

Dekon

Training Resources and Tools for Developing Great People Skills

First Time Manager

Learn the necessary skills to thrive in this transition

Reproducible Training

Training Resources
Reproducible Training
Simulation
E-learning
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Assessment center
Customizable assessment
On-line assessment
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Psychological Assessment
Personality, Leadership
IQ, EQ, Stress,
Leadership, Selling
p.10

Recruitment
Customizable recruitment
Executive search
p.11

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www.ResurseDeTraining.ro / office@ResurseDeTraining.ro



About us

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

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

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

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

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

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

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Center

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Recruitment

Reproducible Simulations Library

Situations, Scenarios and Simulations for Training

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

–Steve Semler, LearningSim founder

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

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

Here's what you get:

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



**GET A SAMPLE
FOR FREE**

Contact us
office@dekon.biz

Simulations for today's training needs

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

Reproducible training

Best Seller 

Customizable classroom training



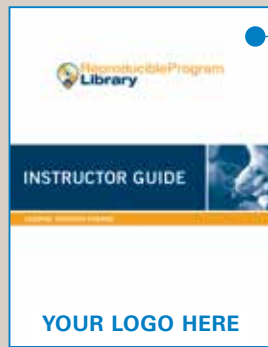
Deliver a customized instructor-led learning experience at a fraction of the cost! The **Reproducible Program Library** is a collection of 80 customizable half-day to multi-day training programs you can download for immediate use. Select your program, add your logo, tailor the content, and then print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

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

Features and Benefits

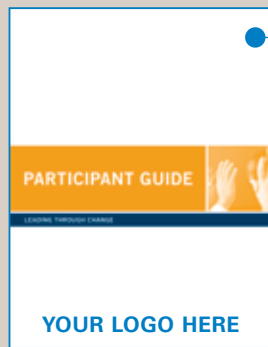
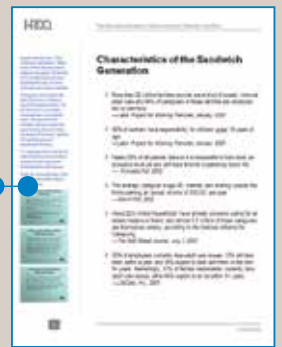
- Add your logo
- Tailor the content
- Print on demand
- Download 24/7
- No distribution limits
- No annual fee

What You Get



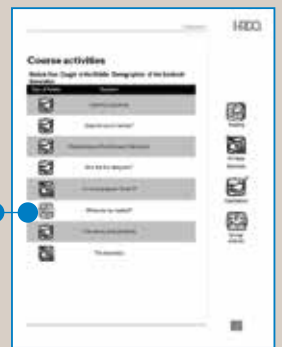
Add Your Logo
Customize the materials with just a few clicks

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



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

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



That's not all!

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

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

GET ANY PROGRAM EXCERPT FOR FREE!

office@dekon.biz

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

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

CHANGE MANAGEMENT

Capitalizing on Change – 1 day, e-learning
How to Handle Change and Upheaval – ½ day, classroom
Leading Through Change – 1 day, classroom
Mental Models: The Key to Making Reality-Based Decisions – ½ day, classroom / e-learning / e-book

COACHING

The Art of Successful Coaching - 1 day, classroom
Coaching Conversations – ½ day, classroom
Delegating for Growth – ½ day classroom / e-learning / e-book
Developing Direct Reports – ½ day classroom / e-learning / e-book
Effective Coaching Skills - 1 day, e-learning

COMMUNICATION

The Art and Science of Communication - 1 day, classroom / e-learning
The Art of Effective Communication - 1 day, classroom
The Art of Influencing Others - 1 day, classroom
Assertiveness Skills – 1 day classroom / e-learning / e-book
Communication Mystery: Solved - 1 day, classroom
Communication Skills for Emerging Leaders - 1 day, classroom
Communication Skills for Technical Professionals - 1 day classroom
Dealing with Difficult Conversations - 1 day, classroom
Effective Listening Skills – ½ day classroom / e-learning / e-book
Fundamentals of Effective Facilitation - 1 day, classroom
Giving and Receiving Feedback – ½ day, classroom / e-learning
How to Manage Your Emotions – ½ day classroom / e-learning / e-book
Managing Difficult Interactions – 1 day e-learning
Supervisor Communication Skills – 1 day, classroom
SkillBuilders: 50 Communication Skills Activities – training activities collection

