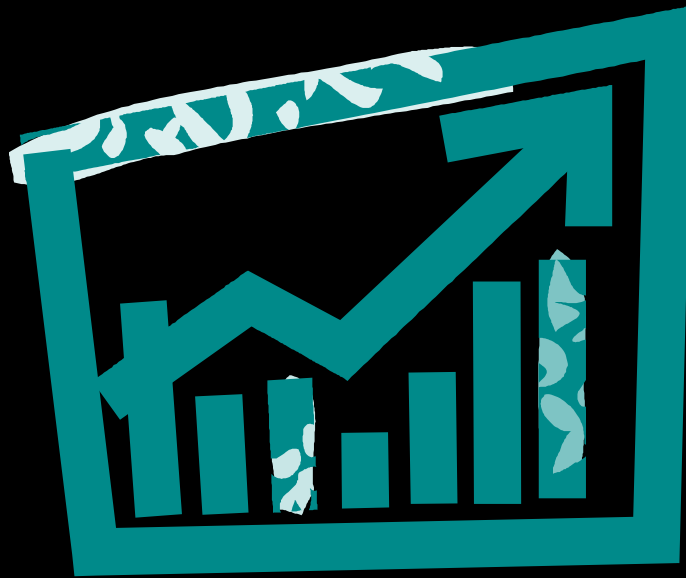




Developing People for Business Results



Accelerated Learning -
Much more than training



Imagine

that as a result of your training:

Employees are back at work quickly and apply the skills they've mastered effectively on the job. Students learn applicable knowledge in a short period of time and easily master tests because they have internalized and can apply the learning.

You have a culture of innovation based on employees' mindset, creative thinking, flexibility and continuous improvement on the job.

Students learn to think creatively and their critical thinking skills and higher level thinking skills improve

People leave with a learner's mindset and use every situation to learn and improve as they also teach and coach others back at work.

Employees are change agile and ready and both support and initiate needed change on their teams and in the organization as a whole.

Personal effectiveness and performance increases and people engage more effectively with one another on teams.

Employees are more able to manage stress, determine the appropriate response in challenging situations and support others to succeed.

Social competency and an intrinsic motivation for learning increases.



Get **Results** with a powerful approach

Accelerated Learning is a method and a process that supports the creation and implementation of integrated learning programs that meet the needs of diverse learners, develop the potential of each person, and supports a shift from limiting thinking to goal and action oriented solution based thinking. This cutting edge and proven methodology ensures that training programs are both *effective*, achieving results at many levels of learning and development and *efficient*, achieving results more quickly with a higher degree of applicability combined with continued improvement and learning on the job. Delphin's AL approach models and applies the skills and develops the mindset that support a fundamental shift in the ability of learners to create the right skills to support corporate values, to initiate and support needed change, to think creatively and respond to each situation effectively. Empowered to make a difference with the right approach and skill set, employees act responsibly and effectively, deal with challenges more easily and not only stay with the organization longer, but work together to co-create a future in which the organization thrives.

In corporations applying Accelerated Learning around the world, employees are spending less time in training while the results on the job are improving, turnover is decreasing and employee accountability and response-ability is increasing. Quality and success in the development of people becomes a key competitive advantage, enabling the organizations to get and retain talent as they become an employer of choice and a center of excellence for training and development.



Support student **Results** with a powerful approach

Accelerated Learning is a method and a process that supports the creation and implementation of integrated learning programs that meet the needs of diverse learners, develops the potential of each person, and supports a shift from limiting thinking to a belief in possibilities. This cutting edge and proven methodology ensures that teaching is both *effective*, achieving results at many levels of learning and development and *efficient*, achieving results more quickly with a higher degree of applicability combined with a high level of student accountability for their own learning. Delphin's AL approach models and applies the skills and develops the mindset that support a fundamental shift in the ability of learners to learn the right skills to master complex material, to differentiate between what is important and relevant to what is not, to prepare effectively for tests, and to synthesize the materials that have learnt and apply the concepts in new situations. Students are able to think creatively and respond to each situation in their lives more effectively.

