



United States

595 Kowetta Trail
College Park, GA 30349
O: 678.856.5224

Caribbean

1230 Providence Dr
Montego Bay, Jamaica
O: 876.546.5020

**Providing professional development services
that make YOU...**

**Daniels
Communications
Group**

...stand **OUT from the crowd**

“Empowering the
Global Workforce
to achieve
EXCELLENCE!”

CAPABILITY STATEMENT



Daniels Communications

1230 Providence Dr
Ironshore
PO Box #1 White Sands
Montego Bay, Jamaica

O: 876.546.5020

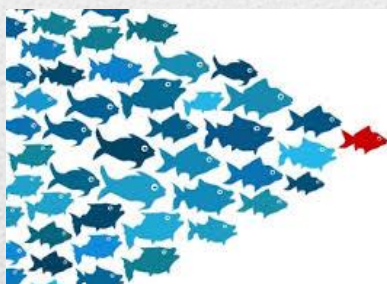
O: 678.856.5224 (US)

Depth of experience...creative and engaging corporate trainers...highly-skilled management consultants is how people describe Daniels Communications .

Our firm takes an innovative approach to managing your professional development needs to ensure that we embrace your total training vision. We know that individuals and organizations need knowledge and skills to remain competitive. Our role is to provide your organization with knowledge and expertise that will advance performance. We accomplish this goal by providing cutting-edge training in an immersive environment that challenges participants to think deeply, work collaboratively and perform better.

We are Leadership Development experts equipped to provide customized training that can be delivered internally, virtually or offsite for large and small, to medium-size companies, public and private sector organizations.

To sustain a competitive advantage, organizations realize the need to have a highly-skilled, engaged workforce that can adapt to the change demands of customers and pull of the global business environment. We are fortunate to



work with outstanding organizations who invest their people, some include:

- ◇ Caribbean Producers Jamaica (CPJ)
- ◇ International Greetings
- ◇ Total (petroleum products)
- ◇ Montego Bay Cooperative Credit Union
- ◇ United States Army
- ◇ Vistaprint

Daniels Communications provides technical and soft skills training leveraging the skills of our team of globally-trained professionals. Our team collectively possesses over 50 years of experience in HR and Learning and Development; hails from Canada, the United Kingdom as well as the United States; and all proudly have Caribbean roots.

Our experience in both government and private sector affords us the opportunity to share knowledge gained from areas that include LEAN manufacturing, call center operations, financial services, hospitality, and entrepreneurship.

“Empowering the
Global Workforce
to achieve
EXCELLENCE!”



CAPABILITY STATEMENT



Daniels Communications

1230 Providence Dr
Ironshore

PO Box #1 White Sands
Montego Bay, Jamaica

O: 876.546.5020

O: 678.856.5224 (US)

“Empowering the
Global Workforce
to achieve
EXCELLENCE!”



We operate our company with the belief that there are no such things as problems. Instead, there are situations that present new challenges and new opportunities that test a business or organization’s workplace talent and service promise – positioning you to maximize performance.

Our role is to deliver real-time, applicable experiences that foster lifelong learning. Our process includes internal analysis, questionnaires, and key player integration to develop training curriculum.

Together, our team working to meet the needs of your organization yields a winning alliance.

The result: expert training that helps minimize risk, saves both money and valuable management time, that exceeds your expectations!

Company Services:

- Onsite Training and Off-Site Facilitation
- Virtual and Blended Learning
- Customized Training and Course Workbooks
- Webinars and Workshops
- Teambuilding Off-sites/Activities
- Executive Coaching
- Signature Leadership Retreat @ [Villa Dora Mae](#)
- Keynote Speaker Services

Our Professional Development Programs and Leadership Retreats employ unique practices that aide in development strategies and enhancement of vital business competencies. Our use of highly-energetic facilitation skills and performance-driven training tools will help:

- Transform thinking and improve individual and team performance
- Guide your team members to heighten their performance
- Explore creativity and outside-of- the-box thinking
- Tap into core strengths and emotional intelligence skills
- Improve organizational performance and effectiveness
- Encourage risk-taking, innovation and exploration
- Foster better decision-making, collaboration and leadership
- Enjoy, embrace and celebrate the learning process

“In any developing company training is essential. This is a privilege for me, so I have embraced this opportunity with my personal development in mind, which I know will benefit the company.”

