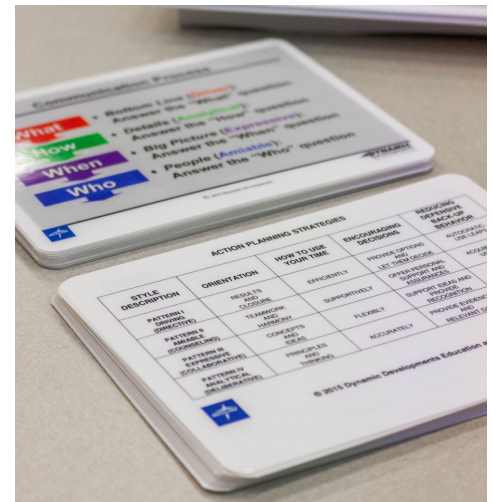# Dynamic Developments | Training & Leadership

Training Course Catalog

A comprehensive array of fully customizable program offerings focused on leadership, communication, individual and team development, designed to enhance and exceed your organization's expectations and effectiveness.

> " The behavior you exhibit as a leader becomes the acceptable behavior of your followers and those you interact with.
>
> –Ed Hendricks

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*Pricing and workshop length are dependent on your specific needs and will be determined after free consultation.

Company Overview

Leadership is a practice in patience.

–Brian Hendricks

About Us

Dynamic Developments Training and Leadership is a world-class consulting and training business dedicated to helping people reach their greatest potential. Since our start in 1997, we have worked with companies in 24 countries around the world by helping individuals and teams develop their leadership and communication abilities. Our workshops center on proven, research-based practices, and we will work in collaboration with you to find the best training and development solutions for your unique needs.

Our style and approach make the learning practical and hands-on, and our goal is to provide tools that can help you and your teams become versatile and positive leaders and communicators.

Founder's Statement

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Ed Hendricks
Founder & CEO

For the last 38 years I've dedicated my life to teaching, developing, mentoring, coaching, training, and consulting with leaders from 24 different countries. Leaders of every capacity, and every walk of life; through team members in non-leadership roles, to first-time supervisors, all the way through CEO's of many different organizations.

From a personal perspective, since 2020 we have all experienced in some way the chaos, challenges, issues, concerns, and stress our new world has thrust upon us, and our families. From a working perspective, the workplace today is characterized by constantly changing dynamics, and a whole new set of workplace acronyms; WFH, RTO, and Hybrid working arrangements.

I preach everywhere I go, you don't have to have a title attached to your name to be considered a leader. If you are a significant other, mother, father, brother, sister, friend, supervisor, manager, or executive, you are a leader.

Dynamic Developments training and methodologies are built on the most current and proven best practices. Our mission is to provide world-class leadership and personal development training and consulting services for people from all walks of life. With Dynamic Developments, participants will walk away with tools that take leadership theories and concepts and transform them into realistic and practical solutions for any business or personal situation they may encounter.

Our Team

Brian Hendricks
Vice President

Tim Hendricks
Training Consultant

Susan Hill
Senior Training Consultant

Training Courses

Dynamic Leadership Workshop

Virtual   In-Person   Class Size   6-12

The workplace today is characterized by constantly changing dynamics. As a result, the workplace and our personal lives have become more behaviorally, educationally, and culturally diverse. Recognizing and developing individual diversity (both at home and in our working environments) is critical to individual effectiveness and organizational and personal productivity. Versatile and responsive leadership and the development of others are imperative for a successful future. This dynamic workshop will introduce tools and strategies to improve your versatility and provide you with practical skills that will help you foster strong relationships, build trust, manage stress and tension, and encourage and guide others.

- 360° SOCIAL STYLES and Versatility Assessment
- Understanding and adapting your SOCIAL STYLE
- Managing Styles and Conflict
- The Dynamic Developments Leadership Model
- Setting Performance Goals and Objectives
- Providing Positive and Developmental Feedback
- Performance Analysis and Coaching
- Measuring Team Effectiveness
- Developing a High-Performance Team
- Stress Management Strategies Employee Engagement
- Building Trust
- Effective Communication
- One-on-One follow-up Coaching Sessions

Effective Meeting Management

Virtual **In-Person** **6-15 Class Size**

Recent surveys have indicated that in the last five years the amount of time we spend in meetings has risen. These surveys have made it apparent that people feel meetings are unproductive and result in a waste of time and resources. This results in longer working hours for everyone involved in the meetings.