Students learn how to do research, ask high impact questions, and work together effectively in teams. Not only do they excel in school, they are also well prepared to succeed in life. In schools, colleges and universities applying Accelerated Learning around the world, students are demonstrating high level thinking skills, an ability to apply learning, and an renewed intrinsic motivation for learning. Students develop social skills, including leadership, collaborative skills, communication and conflict resolution skills in the process of learning any content area. Enhanced emotional intelligence skills, including resilience, self esteem and self confidence add to the many other skills they learn to prepare them for life-long development and success.



Results

(Corporate)

American Airlines

Technical training in all areas: reservations, ramp/cargo, flight attendants, safety, security and environmental areas, Supervisory and Management Development

Turnover dropped from 18.3% to 8.5% - savings of 6.4 Million dollars, on-the-job performance improved, time to line decreased, immediate application of skills on the job, improved customer satisfaction

American Airlines

Training for Customer Service Agents

Won ASTD Excellence in Practice award over 60 competing companies worldwide based on ROI.

Continental Airlines

Baggage Handling - 4 hour program

Lost bags reduced by 55%, damaged bags reduced by 68%, baggage complaints dropped 41%, repeat business customers after lost bags increased 47%.

Siemens

English Training

Achieved highest scores in speaking and listening comprehension on national exam after only 60 hours of AL instruction in comparison to programs taught traditionally after 180 hours.

Shell

Intercultural Effectiveness, Onboarding to Leadership

Programs received excellent evaluations both directly after the programs end and are still applying the learning effectively months later. Attendees report increased effectiveness, better stakeholder relations and improved business results.

Generali Insurance

Apprentice Training and Exam Preparation

Pass rate increased from 40% to 98%, numbers of apprentices successfully retained by the company increased by 60%, on the job effectiveness increased substantially.



Results

(Education)

Tennessee Schools

By 2007, teachers in 250 schools in Tennessee have adopted Accelerated Learning practices. One school, Buena Vista Enhanced Option School in Nashville, reported the following results: 1) inner city school had attendance rating of 98%; 2) 100% in reading mastery compared to 77% the year before; 3) 80.5% in social studies compared to 45% in previous year; 4) 90.2% in science as compared to 42.9% the year before; and 92.7% in math compared to 80% in previous year. These three third-grade classes were the top scoring in the Metro Nashville school district for the year.

Atlanta Public Schools

Since 2002 Atlanta Public Schools have trained 200 Dual Literacy, ESOL and Foreign Language teachers in the Accelerated Learning methodology. To date these teachers have taught over 250,000 students. Student results include: 1) overall pre/post increase of 123% on report card mastery by quarter; 2) overall pre/post increase of 111% on foreign language benchmarks; 3) overall pre/post increase of 92% on the GKAP (Georgia Kindergarten Assessment Program). An independent study taken after the introduction of AL found that student were advancing by one proficiency level per year, and that the 3rd grade students were outperforming the 5th grade students that had been taught for 5 years using a previous program.

Plano ISD, Texas

Plano Independent School District began implementing Accelerated learning in its ESL Newcomer Program in 2001. Results from their 2005-2006 study showed that 1) 68% of students made gains of 3 to 5 reading levels in one year with 53% of the students receiving a score of advance or advanced high on the reading proficiency test; and 2) 89% of the students scored a 3, 3.5 and 4 (4=fluency) on the Woodcock Oral Language Proficiency test.

Galena Park ISD, Texas

The Galena Park Independent School District has been utilizing an Accelerated Learning method in its Newcomer Program for Non-English Speaking Students. The following results were reported from one of the middle schools: Of the thirteen students in the class, one student gained a year's growth in one semester, seven students gained three year's growth, two gained four year's growth, one gained five years growth and two gained six year's growth as measured by the IPTI test. One of the high schools reported the following results: Of the twelve students in the high school Newcomer Program, one student demonstrated two years growth, six students demonstrated three years growth, four students demonstrated four years growth and one student demonstrated five years growth in a semester. These findings were based on the results of the student's scores on the IPTI test in 2002.



