



## Comments From Clients

*"Even though we attended the course almost five months ago, the effects are still being felt and talked about. I want to commend you for the tremendous program you offer."*

**Chuck Henderson, A.A.E.**  
Columbia Metropolitan Airport

*"The response from our 170 supervisory and professional employees was tremendously positive. Your exercises in communication, service delivery, planning and continuous improvement truly addressed vital issues facing airports today. I would strongly encourage other airports to take advantage of the quality programs you offer."*

**John Solomon, A.A.E.**  
Phoenix Sky Harbor Int'l Airport

*"Please give this course to all of our employees! The instructor was very enthusiastic, entertaining and informative. The flow was great"*

**Customer Service Workshop Participant**  
McCarran Int'l Airport

American Association of Airport Executives  
Hartsfield Atlanta International Airport  
Phoenix Sky Harbor International Airport  
McCarran International Airport  
Pittsburgh International Airport  
SAMA/SEC-AAAE  
SWAAAAE  
San Jose International Airport  
Columbia Metropolitan Airport  
Missoula International Airport  
Airport Minority Advisory Council  
Association of American Indian Physicians  
Crisp Hughes Evans, LLP  
U.S. Fish & Wildlife Service  
U.S. Indian Health Service  
AmeriCorps - Project First  
Dagger Canoe and Kayak Company  
Harrah's Cherokee Casino  
Western Carolina University

# Interactive Dynamic Solutions Inc.

**Creating Success Cultures  
Through  
Organizational Development**



*Customized Staff Training Programs*

*Professional Development*

*Interpersonal Effectiveness*

*Team Performance*

*Organizational Communication*



**interactive dynamics**

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## Interactive Dynamic Solutions, Inc.

IDS is an organizational development firm providing training and consultation services to businesses, organizations and airports. IDS offers innovative solutions enabling companies to operate with greater effectiveness and focused goals. Our interactive development programs help employees work together to reach increased performance. We work with you to develop practical, cost-effective solutions, resulting in enhanced productivity.



## Programs

IDS provides customized human resource training and organizational development services focusing on professional interaction, leadership, teams, communication, diversity, planning and supervisory skills.

- Customized Staff Training
- Professional Development
- Management Workshops
- Organizational Consultation
- Conference Presentations
- Staff Retreats
- Meeting Facilitation

## Mission

To create success cultures in business and organizations through innovative, energetic and engaging training and professional development programs that transfer skills to the workplace.



## Staff Development

Using participant-centered, active learning techniques such as business simulations and group problem solving initiatives, as well as traditional instructional presentations, we address the issues that are vital to professional growth and career advancement.

Leadership & Management Development  
Valuing Diversity & Diversity Awareness  
Customer Service  
Strategic Goal Setting  
Understanding Work Styles  
Creative Problem Solving

## Organizational Team Building

Whether your organization is an international corporation, a local or regional business, or a governmental authority, the presence of high performing teams and reliable teamwork determines your success. IDS team development programs:

- Help reduce interpersonal conflict
- Increase trust and acceptance of others
- Improve group problem solving skills
- Establish appropriate expectations & behaviors



## Adventure Learning

Whether on our challenge/ropes course in the Smoky Mountains of North Carolina, or at a location near you, IDS adventure learning programs are engaging, exciting and fun. Experiential education serves as a powerful tool for many forms of professional growth, development and communication skill building.



- Stronger Teams
- New Perspectives
- Reenergized Attitudes
- Better Working Relationships
- Increased Communication & Confidence

## Customized Training Designs

Our expertise is the assessment, design and delivery of custom learning programs. All IDS services are created around individual client needs. We work with you to develop a session, class, workshop or event that is aligned with your organizational goals, purpose and unique human resources.



## DiSC Personal Profile System

The DiSC management tool helps you better understand self and others. Explore work styles, identify resources and behaviors that maximize performance & productivity, and learn to understand and appreciate coworkers. **\*\*\*Practical • Understandable • Applicable\*\*\***

(See [www.TeamIDS.com](http://www.TeamIDS.com) for programs and details)

IDS is an active member of the American Association of Airport Executives, a founding member of the AAAE Training Committee, and serves on the AAAE on-site training faculty.

