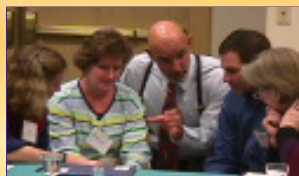


## Customer Service

- Workshops
- Presentations
- Retreats
- Organizational Assessments
- Consultation
- Special Events

## Team & Leadership Development

- One-Day Workshops
- Multi-Day Retreats
- Group Problem Solving
- Goal Setting
- Communication
- DiSC Personal Profiles



## Presentation Skills

Public speaking, AV use, group management, creativity, confidence building



## Video Production

Script writing, talent & crew direction/recruitment, editing



## Special Events

Need fun, energy & something fresh?



## Custom Programs

Whatever it is: we will work with you, design & deliver it!



# Interactive Dynamics

Professional Development

- Training
- Presentations
- Consulting
- Special Events
- Video Production
- Custom Design



Client List

→ Denotes an aviation client

- Airport Minority Advisory Council
- American Association of Airport Executives AmeriCorps
- Asheville Regional Airport
- Association of American Indian Physicians
- Baltimore/Washington International Airport
- Bell South
- Charlottesville-Albemarle Airport
- Columbia Metropolitan Airport
- Crisp Hughes Evans Accounting
- Dagger Canoe & Kayak
- Davies Ward & Beck Attorneys At Law
- Denver International Airport
- Dulles International Airport
- Eugene Airport
- First Union
- Fort Wayne International Airport
- G.E. Capital & G.E. Medical
- GTE Wireless
- Greensboro Piedmont Triad International Airport
- Greenville-Spartanburg International Airport
- Gulfport-Biloxi International Airport
- Harrah's Entertainment/Cherokee Casino
- Hartsfield-Jackson Atlanta International Airport
- Haywood Regional Medical Center
- Houston Airport System
- Knoxville McGee Tyson Airport
- Las Vegas McCarran International Airport
- MCI Call Center
- Minneapolis-St. Paul International Airport
- Missoula International Airport
- Morristown Municipal Airport
- Montgomery Watson Engineering
- Nashville International Airport
- Newport News/Williamsburg International Airport
- Norfolk International Airport
- Northwest Arkansas Regional Airport
- NOVA Information Systems
- Philip Morris
- Pensacola Gulf Coast Regional Airport
- Phoenix Sky Harbor International Airport
- Pittsburgh International Airport
- Port Authority of NY & NJ (Airports)
- Port Columbus International Airport
- Reagan Washington National Airport
- Richmond International Airport
- Richmond Metropolitan Authority
- Roanoke-Blacksburg Regional Airport
- Salt Lake City International Airport
- San Antonio International Airport
- San Diego International Airport
- San Francisco International Airport
- San Jose International Airport
- Sarasota Bradenton International Airport
- Savannah-Hilton Head International Airport
- Shaw Flooring Industries Group, Inc.
- South Bend Regional Airport
- Southeast Chapter AAAE
- Southwest Chapter AAAE
- Teterboro Airport
- Tri-Cities Regional Airport
- U.S. Department of Interior
- U.S. Environmental Protection Agency
- U.S. Indian Health Service
- U.S. Parachute Association
- Virginia Toll Facility Group
- Western Carolina University



interactive dynamics

Interactive Dynamic Solutions, Inc.  
Customized Training & Development

828.586.0770 → davidjeffrey@TeamIDS.com

Check out our website for videos, pictures, descriptions and more.

**TeamIDS.com**

## Interactive Dynamic Solutions, Inc.

IDS is an organizational development firm providing training and consultation services to businesses and organizations; with specialization in airports. IDS offers customized, engaging programs enabling organizations to operate with greater effectiveness and focused goals. Our interactive, customized sessions will help employees work together to reach increased performance. We work with you to develop practical, usable solutions, resulting in enhanced productivity and increased job satisfaction. *We focus on your unique goals and unique budgets.*



## Programs & Services

IDS provides customized human resource training and organizational development services focusing on professional interaction, customer service, leadership, teamwork, communication, valuing diversity, goal setting and management skills.

- Customized Employee Training
- Professional Development
- Staff Retreats
- Management Workshops
- Organizational Consultation
- One-on-one Coaching
- Conference Presentations
- Meeting Facilitation
- Video Production
- Special Events



**Delivering Since 1996!**

## Customer Service Enhancement

IDS has been designing and delivering customized programs centered on airport customer service for over a decade. Whether an airport-wide audience or a specific group such as public safety or taxi drivers, IDS will work with you to address the particulars of your operation and the vital issues in today's airport environment. Our aviation experience provides in-depth understanding of the airport community and industry relationships. From workshops to presentations, special events to assessments and videos, we can cover all of your customer service program needs.

Not just airports - we also deliver programs for businesses, associations and governmental organizations.

## Organizational Team Development

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 and leadership development programs:

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



IDS is an active member of the American Association of Airport Executives, a founding member of the AAAE Training Committee and has served on the AAAE on-site training faculty. IDS frequently speaks at AAAE national & regional conferences.



## Customized Program 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, needs, purpose and unique human resources. We've designed everything from 90-minute presentations to multi-day retreats to wilderness & beach team building programs. So, whatever you're thinking...*we can do it!*



## 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' strengths & differences.

*Practical • Understandable • Applicable*

## David Jeffrey, M.S.

President, Interactive Dynamics



Dave has over 25 years of experience, working in the area of employee training & development, and in the airport industry. Prior to founding IDS, he spent nine years in Washington, D.C. working for AAAE, a professional membership association for airport executives. His main focus was creating educational programs to assist management of all sized organizations across the country. His last position held there was Vice President, Environmental Affairs & Airport Projects. Dave has a Bachelor's Degree in psychology and sociology, continued education in organizational behavior and a Master's Degree in human resource development. He has been a certified SOLO Wilderness First Responder and an ACA certified Swiftwater Rescue instructor. Dave is also an expert whitewater kayaker, motorcycle enthusiast, black diamond snow skier and *struggling golfer!*

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