



Personal Style Inventory

Third Edition

R. Craig Hogan, PhD, and David W. Champagne, EdD

Know thyself.

Self-understanding is a necessary prerequisite for learning, growth, and getting along with others. Because without it, no amount of formal training or on-the-job experience will enable people to reach their full potential — or improve their relationships with peers, coworkers, and managers. Blind to their own behavioral patterns, they will continue to trip over themselves in the same old ways. So, as a trainer, where do you begin?

A bestseller for more than 25 years, the *Personal Style Inventory* is an accurate personality-style assessment and classroom workshop that reveals an individual's dominant personality style and sheds useful light on the critical question: *Why do I behave the way I do?*

Based on Carl Jung's well-known personality theory, the 32-item PSI identifies deep-seated style preferences along four paired dimensions: *Extraversion* or *Introversion*, *Sensing* or *Intuiting*, *Thinking* or *Feeling*, and *Perceiving* or *Judging*.

A combination self assessment and classroom workshop, the PSI makes it easy for participants to "see" how they think, act, and feel. It's an important first step toward improving your organization's communication, teamwork, leadership, and interpersonal relationships. And for an even more in-depth learning experience, follow the PSI with *Exploring Personal Styles*, a collection of 30 reproducible exercises ranging in length from one to five hours.

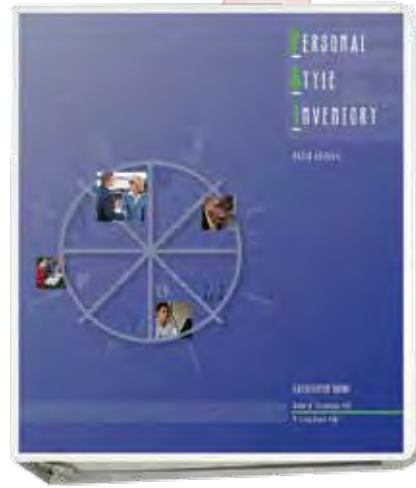
CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment



[Learn more at Dekon.biz](http://Dekon.biz)

LEARNING OUTCOMES

- Identify an individual's dominant personality style
- Learn about the 16 personality styles including strengths and trouble spots
- Understand the styles interact — and how to improve these relationships
- Develop an action plan to improve performance

ADD SKILL PRACTICE

Exploring Personal Styles Activity Collection

Drive the learning home with experiential activities!

Exploring Personal Styles (EPS) helps participants learn to accept and appreciate their differences. With over 30 activities ranging from light and easy-going to more in-depth, this Jungian-inspired collection generates compelling group discussions and insight into the unique qualities of each personality dimension.

CATEGORY: **ACTIVITY COLLECTION** TIME: **10 MINUTES TO 1 HOUR (PER ACTIVITY)**

Loose Leaf Activity Collection



Are your supervisors struggling with the transition from employee to supervisor? If you need to get them up to speed quickly, put your trust in us. We've got a wide range of self-assessments, interactive games, and instructor-led programs that target every aspect of effective supervision. The *Supervisory Skills Questionnaire* is an excellent diagnostic tool that can be coupled with *Flight From Savo*, a skills-practice game. If you're balancing the sometimes conflicting responsibilities of management and leadership, the *Leader-Manager Profile* will clear the confusion. And for back-to-basics training, try the *Best Boss Inventory* or *It's Okay to be the Boss*. We have what you need to successfully supervise at Dekon.biz

Stepping Up

A Road Map for New Supervisors

Miki Lane, Marilynne Malkin, Wendy Shanken, and Dennis Cavendish. Published by Pfeiffer.

Statistics show that only 60% of new supervisors are successful.

So what happens to the other 40%? They're either fired for lack of performance or they step down from the position voluntarily. Yet not many new or aspiring supervisors have any idea of what is expected of them — or what it takes to lead others. So how can you, as a trainer, improve the odds of success? *Stepping Up* provides supervisors with an accurate picture of what it truly means to be a supervisor.

LEARNING OUTCOMES

- Understand the scope of the supervisory role
- Develop the skills that are required to be a supervisor
- Learn what principles are needed to build credibility
- Discover the real-life challenges and pitfalls of being a supervisor
- Create a decision-making performance model



Learn more at
Dekon.biz

CATEGORY: **PROGRAM**

TIME: **1 DAY**

Facilitator Set Includes CD & sample participant workbook

Participant workbook

Best Boss Inventory

HRDQ, Developer Cathy J. Proviano, MEd

Help reduce turnover and foster better boss-employee relationships with the *Best Boss Inventory*. It's an assessment of six key skills, paired with a model of "best boss" behavior to provide insight into behaviors in leading, motivating, and inspiring employees.

LEARNING OUTCOMES

- Learn the behaviors linked to "best" bosses
- Assess strengths and weaknesses in six best-boss categories
- Expand and enhance best-boss skills



Learn more at Dekon.biz

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Peer Feedback Form

Leader-Manager Profile

James P. Eicher

What does it take to be an effective leader and an effective manager?

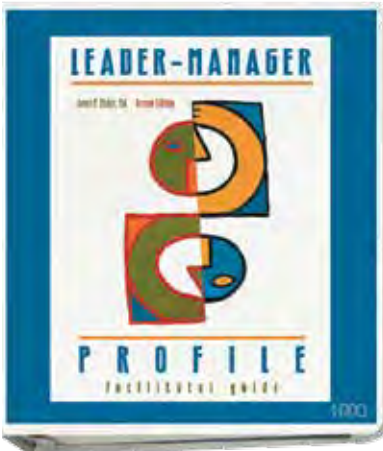
Leadership and management are two different yet complementary skill sets. The problem is, it's not always clear what distinguishes these competencies — or how they should be applied.