-Devon Ferron.
Caribbean Producers
Jamaica



1230 Providence Dr
Ironshore

PO Box #1 White Sands
Montego Bay, Jamaica

O: 876.546.5020

O: 678.856.5224 (US)

o Structured Learning

- Instructor led training, hands-on application of course work, exercises, assessments and coaching.
- Participant problem assessment and solution identification.
- Participant work engagement, response and inquiry.
- Provide constructive feedback reinforce correct practices.

o Blended Learning Practice

- Combination of face-to-face, online and other learning practices
- Reason through the problems, formulate ideas, make decisions generation, facts review
- Disseminate and lead role play activities
- Monitor and review participant progress.
- Provide constructive feedback to participants.

o Independent Learning

- Participants practice independently at home or in class
- Provide delayed feedback
- Learning review and action plan development.

Our belief: We are your strategic business partner both in and out of the classroom.

Our mission: To become an integral part of your organization equipped to accurately access your needs and provide demonstrable results.

“Empowering the
Global Workforce
to achieve
EXCELLENCE!”



1230 Providence Dr
Ironshore
PO Box #1 White Sands
Montego Bay, Jamaica

O: 876.546.5020

O: 678.856.5224 (US)

Training Elements:

All components of training include:

- Course workbook design and dissemination
- Handouts and program synopsis
- Tracking participant attendance
- Grading participant assignments, tests and/or projects
- Evaluation and feedback from program participants
- Training Synopsis and Summary Reports
- Organizing equipment needs to include PowerPoint projector and screen, television and DVD players
- Transportation, lodging and meals, *when applicable*

Evaluation Areas (where applicable)

- 360° Training Impact Review
- ROI Feedback Reports
- Team and/or Individual Leadership Assessments
- MBTI Assessments
- Technical Skills Assessment s
- LCPI Instrument Evaluation
- Best Instruments Assessments
- Situational Analysis Assessment
- Some HRCI Certification courses available



“Empowering the
Global Workforce
to achieve
EXCELLENCE!”



**PROFESSIONAL DEVELOPMENT
PROGRAMS
Preview**

SUPERISOR PROGRAM SNAPSHOT

| MODULE TITLE | LEARNING SNAPSHOT | LEARNING COMPONENTS | COMPETENCIES |
|--|---|--|--|
| SUPERVISOR DEVELOPMENT COURSE OFFERINGS | | | |
| <p>Key Supervisor Responsibilities – as front line leaders serving as the lynchpin between team members and upper management, understanding this critical role, how to effectively manage people will lead to achieving organizational goals.</p> | <ul style="list-style-type: none"> • The Company and YOU • The Making of a Good Supervisor • Models of Good Leadership • Let’s Talk Challenges and Changes | <p>Role-play exercises Case studies Real-time scenarios</p> | <p>Accountability, Leadership, Human Resource Management, Emotional Intelligence</p> |
| <p>Effective Communication Strategies – cultivating skills for better individual and group communication to foster a homogenous workplace.</p> | <ul style="list-style-type: none"> • Creating Positive Relationships • The Skilled Communicator • Barriers to Communication • The Five Step Process | <p>Johari Windows Exercise Questionnaires Pre-Assignment</p> | <p>External Awareness, Interpersonal Skills, Human Resource Management</p> |
| <p>Efficient and Effective Time Management - is your most valuable asset. And, at the root of every business belief, Time is money. This training segment will address reducing disorganization and disruption to maximize your Time Management skills.</p> | <ul style="list-style-type: none"> • Key Principles for Effective Time Management • Methods for Managing Meetings • Principles and Best Practices to Manage Time • Knowing When and How to Delegate • Leveraging the Four D’s | <p>Productivity Awareness Assessment Individual Exercises Case Studies Post-Assignment Action Plan</p> | <p>Accountability, Human Resource Management, Professionalism</p> |
| <p>Building Productive Work Teams –Maximizing skills to cultivate Simpson Lumber team member talents while meeting and exceeding organizational goals.</p> | <ul style="list-style-type: none"> • Your Team Environment • Development Stages of Teams • Characteristics of Teams • How Does Your Team Communicate • Trust/Relationship Elements • Team Problem Solving • SWOT Analysis • Team Action Plans | <p>Exercises Group Project Progress Analysis Team Contract Development</p> | <p>Human Resource Management, Professional Engagement</p> |
| <p>Conflict Resolution Dealing with Difficult People - Getting Along in the Workplace Learning to manage different personality types while assessing personal characteristics that cause and diffuse conflict.</p> | <ul style="list-style-type: none"> • Relationship Factors • The Element of Change • Identifying, Dealing & Preventing Problems • The Root of Difficult Behavior • Open and Hidden Conflict • Five Stages of Conflict • Communicating through the Problem | <p>Best Instruments™ Negotiating Style Assessment Project Scenarios Pre-Assignment Self-test</p> | <p>Conflict Resolution External Awareness, Initiative, Leadership</p> |