The Secret of Success

- ▶ It is a training method and instructional design technology that combines everything we know now and are learning about human development into an approach that engages the learners' minds, hearts and hands in the learning process.
- ▶ Works at the level of mental models, of beliefs, values, perceptions and potential.
- ▶ Creates a rich, interactive learning environment that provides a safe place to explore diverse possibilities, and that inspires creativity, a sense of play, discovery, and experimentation.
- ▶ Uses a wide variety of tools, games and other learning activities mindfully, always with the purpose of creating the optimal conditions for learning, skill building, and the widening of perspectives.
- ▶ Builds a bridge to the world/s of the learners through the use of language, an assessment and constant reassessment of individual needs, and appropriate activities to facilitate each learner's success.





Get started! Become an AL Practitioner

The accredited AL practitioner certification is designed in three modules that integrates guided experiences on the job, observation and reflection at work, coaching, learning partnerships, e-learning activities, and face-to-face facilitation over time to optimize learning and application.

The *Starter Certificate* is a good way to test the method for yourself. It provides you with tools and methods you can use right away. 99% of our attendees continue to complete the entire practitioner certification, and all report amazing results back at work!

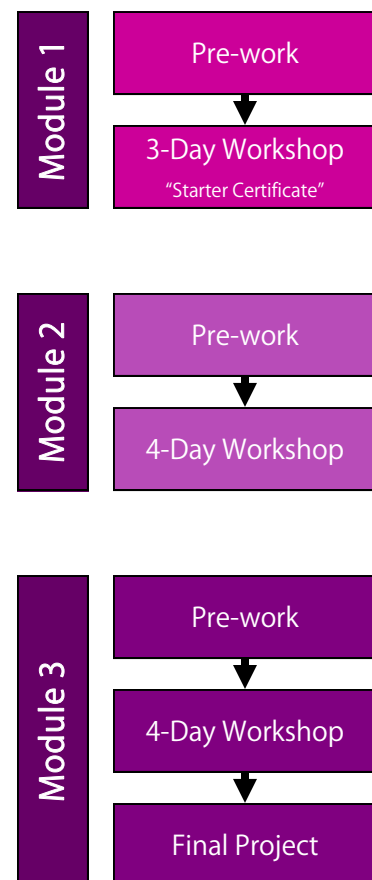
Approach/Methodology

Accelerated Learning will be applied through the workshops.

A combination of practical tools, concrete examples of what works, skill practice and coaching ensures each person's success in taking what they've learnt in the workshop and applying it in the design of their learning programs and the effective implementation of AL in their training programs or classrooms.

The workshop begins with pre-reading and reflection, continues face-to-face and follows up with on-the-job support and learning partnerships, and ends with the completion of a final project.

Certification Accelerated Learning Practitioner





Accelerated Learning Starter Certificate (Module 1)

This AL three day workshop is designed to enable trainers, teachers and instructional designers to begin to create learning programs that get people ready to perform on the job more quickly and more effectively. It enables you as a teacher to design learner-centered, active learning lesson plans that help students master the learning material easily and quickly.

The three day program applies an AL approach to help you develop your ability to use the tools that are introduced to create a learning environment in which learners develop the skills and mindset that support and sustain their ability to learn and apply learning effectively in their lives.

Pre-work, powerful AL models, skill building, coaching during the session, and post workshop support help ensure the learning is transferred back to the job to increase the effectiveness of the learning programs and the application of the learning on the job. It helps students succeed in school - both on tests and in their ability to problem solve, think creatively and work independently and collaboratively more effectively.





By attending the entire three part certification, participants will be able to:



Create powerful learning experiences that help learners build skill and competency quickly and easily - performance improves, “time to line” decreases in the corporate environment; students master complex material quickly and easily.



Design a learning environment in which learners are able to shift and broaden their perspective and tap into potential.



Apply the Accelerated Learning cycle effectively to make learning more effective and efficient, reduce the time in the classroom and impact the effectiveness on the job. Design effective face-to-face and blended approaches to learning.



Use the principles of Accelerated Learning in ways that support the enrolment of learners in their own learning and support learner autonomy and continuous improvement on the job and during their studies.



