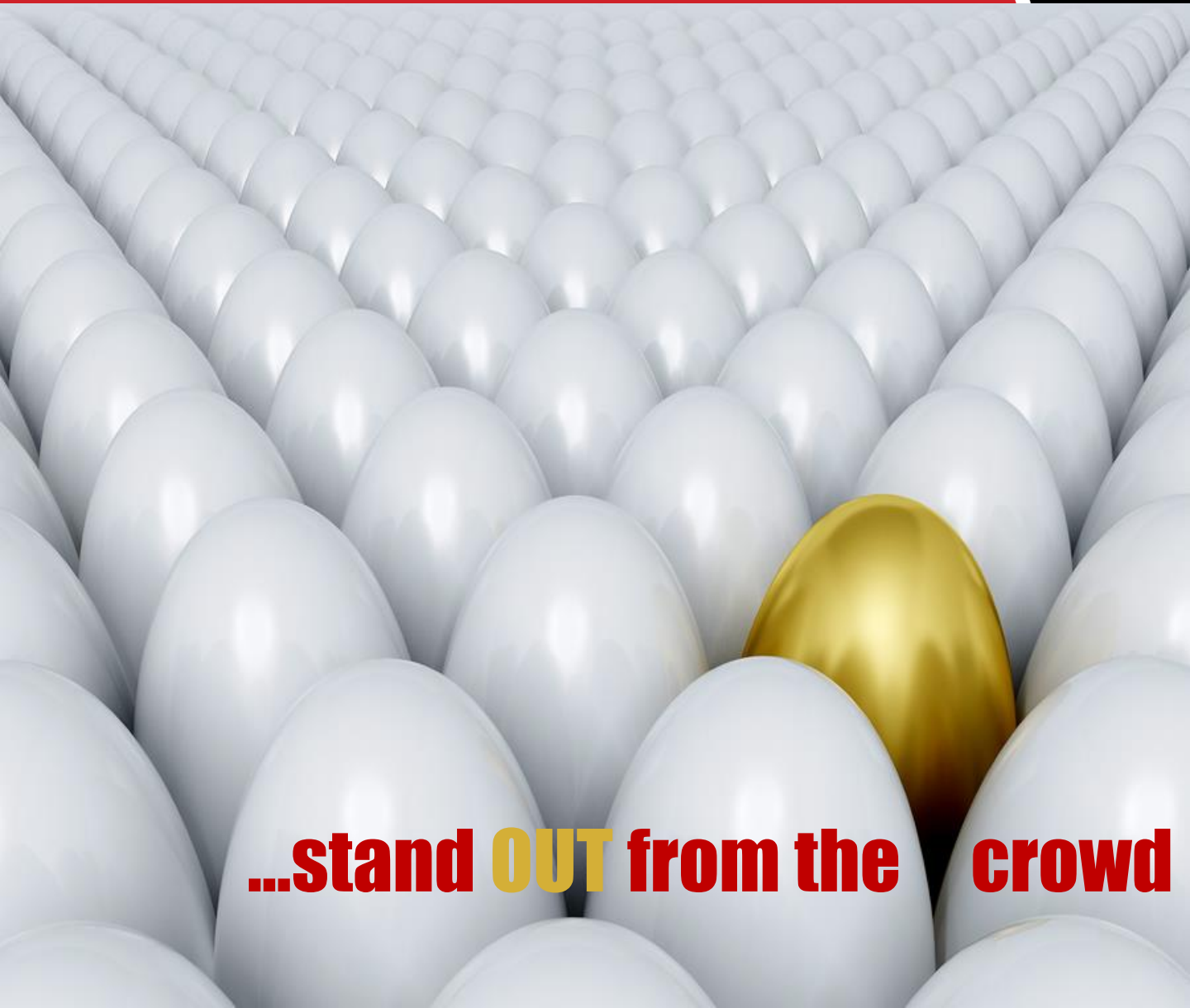




Daniels Communications



...stand OUT from the crowd

Executive Summary

DANIELS COMMUNICATIONS is an innovative global human resources and professional development company with expertise in how to Attract, Develop and Retain the right people for your organization. We possess a proven track record in business consultancy and of transformational leadership that serves clients in the Africa, Asia, the Caribbean, Europe and United States. Our company offers **human resources services, leadership training, executive coaching, ex-patriate transition coaching and intercultural communications training.**