The *Leader-Manager Profile* is different. Unlike many leadership tools that emphasize leadership to the exclusion of management skills, this assessment addresses the necessity of developing skills in both areas and demonstrates how they contribute to success.

The *Leader-Manager Profile* is based on the works of several well-known management experts including Bennis, Kotter, Kouzes, Posner, and others. The model for the assessment exemplifies both leadership and management skills and competencies.

LEARNING OUTCOMES

- Measure competence as a manager and leader
- Clarify the differences between leading and managing
- Pinpoint the skills needed to be effective in each role
- Understand how to balance and improve the two skill sets



[Learn more at Dekon.biz](#)

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Peer Feedback Form

It's Okay to Be the Boss The Management Workshop

Bruce Tuglan. Published by Pfeiffer.

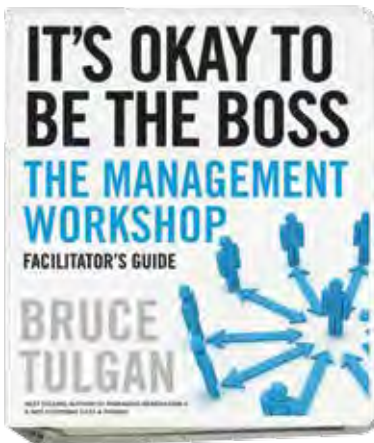
Are your managers guilty of under-managing?

It's time to address the biggest problem in most workplaces — an under-management epidemic affecting managers at all organizational levels, in all industries. *It's Okay to Be the Boss: The Management Workshop* is a one-day program that provides step-by-step "back to basics" guidance for helping people in supervisory roles become strong, highly engaged managers who know how to position their employees for success.

Author Bruce Tuglan has been researching the dynamics of supervisory relationships since 1993. Based on his findings, he narrowed his focus supervisors who "under manage" their direct reports. He began to investigate this "under-management" condition as a "disease" afflicting the workplace.

LEARNING OUTCOMES

- Understand the importance of being a strong, highly engaged manager
- Learn the difference between obstacles that can and cannot be controlled
- Discover strategies for overcoming obstacles
- Learn and practice eight techniques for helping employees to succeed
- Develop an action plan for everyday management responsibilities



[Learn more at Dekon.biz](#)

CATEGORY: **PROGRAM**

TIME: **1 DAY**

Facilitator Kit Includes facilitator guide, sample participant workbook, and flash drive

Participant workbook

Supervisory Skills Questionnaire

Third Edition

HRDQ, Developer Eileen M. Russo, PhD

The skills supervisors need to perform their balancing act.

Supervisors play a pivotal role in the success of today's businesses. Not only are they charged with getting work done through the efforts of others, they're also the vital link between your organization and its work groups. And these sometimes opposing forces can leave supervisors feeling like they're wobbling on a tightrope as they try to juggle management expectations and the needs of their employees.

Enable your supervisors to walk this challenging line with the assistance of the *Supervisory Skills Questionnaire (SSQ)*, a practical yet very powerful assessment that's been a go-to solution for thousands of trainers over the last 15 years. The SSQ targets five essential areas:

- *Guiding the Work*
- *Organizing the Work*
- *Developing Your Staff*
- *Managing Performance*
- *Managing Relations*

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

Peer Feedback Form

EXTEND THE LEARNING!

Flight From Savo

Take Off on a Supervisory Skills Adventure

HRDQ

An interactive flight simulator for supervisors.

Flight from Savo, a hands-on adventure game, provides supervisors with a fun and interactive way to experience and practice the five key skills addressed in HRDQ's *Supervisory Skills Questionnaire*. The journey begins when an airplane carrying a team of scientists crashes on a remote island. To get the team to safety, the

supervisor must utilize the key supervisory skills in guiding the construction of an escape plane.

LEARNING OUTCOMES

- Learn five fundamental supervisory skills
- Practice the five skills in a "live" project
- Receive direct feedback on skill strengths and weaknesses

CATEGORY: **GAME**

TIME: **2 HOURS**

Complete Game Materials to train up to 3 groups of 5–7 participants at one time

Extra Game Pack Materials to train one additional group of 5–7 participants

Extra Participant Guide



Learn more at Dekon.biz

LEARNING OUTCOMES

- Identify skill strengths and weaknesses
- Improve proficiency in five key skill areas
- Learn which actions every supervisor should avoid
- Understand the keys to effective planning, prioritizing, and delegating
- Build productive relationships with other work groups

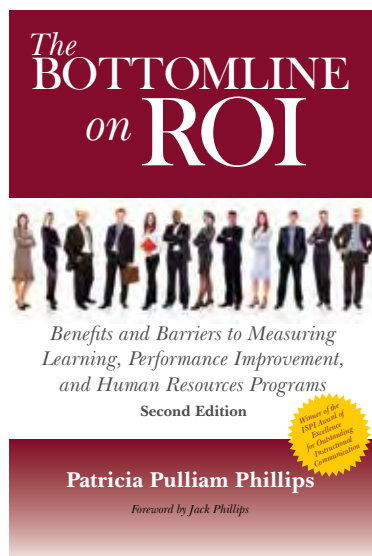
BUY BOTH AND SAVE!