CONFLICT & STRESS

Challenging Negative Attitudes at Work – 1 day, classroom
Civility in the Workplace – 1 day, classroom
Conflict Management – 1 day, classroom
Dealing with Difficult Conversations – ½ day, classroom
Dirty Little Secrets that Negatively Impact the Workplace – 1 day, classroom
How to Manage Your Emotions – ½ day classroom / e-learning / e-book
Managing Difficult Interactions - 1 day, e-learning
Managing Stress - 1 day, classroom
Resolving Conflict at Work – ½ day, classroom
Violence in the Workplace - 1 day, classroom
First Aid For Stress Activity Collection - training activities collection

CUSTOMER SERVICE

Cultivating Customer Loyalty - 1 day, classroom
Customer Service over the Phone – ½ day, classroom
What Customers Really Want - 1 day, classroom
SkillBuilders: 50 Customer Service Activities – training activities collection
Customer Service Activities for Training - training activities collection

DELEGATING

Delegating for growth - ½ day classroom / e-learning / e-book
Developing Direct Reports - ½ day classroom / e-learning / e-book

DIVERSITY & HARASSMENT

Cultural Competency – 1 day classroom
Diversity Awareness Training – 1 day classroom
The Multi-Generational Workplace - 1 day classroom
Preventing Workplace Harassment - 1 day classroom
Sexual Harassment - 1 day classroom

EMOTIONAL INTELLIGENCE

How to Manage Your Emotions - ½ day classroom / e-learning / e-book
Implementing Strategy - 1 day, e-learning
Increasing Your Emotional Intelligence - 1 day classroom, e-learning

EMPLOYEE & PROFESSIONAL DEVELOPMENT

Business Etiquette - 1 day classroom
Developing Direct Reports - ½ day classroom / e-learning / e-book
Employee Initiative: How to Make It Happen - ½ day classroom
Ethics in the Workplace - ½ day classroom
Goal Setting for Success - ½ day classroom
The Great Balancing Act: Maintaining Work/Life Balance - 1 day classroom
How to Be an Outstanding Receptionist - 1 day classroom
How to Develop and Deliver Dynamic Presentations – 1,5 days, classroom
How to Manage Your Emotions - ½ day classroom / e-learning / e-book
Ideas Into Action - ½ day classroom / e-learning / e-book
Motivating Employees to Be Their Best - 1 day classroom
The Multi-Generational Workplace - ½ day classroom
Productive Work Habits - ½ day classroom / e-learning / e-book
Solid Business Writing – ½ day classroom

FINANCE

Budgeting Basics - ½ day, classroom
 Finance for Non-Financial Professionals – 2 days, classroom

GENERATIONAL

How to Manage Generation X Employees - ½ day, classroom
 The Multi-Generational Workplace - ½ day, classroom
 The Sandwich Generation: Balancing Home, Eldercare, and Work - 1 day, classroom

HUMAN RESOURCES

Behavioral Interviewing - ½ day, classroom
 Career Planning and Development - ½ day, classroom
 How to Conduct Internal Investigations - ½ day, classroom
 Interviewing and Hiring - 1 day, classroom
 Performance Management – 1 day, classroom
 Positive Approaches to Resolving Performance Problems - ½ day, classroom
 Retention: Attracting and Keeping Your Best - 1 day, classroom

LEADERSHIP & MANAGEMENT

Adapting Your Style for Increased Effectiveness - ½ day, classroom
 The Art of Successful Coaching - 1 day, classroom
 Communication Skills for Emerging Leaders - 1 day, classroom
 Delegating for Growth - ½ day classroom / e-learning / e-book
 Developing Direct Reports - ½ day classroom / e-learning / e-book
 First-Time Manager – 1 day, classroom
 How to Manage Generation X Employees - 1 day classroom
 Leading and Motivating - 1 day, e-learning
 Leadership 101 - 1 day classroom / e-learning / e-book
 Leading Through Change - 1 day, classroom
 Leading Today's Workforce: A Step-by-Step Guide to Building Leadership Skills - 1 day, classroom
 Managing Managers - 1 day, classroom
 Managing Technical Professionals - ½ day classroom
 Motivating Employees to Be Their Best - 1 day, classroom
 Secrets to Management Success - 1 day, classroom
 Supervising in an Automated Environment - ½ day classroom
 Supervisor Communication Skills - 1 day, classroom
 The Toughest Supervisor Challenges and How to Overcome Them – ½ day classroom / e-learning / e-book
 22 Training Events For Developing Teams Leaders - training activities collection