Our Company possesses significant competitive advantages to clients operating in a VUCA business climate where building a strong corporate culture, attracts the right people, who can be developed into transformational leaders. Our key strengths are:

- Over 50 years of collective experience in learning and development and human resource management;
- Certifications in psychometric testing and assessments like Predictive Index (Pi) and MBTI
- Superior track record in delivering HR Support and Consultancy Services;
- Employee Relations Coaching and Retention support;
- Proficient Instructional Design and Delivery Techniques;
- Signature Leadership Development Programs and Learning Labs;
- History of innovative Problem-solving and Solution generation.

We have extensive experience in understanding and translating business performance gaps into employee development strategies. This is complemented by developing programs and initiatives that improve organizational effectiveness and employee engagement.

We are experts who know how to Attract Talent, Engage Employees, Empower Leaders and Excel Performance!

Company Background

Who We Are

Daniels Communications is a Talent Development and Human Resources service provider. Our Company was founded by Jewel Daniels Radford in 2014 as the Caribbean arm of the U.S.-based Daniels Communications Group operated in Georgia for over 20 years. Created to fill the need for professional development training. Our Company is disrupting the learning space and talent recruitment practices through innovative and strategic business solutions. Headquartered in Montego Bay, Jamaica, we are a value-driven service and solution provider with expertise in end-to-end consulting, market proficiency with a deep understanding of industry emerging/current/legacy practices. Most importantly, we have a passion for delivering on solutions that optimize our clients' investment in their employees.

What We Believe

We operate by the belief that there are no such things as problems. Instead, there are situations that present challenges where new opportunities can be explored to expand vision, optimize performance and strengthen service.

What We Do

Our company employs unique practices that identifies strong talent, develops people and enhances vital business competencies. We use comprehensive internal analysis, questionnaires, assessments, interviews bridged with key stakeholder integration to develop Professional Development and HR solutions.

Daniels Communications takes a global approach to meeting the needs of our clients gaining status as a SHRM CP and SHRM SCP Recertification Provider meeting the needs of global development for HR professionals. Additionally, our focus on local skills development is met through certification of CEUs by the Montego Bay Community College of for our leadership, entrepreneurship and business learning offerings for local professionals .



Practice Areas:

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

CAPABILITY STATEMENT



UNITED STATES

400 Peachtree St, NW
Atlanta, GA 30308
O: 678.856.5224 (US)

JAMAICA

1230 Providence Dr
Montego Bay, Jamaica
O: 876.546.5020

“Empowering the
Global Workforce
to achieve
EXCELLENCE!”



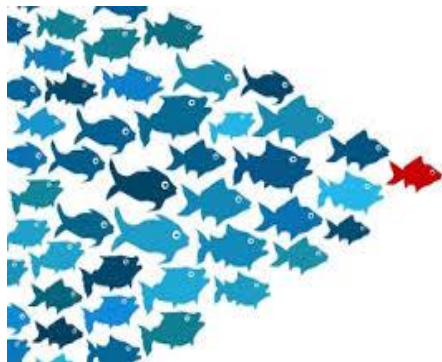
Depth of experience...creative and engaging professionals

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.

PRACTICE AREAS

- Leadership Development
- Executive Coaching
- Inter/Cross cultural Communications
- Ex-Pat Transitioning
- Blended Learning
- Mobile Learning
- In-Person and E-learning
- Teambuilding
- Strategic Hiring
- Job Targeting
- Collaborative JD Development
- Behavioral Assessments
- Cognitive Assessments
- Recruitment Strategy
- Talent Optimization

To sustain a competitive advantage, we understand that organizations need a highly-skilled and engaged workforce ready to adapt to the changing demands presented by an ever-changing global economy. Our role is to help your organization move the needle of success and we continue to do just that for many clients that include:



- ◇ Caribbean Producers Jamaica (CPJ)
- ◇ International Greetings
- ◇ Carimed
- ◇ CitTrends
- ◇ Couples Resorts
- ◇ IKEA
- ◇ Key Logistics Solutions
- ◇ Megamart
- ◇ Total (petroleum products)
- ◇ Savannah Technical College
- ◇ Simpson Lumber
- ◇ United States Army
- ◇ Vistaprint

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

Collaboratively, our team works with your key stakeholders to meet the needs of your organization.