Get *Supervisory Skills Questionnaire* Facilitator Set, and *Flight From Savo* Complete Game



Learn more at Dekon.biz

Here's the spot for tools that are specifically designed for you, the trainer. Want to make sense of training ROI? We've got the *Kirkpatrick Express Evaluation Toolkit* and *The Bottomline on ROI*. Both of these resources will show you how to make the case for your training and satisfy even the most demanding execs. Need a wide range of assessments, handouts, essays, case studies, and ice breakers available at your fingertips? Tap into the *Pfeiffer Library, Version 4.0* on CD-ROM. And if you want to tailor an exercise to meet your specific learning objectives, try the *Reproducible Simulations Library* and *Training Games*. Both solutions are fully customizable! Visit Dekon.biz/trainer to see all the ways we can help you, the trainer.



Learn more at Dekon.biz

The Bottomline on ROI

Benefits and Barriers to Measuring Learning, Performance Improvement, and Human Resources Programs, Second Edition

Patricia Pulliam Phillips

The ROI approach that satisfies even the most demanding execs.

If you are trying to figure out how to incorporate a measurement process within your organization, *The Bottomline on ROI* is for you. World-renowned expert Patti Phillips created this book to help you make sense of the ROI Methodology and show you how to connect programs, processes, and projects to results in a clear, precise, and logical way that will satisfy even the most demanding C-suite executives.

LEARNING OUTCOMES

- Make sense of the ROI concept and methodology
- Illustrate the benefits of developing ROI
- Dispel the myths that challenge its use
- Help you to determine if your organization is a candidate for ROI
- Define the criteria for effective ROI measurement
- Identify solutions to eliminate barriers to ROI implementation
- Get started implementing the ROI methodology

Softcover Book 148 pages

The Kirkpatrick Express Evaluation Toolkit

A Complete System for Measuring Training Outcomes

Donald Kirkpatrick, PhD and Travis Russ, PhD

Make the case for your training.

As a training professional in today's market, chances are you've been asked to prove the value of your training efforts. It can be a daunting, intimidating project, that's for sure. But *The Kirkpatrick Express Evaluation Toolkit* makes sense of it all. This complete resource helps you understand the foundations of evaluating training outcomes and provides you with an easy-to-use model based on Kirkpatrick's Four Levels of Evaluation. It also includes fully customizable reports and a professional PowerPoint presentation you can use to communicate the results of your training.

Use this toolkit with confidence! It was developed by evaluation expert Dr. Donald Kirkpatrick, validated by real learning professionals, and tested with thousands of individuals.

USES FOR THE TOOLKIT

- Determine if your learning objectives have been achieved
- Identify a program's strengths and areas for improvement
- Learn how to market the value of your training
- Ascertain the cost-benefit ratio of any training program

LEARNING OUTCOMES

- Your Evaluation Quotient
- Why evaluation is important
- The Kirkpatrick Evaluation Model
- Analyze and communicate your results
- How to overcome obstacles



Learn more at Dekon.biz

Reproducible Simulations Library

Situations, Scenarios, and Simulations for Training

Steve Semler

A complete library of downloadable, customizable, and reproducible simulations.

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, customer service, 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. Simply print on demand and use the simulations over and over again. You can even create an e-learning experience for self-study!

WHAT YOU GET

- Instant access to all 24 downloadable training simulations
- Reproducible and customizable materials for both the facilitator and participant
- Introductory guide to using the Five-Step Simulation™ method



CATEGORY: **SIMULATIONS**

TIME: **30-120 MINS PER SIMULATION**

Pfeiffer Library CD-ROM, Version 4.0

Published by Pfeiffer.

Here's a must-have for trainers: Introducing the *Pfeiffer Library CD-ROM, Version 4.0*, a CD-based compilation of more than 2,500 tools and resources from the complete collection of the well-known Pfeiffer Annuals and Handbooks. It's packed with 40 years worth of reproducible and ready-to-use classroom exercises, assessments, training games, learning theories, and more, from many of the most respected authors in the training industry — all in one compact and convenient resource.

WHAT'S INCLUDED

- Assessments
- Experiential exercises
- Handouts
- Essays
- Case studies
- Ice breakers
- Games

Pfeiffer Library CD-ROM 4



Learn more at Dekon.biz

Training Games

Gary Trotta

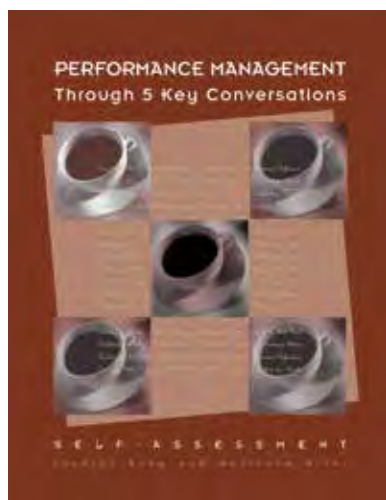
The *Training Games* library is your low-cost resource for PowerPoint training games. Fully customizable and easy to use, these interactive, computer-based games are the perfect way to energize your audience and reinforce learning. Choose a game, add your questions and answers, and let the technology do the rest!

WHY POWERPOINT?

PowerPoint gives you the flexibility to customize to your training needs.

Learn more at Dekon.biz

Let's face it. Performance and career management is one of the toughest aspects of being a manager or supervisor. But perhaps that's because most people lack the skills to be productive and effective managers. As a trainer, you can provide managers with this knowledge using a series of assessments and exercises that will prepare them to approach employees with confidence. Start with *What's My Time Style* and the *Performance Appraisal Skills Inventory*, two awareness-building assessments. More in-depth solutions such as *Career Anchors*, *The Great Workplace*, and *The Accountability Experience* are excellent tools that help to improve retention, boost morale, and inspire employees to perform. Visit Dekon.biz/career to see all our career and performance management product.