NEGOTIATING & SALES

Effective Negotiation Skills - 1 day, classroom
 Getting to Yes: Successful Sales Negotiation - ½ day classroom
 Sales over the Phone - ½ day classroom
 Sales Presentation Skills - 1 day, classroom
 Successful Selling Skills and Strategies - ½ day classroom
 Selling Essentials 1st module: Understanding the Sales Cycle – 1 day, classroom , e-learning
 Selling Essentials 2nd module: Prospecting and Territory Management - 1 day, classroom /e-learning
 Telephone Skills Training Activities – 38 Activities for Mastering Inbound Calls - training activities collection

Telephone Skills Training Activities – 22 Activities for Mastering Outbound Calls - training activities collection
 Sales Training Activities - training activities collection

ORGANIZATIONAL DEVELOPMENT

Building Organizational Trust - 1 day, classroom
 Fundamentals of Strategic Planning - 1 day, classroom
 Ideas Into Action – ½ day, classroom / e-learning /e-book
 Office Politics - ½ day, classroom
 Succession Planning - 1 day, classroom

PERFORMANCE MANAGEMENT

Assessing and Managing Performance - 1 day, e-learning
 Developing Direct Reports – ½ classroom / e-learning /e-book
 Performance Management - 1 day, classroom
 Positive Approaches to Resolving Performance Problems - ½ classroom
 Work Satisfaction & Renewal Profile & Planner – toolset & workshop (not reproductive)
 Performance Appraisal Skills Inventory – toolset & workshop (not reproductive)

PROBLEM SOLVING & DECISION MAKING

Creative Problem Solving - 1 day, classroom
 Critical Thinking Skills - ½ day, classroom / e-learning /e-book
 Dynamic Decision Making - 1 day, classroom
 Mental Models: The Key to Making Reality-Based Decisions - ½ classroom / e-learning /e-book
 Solving Business Problems -1 day, e-learning
 25 Problem Solving & Decision Making Activities - training activities collection

PROJECT MANAGEMENT

Project Management - 1 day, classroom
 Real-World Project Management – 2 days, classroom

TEAM BUILDING

Cross-Functional Teams – ½ day, classroom
 Defining Team Roles and Responsibilities - ½ day, classroom
 Managing Remote Teams - ½ day, classroom
 Managing Teams - 1 day, classroom
 Team Building – ½ day, classroom
 The Team Foundation - ½ day, classroom
 Pump Them Up! Activities - training activities collection
 Team Development Activities for Trainers - training activities collection
 Teambook Activities - training activities collection
 Teambuilders: 10 Adventures in Working Together - training activities collection

TIME MANAGEMENT & MEETINGS

Getting Things Done - 1 day, classroom
 Juggling Multiple Priorities - 1 day, classroom
 Meeting Management - 1 day, classroom
 Productive Work Habits - ½ classroom / e-learning /e-book
 Time Management - 1 day, classroom
 Team Building - ½ classroom
 The Team Foundation - ½ classroom

Now you can deliver customized half-day to multi-day training programs on everything from customer service and communication to team building and leadership all at a fraction of the cost!

Choose from 80 titles Fully reproducible Add your logo
 Print on demand Tailor the content No term limits

Purchase once – use again and again.



Your complete e-learning solution.

PowerLearning Library

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

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

You have the power to customize.

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

You have the freedom to distribute.

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

Say goodbye to annual fees.

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

Choose from 65 titles, including:

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



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

On-line Assessment

Skill development
is only a few clicks away.



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

Online Assessments for Groups

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

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

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

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

Online Assessments for Individuals

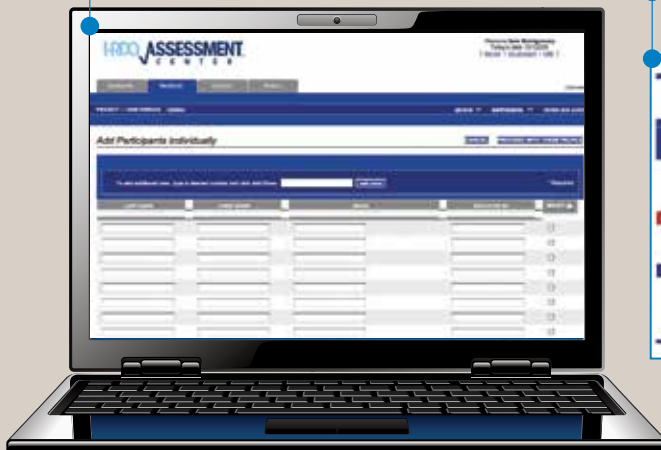
If you are looking for self-study personal development tools, here is a great place to start. We offer a wide range of online assessments that can help individuals gain valuable insight, make progress on their career goals, and improve their performance at work.