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

The Training Lens:

- ☐ Customized Training
- ☐ Onsite Training Delivery
- ☐ Off-Site Program Facilitation
- ☐ Blended Learning Approach
- ☐ Course Workbooks
- ☐ Webinars and Workshops
- ☐ Signature Leadership Retreat @ [Villa Dora Mae](#)

“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

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



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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.

We are your strategic business partner both in and outside of the classroom.

OUR MISSION:

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



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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 t
- 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





PROFESSIONAL DEVELOPMENT PROGRAMS Preview

We don't just train, we develop leaders

MODULE TITLE	LEARNING SNAPSHOT	LEARNING COMPONENTS	COMPETENCIES
SUPERVISOR DEVELOPMENT COURSE OFFERINGS			
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.	<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 	Role-play exercises Case studies Real-time scenarios	Accountability, Leadership, Human Resource Management, Emotional Intelligence
Effective Communication Strategies – cultivating skills for better individual and group communication to foster a homogenous workplace.	<ul style="list-style-type: none"> • Creating Positive Relationships • The Skilled Communicator • Barriers to Communication • The Five Step Process 	Johari Windows Exercise Questionnaires Pre-Assignment	External Awareness, Interpersonal Skills, Human Resource Management
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.	<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 	Productivity Awareness Assessment Individual Exercises Case Studies Post-Assignment Action Plan	Accountability, Human Resource Management, Professionalism
Building Productive Work Teams –Maximizing skills to cultivate Simpson Lumber team member talents while meeting and exceeding organizational goals.	<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 	Exercises Group Project Progress Analysis Team Contract Development	Human Resource Management, Professional Engagement
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.	<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 	Best Instruments™ Negotiating Style Assessment Project Scenarios Pre-Assignment Self-test	Conflict Resolution External Awareness, Initiative, Leadership

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.	<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 	Exercises Group Project Role-Playing Assignment: Coaching Assessment	Accountability, Results Oriented, Leadership, Influence, Professionalism
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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

ALL COURSES INCLUDE
LEARNING LABS AND
INDIVIDUAL
COACHING SESSIONS



Design, develop and implement 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





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



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 Niksch, Deputy Director, Department of Logistics, Fort Stewart/Hunter Army Airfield**



**Caribbean Producers Jamaica**

Debbie Clarke– Human Resources Manager

dclarke@cpj.com

Couples Resorts

Floyd Burchell - Human Resources Director

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MegaMart

Nariman Bharusha, CEO

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Total Jamaica

Annieka Spencer, Fuel Management Manager

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Vistaprint Jamaica

Junnell Sadler – Human Resources Manager

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The University of the West Indies

Dr. Luz Longworth – Principal and Pro Vice-Chancellor

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Citi Trends

Mark Brown – Director Human Resources

mbrown@ctitrends.com

Montego Cooperative Credit Union

Andrea Gayle – Human Resources Manager

Andrea.Gayle@montegocreditunion.com

Thank You

Daniels Communications is committed to excellence. We believe in delivering a strong return on your investment that shows up in:

- Enhanced Corporate Culture
- Improved Recruitment and Retention Strategies
- Supportive employee transitioning relationships
- Employee transformational thinking and participation
- Improved organizational effectiveness
- Defined opportunities for growth and development
- Stronger individual and team performance
- More creative and outside-of-the-box thinking
- Exposure to team member core strengths and emotional intelligence skills
- Foster better decision-making, collaboration and leadership
- Enjoy, embrace and celebrate organizational success

Let's begin the journey...