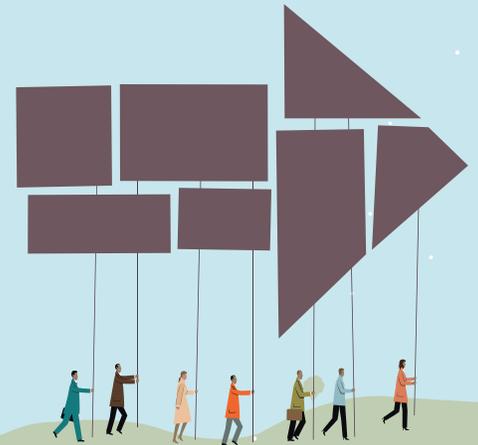


## DANIELS CONSULTING GROUP

# INVESTING IN SOFT SKILLS DEVELOPMENT FOR LEADERS YIELDS HARD BOTTOM-LINE RESULTS.



As organizational psychologists, the programs we design and deliver are research based—but practical. As management consultants, we understand the very real challenges leaders face, and we draw upon knowledge of our clients' companies, cultures and strategic objectives to bring relevant scenarios into each customized session. Teaching within the context of our clients' organizations enables participants to walk away with valuable learning and techniques they can apply immediately.

### Leadership Soft Skills Development Programs:

- Culture of Accountability
- Trusted Advisor
- Conflict Resolution
- Facilitation Skills
- Relationship Building
- Active Listening
- Building Trust
- Articulating Strategic Value
- Coaching and Feedback
- Collaboration
- Emotional Intelligence
- Time Management and Prioritization
- Communication
  - Written
  - Verbal
  - Executive
  - Inspirational
  - Presentation Skills

We expect leaders to be engaged and to take risks in order to learn. Sessions are carefully structured to incorporate reading, video, partner practice and group discussion. We work to build a safe forum where dialogue and debate are encouraged. Short pre-work and "homework" assignments also help to maximize instruction time as well as deepen understanding.

Today's global marketplace is complex, unpredictable and ever evolving. Change is occurring more drastically and at a faster pace than in recent history, and according to research from the World Economic Forum, 35 percent of skills required for workplace success today will be different by 2020.

Unfortunately, most leaders are not developing fast enough or in the right ways to be effective in this new environment. Technical aptitude and business savvy are no longer enough to meet the demands of the role, and top-performing organizations are quickly recognizing the need to develop a strong pipeline of up-and-comers capable of leading people to deliver business results amidst change and uncertainty.

**To face the challenges of the coming decades head-on, leaders must become more adept at collaborating, driving accountability, inspiring employee commitment and moving organizations forward.**

There is nothing "soft" about the skills needed to connect well enough with employees to lead them effectively through both periods of stability and transformation. Soft skills—such as listening, coaching, influencing, problem solving and communicating effectively—are proving to be as important, if not more important, than technical competence as managers advance through the ranks. What's more, "The Hard Science Behind Soft Skills" (*Chief Learning Officer* magazine) cites research by Development Dimensions International revealing an average return on investment of \$4,000 for every \$1,100 spent developing soft skills.

The good news is that soft skills can be taught and cultivated in leaders. Our team partners with companies to identify soft skills gaps and build the capabilities required to achieve the highest levels of individual and team performance. We develop customized learning programs to improve leaders' ability to lead change within their organizations, focusing on building relationships and trust, managing conflict, improving communication, motivating performance and more.

## **INDIVIDUALIZED COACHING FURTHER AWAKENS LEADERS TO THEIR CURRENT IMPACT AND FUTURE POTENTIAL.**

Offered as an extension of our broader soft skills development programs, individualized coaching prepares high-potential leaders to expand their influence and inspire higher performance in others. We help our clients define the behaviors and capabilities required for advancement, aligning personal development objectives with the needs of the business. We then equip leaders to model new behaviors and hold them accountable for development through ongoing assessment, dialogue and action planning.

### **Individualized Leadership Coaching**

#### **Leading Change:**

Stakeholder Management

Overcoming Resistance

Motivating Behavior Change

Inspiring Performance

Measurement and Adoption

#### **Leadership Effectiveness:**

Authentic Leadership

Leadership Branding

Growth Mindset

Building Effective Teams

### **About Daniels Consulting Group**

Daniels Consulting Group (DCG) is a Chicago-based boutique management consultancy deeply committed to helping leaders lead change. We collaborate with companies of all sizes, partnering with leaders across industries to manage large-scale transformation initiatives driven by changes in strategy, product, technology, structure and process.

Our specialized training and experience enable us to help our clients align and engage employees, create emotional connections, and achieve new levels of clarity and performance.

**We know how to bridge the gap between where an organization is today and where it needs to be, equipping leaders and their teams with the knowledge and tools to behave in new and different ways critical to business success.**