| | | | |
|--|--|---|---|
| <p>Coaching for Performance Improvement— Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.</p> | <ul style="list-style-type: none"> • Defining Coaching • Skills Involved in Coaching • Building Coaching Skills • Strengthening Interpersonal Communication • Five Critical Coaching Skills • The Coaching Model • Avoiding Coaching Problems | <p>Exercises Group Project Role-Playing Assignment: Coaching Assessment</p> | <p>Accountability, Results Oriented, Leadership, Influence, Professionalism</p> |
|--|--|---|---|

TRAINING INCLUSIONS



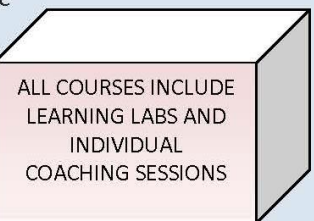
COURSE DELIVERABLES

What makes our training unique?

We are vested in providing **Results** and the **ROI**. Our training modules are researched based; and, delivered in a challenging, and highly engaging learning environment by professionals with extensive experience in the Learning and Development and Human Resource Management industry. Our clients see **Results** through the culture shift that is effected by participants' **behavior changes**; impactful opportunities to exercise new skills and techniques in focused **Learning Labs**; and, supervisor participation in one-on-one **Coaching** sessions. The **ROI** is demonstrated through these efforts as well as many others allow us to define and determine in partnership with you the most appropriate solution.

Our Delivery Model

- ◇ Achieve a clarity of the business context to enable laser focus on how we can add value
- ◇ Consult with client to define measurable learning outcomes that aligned to the business objectives
- ◇ Right size the appropriate evaluation strategy
- ◇ Provide a report that details:
 - Business context
 - Organization's learning objectives
 - Activities and behaviors observed by facilitator that may impact performance and/or overall business goals
 - Participants' feedback evaluation results
 - Identify potential performance risks and propose future learning strategies



Managers have the unique opportunity to be the engine that helps to drive transformation in the workplace. High-performing managers are purposeful in their acts to access needs, craft solutions and drive change that propels the company's vision. This training aims to elevate skills that allow you to adapt your style to handle various situations, take difficult people and challenging situations to create value, solve problems and increase performance.