Support the creation of a learning culture, participants’ identification with the organization and its values, and the desire to make a difference each day on the job and in life by applying what they’ve learnt.



Develop themselves and their personal effectiveness, creativity and innovation and ability to create and maintain a learning environment that gets consistent results.



Course Content

Introduction to Accelerated Learning

Using the AL cycle as a model, you will experience the key elements of AL, the cycle and its relevance, and the key success factors in applying the model effectively.

Working with Limiting Beliefs - Tapping into Potential (Overview)

Learn how to recognize limiting beliefs before and during training. Work effectively with them to reframe and shift limiting beliefs and replace them with broadened perspectives, a new mindset, and potential (framing, reframing, the power of language, the creation of Ah-Hah moments that shift perspectives, and the role of the trainer in utilizing everything during the learning program as a “teachable moment”).

Applying the pillars of Accelerated Learning in design and training (Overview)

Create an interaction rich learning environment that supports learning and personal development. Develop activities that foster a spirit of discovery, experimentation and serious “play”. Apply the Arts (music, story-telling, drama, etc) in learning in support of “deep learning” and the ability of students and participants to apply the learning back at work, on tests and in future coursework.

The Accelerated Learning Cycle (Overview)

Experience, analyse, practice and apply the five elements (Learner Preparation, Connection Phase, Discovery Phase, Activation Phases, Integration Phase) of the AL Cycle to the design of effective learning programs and strategies. Explore how the cycle can guide effective facilitation.

Meeting the needs of all learners (Overview)

Learning styles, multiple intelligences, processing styles and cultural differences (national culture, generational culture, gender culture, etc) affect how people learn and their success at applying learning. Strategies in design and facilitation both meet the needs of all learners and expand and develop their skills in all areas.





Module 2

Pre-work:

Before you arrive for the face-to-face session, you will receive several assignments by email to prepare you for the learning and support us in customizing the program to meet your needs.

- Webquests with questions to explore as you visit various websites to find key information about AL.
- Reflection on:
 - your personal situation as a teacher, trainer, facilitator and/or instructional designer (your approach to teaching, your constraints, your goals)
 - your preferred learning style – with self assessment tool
 - your current situation (challenges, successes)
- Reading (articles on key elements of AL with reflections questions)

Module 2 Workshop (Four Days):

The second module familiarizes you with all the key elements and principles of Accelerated Learning. You begin the process of both developing the skills to succeed in applying AL and your ability as a facilitator to apply the tools effectively in the “classroom”.

Content Module 2

Working with Limiting Beliefs - Tapping into Potential (Practice and Application)

How to work with language effectively, how to create experiences that shift perspectives, and how to design the debrief to open up possibilities. Work with challenging situations and create “teachable moments” from them for everyone.

Applying the pillars of Accelerated Learning in design and training (Practice)

Create an interaction rich learning environment that supports learning and personal development, develop activities that foster a spirit of discovery, experimentation and intentional “play”, apply the Arts (music, story-telling, drama, etc) in learning to support “deep learning” and application back at work or in life. See how to apply the cycle face-to-face and online.



The Accelerated Learning Cycle (Application)

Analyse, practice and apply the five elements (Learner Preparation, Connection Phase, Discovery Phase, Activation Phases, and Integration Phase) of the AL Cycle to the design of effective learning programs and use the cycle to guide effective facilitation. The emphasis in this module is on Learner Preparation, the Connection Phase, an overview of the Activation Phases, and the Discovery Phase and their application in a variety of contexts.

The Active Concert

Work effectively with voice, music and dramatic texts as one way to “teach”. Determine when to apply the Active Concert and when other forms of “teaching” are appropriate in the Discovery Phase.

Meeting the needs of all learners (Application)

Apply Learning styles theories, multiple intelligences best practices, and what we know about learning to design and facilitate to meet the needs of all learners.

