

PDS TESTIMONIALS



From a Supervisor (of a number of PDS participants)

I can say without a doubt that the Leadership training that Resource International provided to my staff has helped them continuously develop their personal careers. The talk around the office is how excited they are to learn new “tools” and that they are so grateful that I chose to put them into this program.

Personally, I have seen an improvement in 3 of the individuals directly with their work ethic and how they have handled situations in their day to day jobs due to what they have learned in the program. In addition, the PDS program has helped one of the members get promoted within our organization! It was identified early on what tools she needed to become a manager within her department. She stepped up, took advantage of this learning, implemented into her work and when the opportunity presented itself, she was ready for the next step in her career.

Not only has the program worked out great, but I also believe that the teaching style that Rob and Stephen present has helped these participants. Theirs is not your typical stand up and lecture the room. The interaction in the program has encouraged more involvement among the team members and has also helped them keep each other accountable.

Finally, the follow up by Stephen with the managers has been great. This has helped us keep on track with the learnings each month and hold each one of the participants accountable as well so that they implement the information received into their daily work.

I can't speak highly enough about this program. I only wish we would have put it together earlier! I look forward to continuing on with this program and finding additional topics for this group and other members to learn!

Chris Brackin, VP Sales
American Omni Trading
Tel. 281-600-TIRE
cbrackin@american-omni.com

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From 2 Participants

#1 3 insights I gained as a result of the PDS trainings that critical to my success are:

First, understanding more specifically how my personality differs from others' personalities has helped me notice how my previous interactions may have seemed aggressive and overbearing to some. Though I was simply trying to "move things along" my approach was less helpful to others; and by extension, I was less helpful to the group and to my own goals of completing the project at-hand.

Second, I realized more clearly why I was given certain tasks. Originally my thoughts were, "Why am I getting this, my boss could do this in a second..". As it turns out, more likely than not, he wanted to see what my thoughts on the situation were – even though he already had an answer in his mind. He was giving me an opportunity to "parallel learn" in a sense, which I appreciated. But I appreciate much more now even though I know it does take more time from his perspective.

Finally, although I am not yet a manager, understanding what managers need to do in order to move forward with "more important" things is valuable. It gives me knowledge and perspective I didn't have before and allows me to assert myself (in specific situations) and even ask for more responsibilities. This gives my manager the go-ahead that I am willing (he can decide how "able" I am) and leads to more time for him to think about more strategic ideas.

In short, there are three areas in life: 1) the things you know, 2) the things you know you don't know and 3) the things you don't even know you don't know. This course is making the last area much smaller for me, which is a good thing.

Josh Gentle, Pricing Analyst, jgentle@american-omni.com

#2 The benefits of participating in the Professional Development series not only allowed me to grow within my role as a leader, but has given me the preparation for a recent promotion from Customer Service Supervisor to the Manager position. The PDS trainings were that one piece of the puzzle that I needed in order to more successfully lead my team. I have taken on my new position feeling well prepared with the PDS tools and knowledge that I didn't have years ago. My favorite part about the PDS series is that you don't walk in there for a lecture, you walk in there and PARTICIPATE. This is a whole new level of learning experience in which table groups are always engaged. We walk away with the tools and confidence to strengthen our career paths.

Maria Alvarez, Customer Service Manager, malvarez@american-omni.com