We will cover the essentials of facilitating effective in-person or virtual meetings, including how to structure the meeting, create a meaningful agenda, and set rules and expectations. This session will provide participants with practical tools to increase the effectiveness and productivity of meetings and encourage team camaraderie and increased productivity.

- Assess the effectiveness of your meetings
- Learn to plan and organize meetings to maximize productivity
- Learn to encourage participation - turn passive participants into active participants
- Discover how to conduct meetings to enable you to keep discussions and decision-making on track
- Learn how to increase your effectiveness as a meeting participant
- Identify helpful roles while planning and conducting meetings
- Learn to apply meeting management skills Q&A Guidelines
- Meeting Follow-up
- Facilitating Virtual & In-Person Meetings

Effective Interviewing and Hiring

Virtual **In-Person** **6-12 Class Size**

With the costs of recruitment, salary, benefits, training, and time invested in hiring a new employee, we can't afford to hire just any candidate – we have to hire the right candidate! This course will help you gain new insights for building the right team to allow you to lead and be a successful organization.

- Gain insights and practices for pre-interview preparation
- Develop job-related questions to assess
- past performance and comply with equal opportunity employment laws
- Identify key competencies for success in the position
- Practice behavioral-based interviewing Evaluate the information and make quality hiring decisions
- Strategies for identifying high versatility behaviors

One-on-One Executive Coaching

Virtual **In-Person** **Class Size** 1

This one-on-one coaching relationship will provide leaders with enhanced self-awareness of their thoughts, feelings, and behaviors and how they impact the overall effectiveness of the organization. The coaching relationship includes an assessment of your behavioral style and preferred leadership style and the impact they have on your teams. Additionally, we will work in partnership to identify and understand your desired leadership goals and outcomes.

- Each session is uniquely tailored to the needs of the participant
- 360-Degree SOCIAL STYLE and Versatility Assessment
- A strategic plan is developed for each session
- Receive coaching on how to adapt to a broad range of business and employee situations faced within the working environment
- Apply coaching suggestions to each situation in a realistic and practical manner for a "win-win" outcome

Stress Management

Virtual **In-Person** **Class Size** 6-12

There are excess amounts of stressors currently impacting the workplace. This course takes a unique approach to stress management. There are times when we experience positive, productive tension, however; when it crosses the line and makes us unproductive, that is the definition of stress, and there is nothing positive about stress. We will begin with introducing the behavioral styles, then dive deeper into what happens to each of these styles when they are under stress. In this course, we will discuss processes for reducing stress, relaxation techniques, and a strategy for improving unsatisfactory relationships, all to ensure employees can bring their best selves to work every day.

- Identify points of tension and stress among your team
- Using tension as a positive motivator 360-Degree SOCIAL STYLE and Versatility Assessment
- Identify each SOCIAL STYLE under stress Learn a process to reduce defensive fight behavior
- Learn a process to reduce defensive flight behavior
- Apply strategies for improving less-than-satisfactory relationships
- Dynamic Developments Communication Process

Conflict Resolution

Virtual | **In-Person** | **Class Size** 6-12

Every day, we are faced with differences in opinions, ideas, values, needs, expectations, styles, behaviors, and interests. Each of these differences has the potential for raising a conflict. Conflict can also be attributed to the excess amount of stressors impacting the workplace. Building conflict management skills among teams are important to maintaining a healthy and comfortable work environment. This interactive course provides an opportunity to identify the various sources of conflict within your organization. We then explore conflict management styles and develop your team's skills to effectively manage those sources.