[Learn more at Dekon.biz](http://Dekon.biz)

Performance Management Through 5 Key Conversations

Jocelyn Kung, MBA, and Marianne Minor, MSW, LCSW

Manage the development of high-performing employees through collaborative and constructive dialogue. *Performance Management Through 5 Key Conversations* is an assessment designed to help managers measure their skill level in engaging employees in five key types of performance-related conversations. Managers create a profile of skill level in each of the 5 Key Conversations by comparing self assessment with peer feedback to provide insight on areas for improvement.

LEARNING OUTCOMES

- Identify conversational areas in need of development
- Compare perceptions with valuable feedback from direct reports
- Develop vital performance-related conversational skills

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Peer Feedback Form



[Learn more at Dekon.biz](http://Dekon.biz)

Performance Appraisal Skills Inventory

Kenneth R. Phillips

Help managers turn performance appraisals into productive and maybe even enjoyable experiences. The *Performance Appraisal Skills Inventory* (PASI) is an 18-item assessment that identifies strengths and weaknesses in six skill areas. Individuals also learn a simple six-step process for conducting effective performance appraisal meetings.

LEARNING OUTCOMES

- Identify strengths and weaknesses in specific skills needed to conduct effective performance appraisal meetings
- Compare strengths and weaknesses in these skills with a norm group of managers and supervisors who previously completed the PASI
- Learn a model for conducting effective performance appraisal meetings

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Before you send another employee to the negotiating table, use the training classroom to prepare them for success. HRDQ offers a wide range of tools — from basic skill building and practice to comprehensive programs. We make it easy for you to measure negotiating preferences with the *Negotiating Style Profile*, develop competency using *Dealing with Tough Negotiators*, and practice using new skill sets with strategic negotiating simulations such as *Common Currency: The Cooperative-Competition Game* and the award-winning *Strike Fighter*, just to name a few. Check out our full lineup of training solutions at Dekon.biz.

Dealing with Tough Negotiators

HRDQ, Developers Rollin Glaser, EdD and Eileen M. Russo, PhD

You can't turn a tough negotiator into a problem-solving partner.

But you can achieve win-win outcomes if you apply the right negotiating techniques from *Dealing with Tough Negotiators*. This 30-item assessment helps respondents identify their areas of strength and weakness in 5 key negotiating skill areas: *Maintaining Composure*, *Developing Data*, *Refocusing the Discussion*, *Being Creative*, and *Handling Information Strategically*.

Both the Assessment and the Workbook are written for negotiators who have at least some negotiating experience.

LEARNING OUTCOMES

- Learn 5 key skills for dealing with tough negotiations
- Identify strengths and weaknesses in 5 skill areas
- Practice handling tough negotiations
- Understand how to enable win-win solutions with tough negotiators

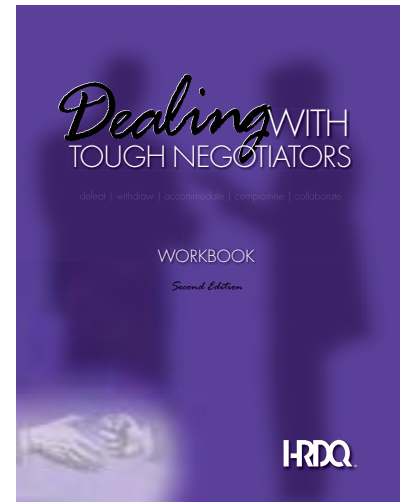
CATEGORY: **ASSESSMENT AND WORKBOOK**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Participant Workbook



[Learn more at Dekon.biz](http://Dekon.biz)

Common Currency The Cooperative-Competition Game

Lorraine Ukens, MS

You can't win the game alone.

Discover for yourself this fresh approach to individual, team, and organizational development with *Common Currency: The Cooperative-Competition Game*. Teams representing fictional countries must cooperate in trading coins and information while competing for the most valuable combination of coins. The game demonstrates the importance of group interdependence.

LEARNING OUTCOMES

- Learn the basic principles of cooperative competition
- Discover how cooperative competition achieves the greatest results
- Develop the team and interpersonal skills that drive cooperative competition

CATEGORY: **GAME**

TIME: **1.5-3 HOURS**

Complete Game Materials to train up to 8 teams of 2-6 players at one time

Extra Game Pack Materials to train an additional team of 2-6 players



[Learn more at Dekon.biz](http://Dekon.biz)

Negotiating Style Profile

The goal isn't to crush the opponent.

Everybody negotiates. Buyers negotiate with sellers, management with labor, supervisors with their teams, and teams with other teams. To be a truly effective negotiator, one must first understand that the aim isn't to crush the opponent. Rather, it's important to recognize that the value of the relationship is just as important as the outcome.

The *Negotiating Style Profile* (NSP) is a comprehensive training tool that provides a complete picture of one's dominant negotiating style. Based on the same win-win approach made popular by Ury and Fisher's *Getting to Yes* and the highly respected Thomas-Kilmann Conflict Resolution Model, the NSP identifies a preference for one of five negotiating Styles:

- Defeating
- Accommodating
- Collaborating
- Withdrawing
- Compromising

Appropriate for managers and employees at any level of an organization, the profile opens the door to a powerful learning experience that goes far beyond illuminating what "win-win" means and why the concept is crucial in negotiating situations.

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

Print Feedback Form

180 Feedback Online Assessment Set Includes one self and up to 9 feedback assessments

"I have used the Negotiating Style Profile for many years for conflict resolution. It helps people step back from a situation, determine if the style they are using is most effective, and choose one that is appropriate. Trainers can facilitate the instrument quickly with good effect. The theory is robust without being complicated and the language and scoring is clear. I don't have to spend time making a case for the instrument with a group — I can start doing the work."