How to Be an Effective Manager

The Power of a Learning Organization
Systems Thinking to Drive Results
Leveraging Covey's 7 Habits

Personal Work Styles - MBTIs

Identify Behavior Preferences
Preference Styles, Strengths and Growth Opportunities
Emotional Intelligence in the Workplace
Learning to Work Together Constructively

personal profiles

Communication, Coaching and Conflict

The Employee Commitment Curve
Coaching Model for Employee Development
Managing Conflict and Difficult Situations
Motivate Employees to Support Strategic Vision

Understanding Organizational Culture

Define Your Unique Organizational Culture
Explore Team Members Assumptions that Impact Behavior and Performance
Learn to Build on Strengths to Drive Performance

Emotional Intelligence

Understanding Emotional Intelligence
IQ vs EQ – Where You Stand
Develop Strategy to Elevate Your EQ

Critical Thinking & Problem solving Techniques

Understand the Root of Difficult Behavior
Learn to Identify and Deal with Problems
Methods to Prevent Problems
Growing and Preserving Relationships

Managing Change

Who Moved My Cheese Application
Understanding the Pace of Change
The Pyramid Response to Change
The Four-Room Apartment

Training Components

- ROI through ITC Initiatives
- Scenario-based Role-play
- Case studies
- Application Exercise
- Group Project
- Focused SME sessions



1230 Providence Dr
Ironsore
PO Box #1 White Sands
Montego Bay, Jamaica

O: 876.546.5020

O: 678.856.5224 (US)

“Empowering the
Global Workforce
to achieve
EXCELLENCE!”



Design, develop and implement I leadership development training for supervisors and managers from all departments throughout the

organization. Program included individual and team projects with participants required to deliver presentations before senior and executive staff members that established new policies, procedures and identified cost saving opportunities for the organization.

Synopsis: This course provides training on how to strengthen leadership skills in order to reach peak performance while identifying, adopting and implementing new techniques that will position employees for improving the quality of service to internal and external customers. These skills included teambuilding, conflict resolution, leadership competency and situational analysis, time management, planning and forecasting, project management, employee reviews and mentoring.

**Service: Supervisor Development Training Program
Manager Development Training Program**



Coaching for Improved Performance

Training focused on the principal building blocks of helping teams manage change, improve internal and external customer service that is rooted in driving better performance in team members. Curriculum designed around corporate strategy that spurs the organization’s success – building strong teams! Managers were challenged to create a more dynamic and energized workplace; participate in MBTI assessments and to identify areas for further development.

Synopsis: Participants learned several techniques on how to motivate people while identifying the five basic human needs for achieving satisfaction within the workplace and defining methods for managing, evaluating and rewarding team member behavior. Participants also learned conflict resolution methods, effective teambuilding techniques and strengthened EQ skills

Service: Management Intensive Coaching, Teambuilding Course

Vistaprint Jamaica

Engaged team of over 80 supervisors and managers in a Teambuilding Offsite program that challenged leaders to demonstrate company core values through a series of team challenges focused on innovation, risk-taking, communication and other critical leadership skills. Program Exercised through a Build-a-Bike activity that allowed leaders to donate the items to area children.

Service: Teambuilding Leadership Effectiveness Training





1230 Providence Dr
Ironshore
PO Box #1 White Sands
Montego Bay, Jamaica

O: 876.546.5020

O: 678.856.5224 (US)

“Empowering the
Global Workforce
to achieve
EXCELLENCE!”



US Army/ Fort Stewart /HAAF

Design, implement and evaluate
Mid- Level Leadership training

program for GS5- GS11 service employees
transitioning into leadership positions as well as
individuals currently holding supervisory positions.

Program began in 2008, continuing through 2010. Acknowledged for outstanding
performance, deliverables and graduates receiving advancement and promotions.

Synopsis: This course provides training on how to strengthen leadership skills in
order to reach peak performance while identifying, adopting and implementing
new techniques that will position employees for improving the quality of service to
internal and external customers. These skills included teambuilding, conflict
resolution, leadership competency and situational analysis, time management,
planning and forecasting, project management, employee reviews and mentoring.

**More than 30 percent of the program participants have been promoted to
leadership positions. Mid-Level Leadership Course length: 168 hours**



Facilitated Team Supervisor program prepares employees
limited little or no experience in the workforce for entry into
management or supervisory roles a variety of businesses and industries.