- Identify points of tension and conflict among your team
- Discover how to use tension as a positive motivator
- SOCIAL STYLE /Versatility Assessment Identify each SOCIAL STYLE under stress
- Learn a process to reduce defensive fight and flight behaviors
- Apply strategies for improving less-than-satisfactory relationships
- Dynamic Developments Communication Process

Virtual Leadership

Virtual | **In-Person** | **Class Size** 6-12

Technology offers the flexibility for employees to work from the office or remotely. As the amount of remote employees increases, so do the challenges that leaders face when managing virtual teams. In this course, you will discover the behavioral styles of your team members and how that influences the way we organize our work, communicate, and make decisions. Strategies for engaging and motivating team members virtually will be shared, along with tips for navigating technology and the various virtual platforms.

- The Life Cycle of Growth Ability Model
- The R3 Process for more productive virtual interactions
- Learn how to use The Dynamic Developments Communication process to provide useful, developmental, and impactful virtual feedback for all behavioral styles and ability levels.
- Assessing your team members' virtual behavior style and how to adapt your style accordingly
- Managing Styles and Conflict
- Learn strategies for interpreting non-verbal communication in a virtual setting

Change Management

Virtual | In-Person | 6-12 Class Size

This course will help develop skills in managing oneself in interpersonal situations for more productive outcomes as change occurs in your organization. Emphasis is placed on how differing styles react to change, how to address resistance to change and approach change with an open mind in creative and productive ways. Participants will learn how to voice and address their concerns regarding the change in a constructive manner while learning how to be a "change influencer."

- Understanding the Circle of Influence/Circle of Concern Change Model
- Understanding the elements of change Understanding how the four dominant styles of behavior handle change
- Team Life Cycle
- Team Assessments
- Creation of a Personal Change Action Plan

Employee Engagement

Virtual | In-Person | 6-12 Class Size

Versatility is a strong predictor of job performance and is comparable to intelligence, education, and personality. This course will share how one can improve their versatility, as well as provide you with practical skills that will help you foster strong relationships, build trust, and encourage and guide others. Leaders play a significant role in influencing employees' level of engagement. Higher engagement leads to greater productivity, customer loyalty, and employee retention. This course will help you understand how to motivate employees, starting with understanding your preferred leadership style and how to better understand the preferences and tendencies of your team members. Upon completing this course, you will have the practical tools you need to increase engagement and promote an inclusive environment within your team.

- The Life Cycle of Growth Ability Model Learn the R3 Process for more productive interactions
- Learn how to use The Dynamic Developments Communication Process to provide useful, developmental, and impactful feedback for all behavioral styles and ability levels
- Assessing your team members' behavior styles and how to adapt your style accordingly
- Managing Styles and Conflict
- Providing Positive and Developmental Feedback
- One-on-One Follow-Up Coaching Sessions

Effective Time Management

Virtual • **In-Person** • **Class Size 6-12**

In this workshop, we present a fundamentally different approach to time management. This interactive session will show you ways to manage your time more effectively, focus on activities that yield the greatest results, and organize, prioritize and execute around your goals. During the workshop, participants explore the principles and pitfalls that govern professional and personal efficiency and effectiveness. Through exercises, guided discussion, and a little introspection, participants make their way through a valuable journey toward fulfilling their personal and professional performance capabilities.

- Examine the importance of working both efficiently and effectively
- Assess their competency in managing time/self effectively
- Use the "time management matrix" tool to determine how they use their time
- Practice a time/self-management process that balances effectiveness and efficiency
- Discover and apply practical tools and techniques to manage tasks, others, and self resulting in increased productivity, and decreased stress.
- Develop a 30-day commitment plan to apply these new concepts of time/self-management in their professional and personal lives.

Presentation Skills

Virtual • **In-Person** • **Class Size 6-8**

Regardless of what position you hold in the workplace, effective presentation skills will not only ensure your messages are being delivered and interpreted appropriately, but they can also set you apart from others. However, for many professionals, the thought of presenting to an audience can be nerve- racking and unsettling. This workshop will help you overcome the uneasiness associated with public speaking. You will walk away equipped with verbal communication skills and effective presentation techniques that will enable you to become more confident while speaking face-to-face and virtually.