Michael Milano

President
Murphy and Milano, Inc



Learn more at Dekon.biz

LEARNING OUTCOMES

- Learn five styles of negotiating
- Identify personal negotiating style
- Discover why a win-win approach is most effective
- Learn how one's negotiating style is perceived by others



Audiences are made up of people with varied learning styles and preferences. But are they aware of these differences? And just as importantly, are you prepared to deliver training in a way that suits varied styles? Start with one of our diagnostic assessments such as *What's My Learning Style* or the *Learning Styles Questionnaire*. We guarantee it will provide you — and your participants — with valuable information that will help you to modify your approach and enable participants to expand upon the way they learn. And if you're interested in learning more learning styles, visit Dekon.biz/ experience where you'll find valuable information about adult learning and the HRDQ Experiential Learning Model.

Learning Styles Questionnaire

Peter Honey and Alan Mumford

If you want to improve your training results, start with learning styles.

This comprehensive and time-proven assessment identifies preferences for one of four learning styles: *Activist, Reflector, Theorist, or Pragmatist*.

Extremely useful in management development programs or team learning situations, the *Learning Styles Questionnaire* and its accompanying workbook, *Capitalizing On Your Learning Style*, help individuals maximize their strengths, compensate for weaknesses, and develop their less dominant styles. *The Learning Styles Questionnaire* may also be used to surface team learning issues or to balance training methods to accommodate the different learning preferences in a group.

The LSQ and its companion workbook have many great applications for both learners and trainers. Use it to balance the learning styles of group, surface team-learning difficulties, and help managers get to know their employees.

LEARNING OUTCOMES

- Identify personal learning style preference
- Maximize style strengths
- Develop less dominant styles
- Expand learning style range



Learn more at Dekon.biz

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

Participant Workbook

"We now accept the fact that learning is a lifelong process of keeping abreast of change. And the most pressing task is to teach people how to learn."

Peter Drucker

I'm not creative! How many times have you heard that cry? It's time to show them — once and for all — that they are creative. And we've got the tools you need to help individuals identify their creative talents, develop team creativity, and improve organizational innovation. Start with the *Breakthrough Creativity Profile* to identify creative style. And play *Junkyard Games: The Outrageously Fun Innovation Simulation*, the high-energy game that gets people out of their seats to build their creative skills. Need to learn more about creativity in the workplace? Check out Dekon.biz where you'll find lots of free resources, including a webinar that focuses on using creativity to gain a competitive advantage.



Learn more at
Dekon.biz

Junkyard Games

Ron Roberts and Bernie DeKoven

Yes, you can teach people to be innovative.

Now there is a way to encourage innovation and develop the skills needed to have a positive impact on organizational performance. *Junkyard Games* is an exciting training game from HRDQ that combines energy and fun with creativity and process improvement. Teams work together, plan, strategize, and execute their ideas to create the most innovative tabletop games for an international competition among imaginary countries.

LEARNING OUTCOMES

- Understand what innovation is all about — and why it's important to success
- Recognize the differences between innovation and creativity
- Discover how to tap into innovative talents
- Learn an easy-to-apply innovation process model

CATEGORY: **GAME**

TIME: **1.5 HOURS**

Complete Kit Materials to train up to 3 groups of 4–8 participants at one time

Extra Game Parts Materials to train 1 additional group of 4–8 participants

Encouraging Innovation Through 5 Key Conversations

Jocelyn Kung, MBA and Marianne Minor, MSW, LCSW

Turn small talk into the company's next best idea.

Innovation leaders are not necessarily technical experts, nor are they inherently creative. Rather, they have the necessary skills to encourage innovation in others. By engaging employees in conversations that explore possibilities beyond conventional thinking, managers can motivate others to stretch their creative abilities, invite risk-taking, and collaborate on the best ways to navigate through organizational boundaries.

LEARNING OUTCOMES

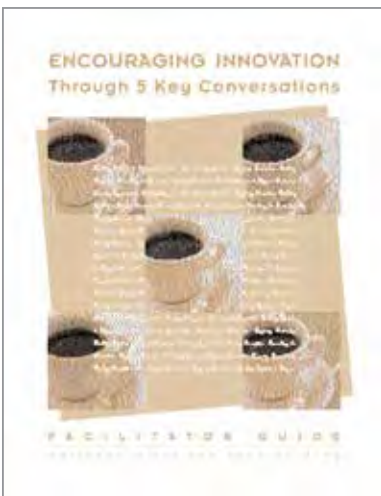
- Establish a new approach to building innovation in organizations
- Develop the basic skills needed to develop creativity and innovation
- Encourage creative processes and ownership of innovation
- Complement existing leadership development techniques

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment



Learn more at Dekon.biz

Breakthrough

NEW!

It's not IF you're creative...it's HOW you're creative.

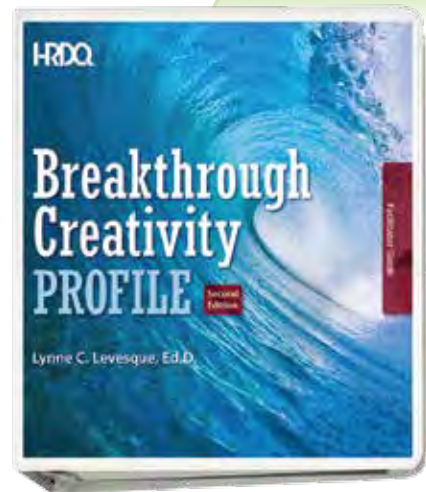
When people are asked to describe a creative person, they usually come up with terms such as artistic, imaginative, or entrepreneurial. But the fact is everyone is creative. Just as there are multiple styles of intelligence, there are multiple styles of creativity that produce different yet equally valuable results.