Centering, Relaxation Techniques (Overview and Centering Practice)

Develop your ability to conduct a guided relaxation, visualization exercise or guided imagery (part 1)

State Management

Create the right state for learning, shift energies

Using stories that teach (Introduction and Practice)

Choose effective stories to teach, write metaphorical stories and tell them effectively

Suggestopedic Texts

Write effective texts for dramatic readings

Using and Choosing Music (Introduction and Practice)





Module 3

Pre-work Module 3

On-the-Job Assignments

- Between the second and third module, you will read up on several key elements of AL design and facilitation and develop a presentation in teams (Creative Presentation) to present to the group in Module 3.
- Based on the application of the principles and techniques learnt in Module 1 and 2, you will report on their implementation in your learning program/s - what happened, what you learnt, and you will share both your experiences and the learning with one another virtually using a wiki and a conference call.
- You will identify a design project you'd like to work on and send in a document describing the target group, desired outcomes, scope and how you've taught the program in the past (if applicable)
- You will choose appropriate music for the various phases of the cycle based on the template provided and submit it for review.
- You will write an effective Accelerated Learning text and/or metaphorical story to teach a key point and submit it for review
- You will redesign your learning space and send digital photos of "before" and "after".

Module 3 Workshop (Four Days):

The focus in the second four days is on skill building in all skill areas of AL, review of key concepts, and the development of more advanced skills in designing and facilitating with AL. It will build on Module 1 and 2, the pre-work and your experience in applying AL in your learning practice.

Content Module 3

Review of Key Concepts

Applying the Arts to Learning (music (advanced practice), storytelling, using drama techniques and props, movement and learning, other art forms and their uses in support of learning)

Presentations and Feedback

Group presentations of work done in pre-work, feedback and coaching



The Learning Environment (further practice and application)

Create a physical, mental and psychological environment that supports learning and personal development.

Framing, Reframing

Use language to frame programs and activities in ways that help enroll others and open them up to possibilities. Use techniques to reframe and help shift limiting beliefs.

Suggestion/De-suggestion (advanced techniques)

Work effectively with limiting beliefs. Create the opportunity for significant experiences that shift perspective and develop potential. Use a variety of activities in support of “de-suggestion” and positive “suggestion”. Develop your own “emotional-social intelligence” to become more of the kind of facilitator who can support the development of others.

Music (advanced techniques and practice)

Based on Module 2 and the pre-work, participants will further develop their capacity to choose and use music effectively in support of learning

AL Cycle (advanced practice)

Activation (Part 2): Changing pace, introducing, managing and debriefing the activation processes. Creative Presentations: Based on the presentations of the workgroups and their preparation in the pre-work, you will explore the success criteria for Creative Presentations and the Discovery Phase in general. The Discovery Phase: summary of the teaching possibilities for this phase of the cycle. Activation Phases (advanced techniques), the Integration Phase.

Guided Imagery and Visualizations

When and how to use guided imageries and visualizations in support of learning – model and practice.

Relaxation techniques (advanced techniques)

Learn how to create a relaxation induction and determine the key success factors to guide people through a relaxation, guided imagery or form of meditation in support of learning

Selling and Marketing AL

How to “sell” AL to students, diverse groups, organizations

“Classroom Management”

Foster positive group dynamics, create community, work with “difficult” people and situations, recognize and take advantage of “teachable moments”



NLP Principles and AL

Framing, pacing and leading, VAKOG - the senses and learning, building rapport, Milton model and using language effectively, Meta-model, working with beliefs

Storytelling/Suggestopedic Text (Practice and Application)

Tell your story and/or present your suggestopedic text and receive feedback and coaching

Final Project Preparation

Present final project (as draft) and get feedback and coaching

Final Project

After completion of Module 3, you will complete your design of an AL module or program and submit it for review and feedback.

Finish the design if revisions are needed and talk about next steps in your development. Receive your certification!





Facilitators



Gail Heidenhain, President of Delphin, Inc and board chair of the International Alliance for Learning, the professional organization for Accelerated Learning, has been helping individuals and organisations appreciate and tap into the rich diversity of their people by creating a safe and rich learning environment, both formal and informal, that supports individual and organisational learning. She worked and lived in Germany (23 years) and the UK (1 year) and currently resides in Georgia, USA.

Gail has been designing and facilitating a variety of learning programs to develop personal leadership and the ability to generate possibilities through productive communication and effective leadership in organizations around the world since 1990. She was president of the German organization for Accelerated Learning for 5 years and co-designed their three level certification process.