- Identify the symptoms of stage fright and how to control its outward manifestations
- Understand how platform skills compose the most viable and audible component of any presentation.
- Learn how to analyze an audience and prepare your presentation utilizing a five step organizational method
- Learn when and how to incorporate question-and-answer sessions into your presentations
- Demonstrate the proper use and techniques of using visual aids
- Focus on presenting in a virtual setting
- Three videotaped presentations
- Immediate feedback from instructors and fellow attendees

Effective Communication

Virtual **In-Person** **6-12 Class Size**

Effective Communication is a powerful personal management training program that utilizes a "building-block" technique approach, which when completed, will equip participants with the most comprehensive and applicable interpersonal skills available. This workshop aims to develop skills in managing oneself in interpersonal situations for more productive outcomes. Emphasis is placed on how a person becomes more effective in adapting to a variety of situations and interpersonal styles in creative and productive ways. Participants develop skills in managing relations by learning to take appropriate actions when relating to the four interpersonal styles concerning their interpersonal needs, treatment of time, decision-making, and stress.

- 360-degree SOCIAL STYLE and Versatility Assessments
- Learn to choose a productive strategy when communicating with others
- Use skills to influence the behavior of others Realize the needs, expectations, and goals of others
- Become a better observer of other's behavior
- Understand your preferred SOCIAL STYLE of behavior and its effect on others
- Recognize the strengths and contributions of other people's SOCIAL STYLE
- Adapt your behavior to establish relationships built on mutual goals that meet individual needs
- Identify each SOCIAL STYLE under stress
- Learn a process to reduce stress behavior
- Apply strategies for improving less-than-satisfactory relationships

Behavioral Emotional Intelligence (EQ)

Virtual **In-Person** **6-12 Class Size**

Emotional intelligence includes four parts: self-awareness, self-regulation, empathy, and relationship-building. Someone with high Emotional Intelligence can identify and regulate their emotions as well as effectively identify the emotions of others. We will walk through the steps to developing and ncreasing your emotional intelligence which will ultimately allow you to build better relationships, reduce team stress and tension, alleviate conflict, and improve productivity. The goal of this course is to provide you with the practical knowledge and skillset necessary to identify and understand the emotions of others.

- Learn the core elements of Emotional Intelligence
- Develop self-awareness and self-
- management of personal emotions
- SOCIAL STYLE assessment
- Become a better observer of other's behavior Understand your preferred SOCIAL STYLE of behavior and its effect on others

Business Etiquette Skills

Virtual · **In-Person** · **6-12 Class Size**

Creating a professional, mutually respectful atmosphere enhances communication in the workplace. This course is designed for professionals looking to sharpen their business etiquette skills, addressing topics such as appropriate business attire, making a good first impression, understanding cultural communication differences, crafting business emails, and practicing good virtual etiquette. From sending an email, or mastering your elevator pitch, to attending a formal company banquette, you will leave this course equipped to handle various situations that arise in the workplace.

- Appreciate the importance of professional image
- Analyze written communication to create a positive business impact
- Review proper etiquette in social/business settings
- Assess your personal and professional style
- Understanding subject, greeting, and signature etiquette
- Proper practices during a phone call
- Practices in text message content

Project Planning and Delegating

Virtual · **In-Person** · **6-10 Class Size**

As the success of a business rises, so does the increase in project workload. However, organizations do not always have skilled project managers to handle the demand. This engaging course will help develop the practical skills necessary to successfully lead a team toward setting and achieving goals and deadlines. Leaders will improve their versatility by acknowledging and adapting to the different ability levels and behavioral styles of each team member. The ability to effectively delegate and empower your teams are essential to successful leadership and will increase productivity and improve individual and team morale. Additionally, strong communication is a necessary component for any team, and we will share a communication process that is sure to provide structure and enhance efficiency.