And when organizations integrate creativity into their DNA, they can achieve significant benefits, including better team performance, increased flexibility, greater retention rates, creative problem solving — and a competitive advantage in the marketplace.

New from creativity expert Dr. Lynne Levesque, the *Breakthrough Creativity Profile Second Edition* is an excellent tool for uncovering and developing creative talents in the workplace. Based on Carl Jung's well-known personality theory, this comprehensive self-assessment and instructor-led training tool identifies dominant and auxiliary preferences from eight creative styles:

- Adventurer
- Explorer
- Navigator
- Poet
- Diplomat
- Inventor
- Pilot
- Visionary

Chock-full of practical tools, three workshops, and loads of insight, the *Breakthrough Creativity Profile* combines self-assessment with classroom training to help individuals and teams to improve their creative problem-solving skills, develop the ability to be inventive, become more productive, and achieve their creative best. Simply put, there isn't a better tool for building creativity in your organization, whether you are working with customer service, marketing, operations, or the executive board.



Learn more at Dekon.biz

LEARNING OUTCOMES

- Understand creativity and the impact of creative talent differences.
- Identify one's creative talents and recognize the contributions of each style.
- Improve problem-solving and inventive-thinking capabilities.
- Assess team member creative talents and construct a team profile.
- Create an action plan for individuals and teams to become more creative.

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes workshop instructions, sample participant materials, and PowerPoint presentation

Print Assessment

"As members of an innovation team charged with creating \$150 million in annual revenue for a major food manufacturer, we found the Breakthrough Creativity Profile to be extremely useful. It helped us to understand that there are several ways to be creative and enabled our team to assess our creative strengths and weaknesses."

Gary Fraser & Bryan Mattimore, Principals

The Growth Engine Co.

**NEW 2ND EDITION
FEATURES**

**Includes three
workshops and more!**

Breakthrough Creativity Workshop
Team Profile Workshop
Creative Problem-Solving
Workshop
Team Profile Excel® Worksheet
Updated Normative Information
PowerPoint® Presentations
Facilitator Support Materials

Can you say (with confidence) your organization's customer service is *exceptional*? These skills are what set extraordinary companies apart from the rest. That's why customer service training is one of the best investments you can make. From the *Knock Your Socks Off Service* and *Becoming a Customer Service Star* assessments to skills-practice activities such as *SkillBuilders: 50 Customer Service Activities*, *Customer Service Activities for Training*, and the *Telephone Skills Training Manual*, HRDQ has all the tools you need to ensure your representatives know how to satisfy customers — even in the most challenging situations. Visit Dekon.biz/custserv to see all the ways we can help.



Learn more at Dekon.biz

Knock Your Socks Off Service

Ronald E. Zemke

Make sure you know what your customer wants and expects of you. Be flexible in meeting those demands. Treat the customer like a partner rather than an adversary. And work like mad to make it easy for the customer to do business with you. That's what "knock your socks off service" is all about. Based on Ron Zemke's best-selling *Knock Your Socks Off Service* book series, this set of powerful training tools provides customer service managers and employees with valuable insight into their organizations' abilities to deliver world-class service — and helps them create an action plan for improvement.

LEARNING OUTCOMES

- Assess current service practices, policies, and procedures
- Review eight critical dimensions of *Knock Your Socks Off Service*
- Compare scores with those from more than 100 other companies

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR (EACH)**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Employee Assessment

Manager Assessment

Internal Customer Service Assessment

Eileen Russo, PhD

Internal service providers have a bond with their customers that external vendors simply do not share, and they need to judge their behavior by a new standard.

Unlike any other assessment on the market today, the *Internal Customer Service Assessment* illustrates the real differences between internal and external service. This 30-item assessment is designed to help internal service providers evaluate how well they are practicing the behaviors that constitute excellent internal service — and then assist them through action planning to improve those behaviors.

LEARNING OUTCOMES

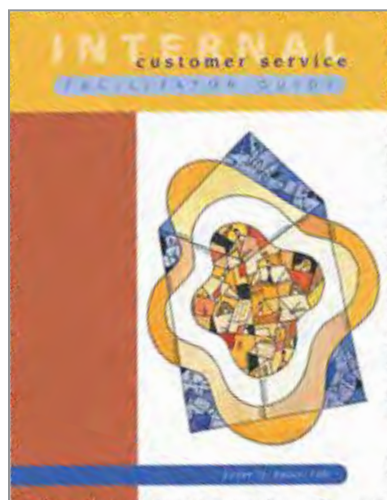
- Evaluate how well an individual meets the challenges of providing service within the organization
- Learn which behaviors are effective in improving internal service
- Develop more effective service behaviors

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment



Learn more at Dekon.biz

Becoming a Customer Service Star

Third Edition

Bruce R. Matza

Make your customer service goals a reality.

In today's business climate, customer service training is more important than ever. *Becoming a Customer Service Star* gives individuals a quick and accurate picture of their customer service strengths and weaknesses in five key areas:

- *Feel Positively Toward Customers*
- *Encourage Customer Feedback*
- *Respond to Customer Problems*
- *Develop Repeat Relationships*
- *Seek to Exceed Customer Expectations*

LEARNING OUTCOMES

- Create a profile of individual customer service strengths and weaknesses
- Recognize opportunities to improve customer service and retention
- Identify an individual action plan to enhance service in the five key areas



[Learn more at Dekon.biz](http://Dekon.biz)

CATEGORY: **ASSESSMENT**

TIME: **1.5 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Print Self Assessment

Online Self Assessment

Customer Service Activity Collections



Telephone Skills Training Manual

Volume One — 38 Activities for Mastering Inbound Calls includes: How to Develop Your Telephone Personality, Building Rapport with the Customer, The Importance of Listening, The Criteria of a Successful Inbound Call, Handling a Complaint on the Telephone, and more.