Synopsis: students were trained on the principles and techniques of sound
leadership practices. Topics include effective leadership styles, leadership
history, leadership models, and the relationship of between power and
leadership, team leadership, and the role of leadership in effecting change.

Team Supervisor Course length: 30 hours



Design and development of multi-year Leadership
Development Programs for Lumber Mill facilities employees and leaders. Courses
included participants identified as :

- Emerging Leaders
- Managers
- Supervisors
- Advanced Leadership Team

Designed, developed and managed a team of trainers to facilitate year-long
program for organization team members, leaders and executives located in
Georgia, North Carolina and South Carolina.

Synopsis: Created a program to identify emerging leaders for the various
Lumber Mill facilities and sales office in southeast region. Program focused
courses ranging from an introduction to leadership to advance programs
designed around change Management, strategic collaboration, problem
solving, and succession planning

Leadership Program length: 12 months

TESTIMONIALS



What Our Clients Say



“Excellent delivery, excellent training and facilitator. I learnt a lot, had loads of fun and looking forward to the other courses.

- **Sheldon Davis, IT Manager, Caribbean Producers Jamaica**

“They were able to deliver a highly customized, professional learning experience for our staff that just isn’t available through general seminars. Businesses and governmental agencies considering such a program would be well-served by the knowledge of Ms. Daniels and her staff. “

- **Noralee R. Deason, Information Systems Coordinator, Effingham County Board of Education**



“The training was really good and will help our employees work better with each other.”

- **Andrea Gayle, HR Manager, Montego Cooperative Credit Union**

"You did an excellent job! Thanks again for your program. It is obvious you have done this for a while. The feedback was very positive and greatly appreciated." – **Wilber Allen, HR Manager, Oneida**



One of the "brightest thinkers in the world on topics of urgent concern to African Americans."

– **Congressional Black Caucus Foundation**

“The Art of Providing Quality Customer Service Training session provided the staff with hands-on, practical information and techniques they may use in their daily contacts with customer. The session was tailored to the types of customer encounters the staff experience daily and this made the training very relevant and applicable.”

- **Verlene Lampley, VP, Student Success, Savannah Technical College**

“I highly recommend this instructor for future training in the Human Resource Field.”

- **Jim Nicksch, Deputy Director, Department of Logistics, Fort Stewart/Hunter Army Airfield**



1230 Providence Dr
Ironshore
PO Box #1 White Sands
Montego Bay, Jamaica

O: 876.546.5020

O: 678.856.5224 (US)

“Empowering the
Global Workforce
to achieve
EXCELLENCE!”

REFERENCES



Daniels Communications

1230 Providence Dr
Ironshore
PO Box #1 White Sands
Montego Bay, Jamaica

O: 876.546.5020

O: 678.856.5224 (US)

“Empowering the
Global Workforce
to achieve
EXCELLENCE!”

Caribbean Producers Jamaica

Debbie Clarke – Human Resources Manager

dclarke@cpj.com

Couples Resorts

Floyd Burchell - Human Resources Director

floyd@couples.com

MegaMart

Nariman Bharusha, CEO

Nariman.bharusha@gmail.com

Total Jamaica

Annieka Spencer, Fuel Management Manager

Annieka.spencer@totaljamaica.com.jm

Vistaprint Jamaica

Junnell Sadler – Human Resources Manager

sgodfrey@vistaprint.com

The University of the West Indies

Dr. Luz Longsworth – Principal and Pro Vice-Chancellor

luz.longsworth@gmail.com

Citi Trends

Mark Brown – Director Human Resources

mbrown@ctitrends.com

Montego Cooperative Credit Union

Andrea Gayle – Human Resources Manager

Andrea.Gayle@montegocreditunion.com

Address

1400 M Street, NE
1000h 8000
Washington, DC 20002

Contact

Jewel Daniels, CEO [LinkedIn Profile](#)

Office

678.856.5224

Email

jewel@dcleadershiptraining.com

Website

www.dcleadershiptraining.com