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

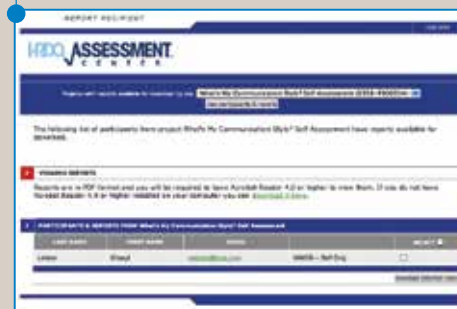
With each assessment individuals receive:

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

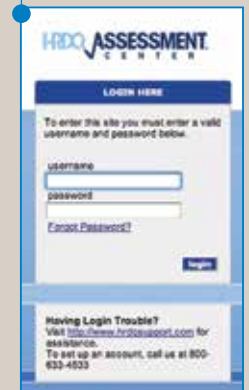
- Distribute assessments to a global audience all at one time



- Receive results instantly



- Login to a secure, personal account



FREE DEMO

TRY ANY ONLINE ASSESSMENT

Contact us
o f f i c e @
d e k o n . b i z

Change Management

Change Reaction
Leading Change at Every Level **New**
Mastering the Change Curve

Communication

Interpersonal Influence Inventory
Learning to Listen
Neurolinguistic Communication Profile
Personal Style Inventory
What's My Communication Style?
What's My Style?

Leadership and Coaching

Get Fit for Coaching
Supervisory Skills Questionnaire
What's My Coaching Style?
What's My Leadership Style?

Learning

Learning Styles Questionnaire
What's My Learning Style?

Negotiating & Selling

Negotiating Style Profile
What's My Selling Style?

Other Topics

Becoming a Customer Service Star **New**
Trust – The Ultimate Test
What's My Selling Style?
What's My Time Style?

Assessment Center

How an Assessment Center Works

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

Common job simulations used in assessment centers are:

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

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

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

The qualitative methods consist of:

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

What is customizable?

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

Why do you need an Assessment Center?

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

Psychological Assessment

Why is psychological testing necessary ?

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

How accurate are the results ?

All tests used by Dekon are:

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

How do we apply the tests ?

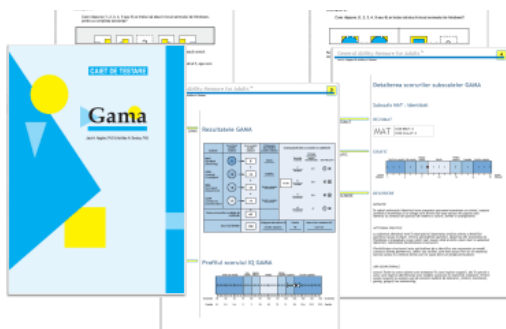
- all tests (except the IQ test) can be sustained on-line
- the IQ test can be completed only under the supervision of the Dekon consultant, by paper and pencil
- the duration of the tests is variable

What do we obtain after testing ?

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

For what are we using the psychological testing?

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



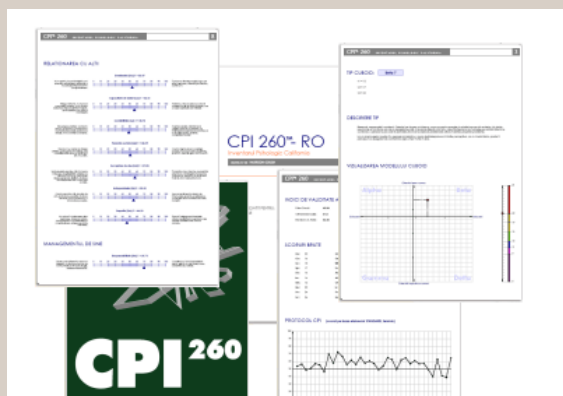
Areas of Psychological Assessment:

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

Recruitment and Selection

Why using Dekon for recruiting and selection projects?

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



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

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



Dekon

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