Volume Two — 22 Activities for Mastering Outbound Calls includes: How to Turn Customers on to Your Proposition, Quoting the Price and Asking for an Order, Handling Rejection in a Positive Way, The Cold Call, Telephone Account Management, and more.



Customer Service Activities for Training

Encourage your customer service representatives to answer, learn about, and reflect on the key questions that will help them to deliver exceptional service. *Customer Service Activities for Training* is a collection of 38 activities, assessments, role plays, and action plans



50 Customer Service Activities

The activities in this collection stimulate discussion and learning by actively involving all participants. Quick and to the point, these activities deliver powerful messages to your participants — helping them to understand customer expectations and develop the skills necessary to providing quality service.

[Learn more at Dekon.biz](http://Dekon.biz)

CATEGORY: **ACTIVITY COLLECTION**

TIME: **10 MINUTES TO 1 HOUR (PER ACTIVITY)**

Loose Leaf Activity Collection

Digital Activity Collection

These days, just about everyone is expected to play the role of project manager. While specialized graphs and sophisticated programming may be overkill, a solid set of foundation skills is not. As a trainer, you don't need to be certified in Gantt charts to deliver an effective learning experience. Try *Rocket: The Project Management Game* for simple, fast, and flexible techniques. Not only does it deliver a healthy dose of practical knowledge; it's a lot of fun too! If it's a more comprehensive approach that you need, *Real-World Project Management* offers a two-day learning experience that explores every aspect, from project definition and implementation to monitoring, completion, and evaluation. Visit Dekon.biz for more products and information.



Learn more at Dekon.biz

Rocket The Project Management Game

Lou Russell

Everyday project management isn't rocket science.

In today's streamlined organizations, project management is no longer just the domain of the specialist. Now just about everyone is required to play the project manager role. At the same time, this growing need doesn't necessarily require certifications or the Critical Path Method. Instead, what's really needed is a basic, solid skill set that can be applied to everyday work.

Here's the training solution that will provide just the right amount of insight. *Rocket: The Project Management Game* is a competitive team simulation that emphasizes simple, fast, and flexible techniques for ensuring project success. Think of it as project management "for the rest of us."

LEARNING OUTCOMES

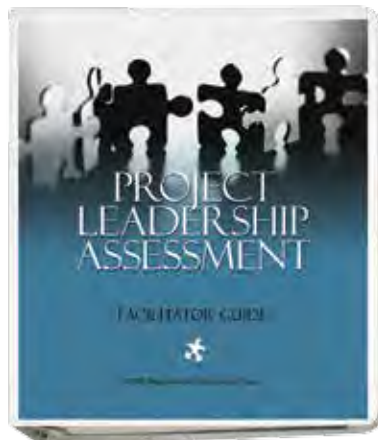
- Experience the skills required to manage projects effectively
- Understand the various challenges of project management
- Leverage personal strengths to improve project communication
- Learn how to apply the DARE model of project management

CATEGORY: **GAME**

TIME: **2 HOURS**

Complete Game Includes materials to train up to 4 teams of 4-7 players at one time. All parts are reusable.

Extra Game Pack Trains one additional team of 4-7 players.



Learn more at Dekon.biz

Project Leadership Assessment

HRDQ Research and Development Team

The *Project Leadership Assessment* is an innovative learning instrument that focuses on the necessary "people skills" by evaluating behavior in five vital skill areas. This learning tool is perfect for anyone who has project management responsibilities, regardless of their title or reporting relationship to the project team.

LEARNING OUTCOMES

- Identify project leadership strengths and areas for improvement
- Understand five interpersonal skills critical to effective project leadership
- Learn how to enable team members to complete their project work successfully
- Apply leadership skills at each project phase
- Develop action steps for leading projects

CATEGORY: **ASSESSMENT**

TIME: **2 HOURS**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment

Feedback Form

Are your sales people struggling to develop business and cultivate relationships? If so, they probably lack a solid skills foundation. We have what you need to get started: *What's My Selling Style*. It's the most effective way to understand how personal style impacts any scenario. With awareness in place, you can begin to introduce basic skills such as territory management, sales calls, overcoming obstacles, and more. Try *Selling Essentials*, the new comprehensive program that explores each phase of the sales cycle, one at a time. It's what you need to show your reps how to ask for business, look for creative solutions, listen attentively, and close the deal. You can learn more about all of our products that focus on selling skills at Dekon.biz.

Selling Skills Inventory

Kenneth R. Phillips

Teach your salespeople the basics of smart, collaborative selling with the *Selling Skills Inventory*. This instrument measures aptitude and also outlines a collaborative, step-by-step sales model that can be put to immediate use. Individuals identify selling strengths and weaknesses and discover how to change the customer's perspective on the sale. The *Selling Skills Inventory* is perfect for situations in which building long-term customer relationships is critical to the selling process.

LEARNING OUTCOMES

- Identify selling-skills strengths and weaknesses
- Measure effectiveness in six steps of the Collaborative Selling Process
- Understand and utilize a model for collaborative selling
- Learn how to be viewed by customers as a partner, not a manipulator

CATEGORY: **ASSESSMENT**

TIME: **1 HOUR**

Facilitator Set Includes facilitator guide, workshop instructions, sample participant materials, and PowerPoint presentation

Self Assessment



Learn more at Dekon.biz

Sales Training Activities For Sales Managers and Trainers

Graham Roberts-Phelps

Sales Training Activities is a mix of over 80 ice breakers, role plays, games, and exercises that are the perfect addition to any type of sales training. Relevant to all types of industry and personnel, this collection focuses on universal sales knowledge and skills.