- 360-Degree SOCIAL STYLE and Versatility Assessments
- The Dynamic Developments Critical Thinking and Communication Process
- The R3 Interaction Process
- Choosing the right team members for the project
- The Dynamic Developments Leadership Model
- Learn the difference between delegating and "dumping"
- Assess the abilities of team members to determine who and who not to delegate to
- Learn how to delegate properly by understanding the SOCIAL STYLE of your team members
- How to delegate to ensure the best organizational outcome

Team Development

Virtual **In-Person** **Class Size 6-12**

Relationships are the key to the success of any organization. The more we know about ourselves and others, the better we can avoid pitfalls, leverage our strengths, and move to new levels of team effectiveness. To function as a high-performance team, all members must know and appreciate the strengths and needs of the other team members. Our interpersonal styles influence the way we plan and organize our work, communicate, and make decisions. In addition, people tend to behave differently in groups than they do as individuals. Along with the effect our interpersonal styles have on a team effort, the interactions among the various members' styles become major factors in a team's success or failure. This program will allow you to identify, explore, and discuss the effects of individual interpersonal styles on your team.

- Identify the elements and characteristics of a High-Performance Team
- Discover how teams develop
- Describe the behavior in terms of its relationship to Team Effectiveness
- Learn how to improve Teamwork
- Define your Work Team Balance Sheet Measure Team Effectiveness
- Develop a Team Work Action Plan

Networking Skills

Virtual **In-Person** **Class Size 6-10**

This workshop aims to help professionals prepare and thrive at networking events. Networking events, whether virtual or in- person, are a key aspect of furthering a person's career. These events help people build connections that can lead to the next job, the newest customer, or the newest mentor. This workshop will give you skills to present yourself in a professional, but friendly way, and help you prepare to best represent yourself to anyone you come in contact with.

- How to prepare for a networking event
- How to have quality and meaningful conversations
- What to do during the networking event
- How to follow up after the event

Negotiation and Consultative Selling Skills

Virtual　**In-Person**　**Class Size** 6-12

In today's competitive selling environment, businesses no longer require a "customer-vendor" relationship, but rather a strategic relationship with a "business partner". Winning in today's environment requires the ability to continually negotiate with clients, vendors, and colleagues in a way that builds and strengthens relationships. This workshop aims to help sales professionals develop skills to manage themselves in sales situations for more productive outcomes. Emphasis is placed on how a person becomes more effective in adapting to a variety of situations in creative and productive ways. Participants develop skills in managing relationships, using a systematic approach to build ongoing, value-added relationships with their clients, and how to effectively relay their message to any type of communication style.

- Differentiate between utilizing a "process" vs. "product" sales approach
- How to be perceived by the client organization as an "added valued" partner
- Demonstrate the use of the "Five I's" questioning model
- Develop implied needs into explicit needs
- Describe the components of the client agreement
- Demonstrate a benefit-oriented solution
- Demonstrate how to handle client objections and concerns
- Define different types of objections Describe how to gain closure
- Describe the characteristics of a professional recommendation
- Theory and stages of negotiation
- Understanding the difference between positions and interests

Building Trust in the Workplace

Virtual　**In-Person**　**Class Size** 6-12

According to most recent Gallup Study, 85% of employees are actively disengaged at work. The number one driver of employee engagement is the trust level that they feel with their direct manager. You cannot address disengagement issues without first addressing trust. A transparent culture of learning and development helps create this trust. This workshop will give you essential tools to be transparent in your decision-making by gaining maximum involvement in a way that inspires trust.

- 360-Degree SOCIAL STYLE and Versatility Assessments
- Identify areas of concern you have and how to facilitate a productive outcome
- The Life Cycle of Growth Ability Model
- Learn the R3 Process
- Implement the Dynamic Communication Process
- Differences between high and low trust behaviors and the impact of both
- The 4 Cores of Credibility
- The 13 behaviors of high-trust leaders

Pricing and workshop length are dependent on your specific needs and will be determined after a free consultation.

Custom Leadership Solutions •————————

All of our courses are fully customizable and can be conducted in person or virtually. Contact us to set up a free 1-hour needs assessment consultation. During this time, we will uncover the unique needs of your team and customize a training experience that is right for you.

Dynamic Developments
Training & Leadership

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