LEARNING OUTCOMES

- Learn rapport building skills
- Improve questioning techniques
- Develop persuasive and creative skills

CATEGORY: **ACTIVITY COLLECTION** TIME: **15 MINUTES TO 1½ HOURS (PER ACTIVITY)**

Loose Leaf Activity Collection

Digital Activity Collection



Check out all activity collections at Dekon.biz

B	
Becoming a Customer Service Star	63
Benchmarks of Team Excellence	36
Best Boss Inventory	51
Beyond the Valley of the Kings	27
Black Bear	27
Blinkies	6
The Bottomline on ROI	54
Breakthrough Creativity	61
Bridging the Leadership Divide	17
C	
Campbell Leadership Descriptor	18
Cave Without a Name	27
Change Reaction	48
Coaching Skills Inventory	41
Common Currency	57
Communication Derailed	22
The Comprehensive Leader	16
Conflict Strategies Inventory	43
Courageous Leadership	15
Creating an Emotionally Intelligent World	39
Customer Service Activities for Training	63
Customer Service Activity Collections	63
D	
Dealing with Tough Negotiators	57
Decision-Making Style Inventory	45
E	
Effective Team Member Profile	29
Emotional Intelligence Skills Assessment	39
Encouraging Innovation Through 5 Key Conversations	60
ENGAGE Card System	15
Exploring Personal Styles Activity Collection	50
F	
50 Customer Service Activities	63
First Aid for Stress	42
The Five Dysfunctions of a Team	30
Flight From Savo	53
Force Field Problem Solving Model	46
G	
Get Fit for Coaching	40
Group Development Assessment	38
I	
Internal Customer Service Assessment	62
Interpersonal Influence Inventory	23
Intuitive Decision Making Profile	46
It's Okay to Be the Boss	52
J	
Jungle Escape	33
Junkyard Games	60
Just My Type	49
K	
The Kirkpatrick Express Evaluation Toolkit	54
Knock Your Socks Off Service	62
L	
Leader-Manager Profile	52
Leadership Practices Inventory	14
Leadership Unlimited Profile	13
Leading Across Differences	16
Leading Change at Every Level	47
LEADOUT	16
Learning Styles Questionnaire	59
Learning to Listen	25
Legacy Leadership Competency Inventory	17
M	
Maestro	32
Managing for Employee Engagement	18
Marooned	27
Mars Surface Rover	17, 31
Mastering the Change Curve	48
Matrix Manager Inventory	12
N	
Negotiating Style Profile	58
Neurolinguistic Communication Profile	24
O	
Outback	27
P	
Participative Management Profile	44
People Skills Handbook: Action Tips for Improving Your Emotional Intelligence	13
Performance Appraisal Skills Inventory	56
Performance Management Through 5 Key Conversations	56
Personality Style at Work Book	5
Personality Style for Dummies	7
Personality Style Toolkit	8
Personal Style Inventory	50
Pfeiffer Library CD-ROM, Version 4.0	55
Playing with Style	6
Presentation Skills Profile	24

Problem Solved!	45
Problem-Solving Style Inventory	45
Project Leadership Assessment	64
R	
The Rainforest Game	38
Remarkable Leadership	14
Reproducible Simulations Library	55
Reproducible Training Library	20
Rocket	64
S	
Sales Training Activities: For Sales Managers and Trainers	65
Selling Skills Inventory	65
Stepping Up	51
Stress Control Biofeedback Card	42
Style Blinkies	6
StylePlay	8
Supervisory Skills Questionnaire	53
Swamped	27
Systems Thinking for Managers	21
T	
Tall Ships	36
Team Advantage	28
Team Adventure Series	26
Team Conflict Strategies Inventory	42
Team Effectiveness Profile	28
TeamShare	32
Team-Work & Team-Roles	29
Telephone Skills Training Manual	63
Training Games	55
Trust: The Ultimate Test	30
V	
Vacation in the Keys	27
The Values Edge System	37
VisualsSpeak	22
W	
What's My Coaching Style?	10
What's My Communication Style?	5
What's My Leadership Style?	6
What's My Learning Style?	9
What's My Selling Style?	10
What's My Style?	7
What's My Team Member Style?	8
What's My Time Style?	9
What Would You Do?	44
Whiteout	27

PICTURE

the experience.



Role-playing



Building a model with teammates



Taking a skills assessment



With our Programs, these are just some of the experiential activities learners take part in. Add to that reflection on past experience, recognition of behaviors and preferences, and the creation of an action plan for improvement. It's a winning combination that allows individuals to gain the practical skills and broader knowledge to make a positive difference in the workplace — and beyond.

Available Programs:

- Creating Team Synergy
- TeamPower
- Supervising With Confidence
- Leading Success
- Negotiating Win-Win Solutions
- Negotiating Success
- PartnerPower
- Working Through Organizational Change
- Building the Communication Bridge
- Influencing With Assertive Communication

**Contact us at office@dekon.biz
for more information.**

Our Team will be happy to prepare a custom proposal for your specific training needs.



REPRODUCIBLE TRAINING LIBRARY

Customizable Soft-Skills Courseware

NEW!

Financial Intelligence: The Ten Accounting Instruments Every Professional Should Know

Free preview! Dekon.biz



Dekon

Preciziei Business Center

1, Preciziei Blvd., Bucharest, ROMANIA

Phone: 0741.097.033 ; 0734.350.525

E-mail: office@dekon.biz

Web: www.dekon.biz