Gail has certified over 2000 people worldwide in Accelerated Learning facilitation, training and design. She applies AL in her fields of expertise - Leadership Development, Intercultural Competence, Personal Leadership, Team Development and Learning, and the effective design of learning programs and innovative developmental strategies. Delphin's Accelerated Learning principles use an integrated approach to training and development that combines guided on the job experiences, e-learning and face-to-face training that simulate reality and prepare learners efficiently and effectively for sustainable success in the business.

Gail studied linguistics, adult education, German, and international business at the University of Georgia, University of Munich and the University of Manchester Institute of Technology. She has written two course programs for learning English using AL, one published by Max Hueber publishing company in Germany, the other written under contract for Audi, AG in Ingolstadt, Germany. In addition to that, she has written many articles for journals on Accelerated Learning, the Dialogue-Process and Personal Leadership and Productive Communication. She is an NLP –Practitioner, certified in Transformational Coaching (M.I.T./LLC) and a Dialogue Process Facilitator (M.I.T.) and has served on numerous international boards.



Roland Boettcher is Vice President of Delphin, Inc. and Executive Director of the International Alliance for Learning (IAL), an international membership organization for educators, foreign language teachers, researchers, and corporate trainers who use Accelerated Learning (AL) methodologies in their work.

As Executive Director, Roland organizes IAL's annual international conference, oversees its professional Trainer Certification program in Accelerated Learning, and handles marketing and membership development.

For the last 15 years, Roland has conducted trainings around the world to teach AL methodologies to corporate trainers and educators (K-12 through university) and personal mastery, communication skills and intercultural competence in corporations in Europe and the US. He has designed and/or co-designed AL training courses and programs in areas as diverse as Team Learning, Personal Mastery and Productive Communication and has created participant's materials, learning posters and games. All of the Personal Mastery courses also include one-on-one coaching sessions.

Born and educated in Germany, Roland moved to the United States in 1997. Now residing in Atlanta, Georgia, Roland is the author of a book on games and learning activities, all of which he created. He has also written chapters for two books on Accelerated Learning, one published in Germany and the other published in the United States.

In addition to the above, Roland has studied sociology, education and psychology and is a professional music therapist, a Master NLP Practitioner, a level III AL Trainer certified by both IAL and the German DGSL, and a Dialogue Process Facilitator (M.I.T.)



Testimonials

"I was amazed how much the class enjoyed the advanced Air Traffic Control lessons I taught using Accelerated Learning after Delphin's AL certification program. The students were able to absorb complex terminologies within a few hours instead of the few weeks needed with normal teaching. AL made a very dry topic really easy to learn."

Gary Ho – Lecturer, Temasek Polytechnic (Singapore)

"The Accelerated Learning (Basic) Certification Program is one of the most rigorous, relevant, useful and, at the same time, fun programs that I have attended. As an instructional designer, the Accelerated Learning Program offered me a framework that has enabled me to evaluate if my learning design is sound, whether the learning experience and outcomes are ones that matters most to my learner and my client. It has added to my repertoire of skills, tools and ideas to better prepare the learner to learn, to connect the learner to the subject matter, to creatively present the materials and involve/engage the learners, to activate and integrate the learning for results. Gail is a facilitator who is authentic, talented and passionate in what she does. She personified and exemplified what Accelerated Learning is and can be. Being with her in the same space is like in the presence of a astute sage: one with an abundance mindset - perceptive, wise and ever giving."

Serene Sim, Principal Learning Designer, Capability and People Development, Civil Service College, Singapore

"I would like to thank Delphin International for providing an excellent training to Siemens Medical Solutions training center located in Erlangen, Germany. Delphin was mainly responsible for the huge success of the Siemens Medical Training Center in providing the technical instructors with Accelerated Learning techniques. These training skills helped our over 4000 Customer Service Engineers (CSEs) worldwide to understand, service and maintain medical systems in a most efficient and motivated way to provide world class service to our customers in medical health care."

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Thomas Burkart, Siemens Medical Solutions



Testimonials

"Through Gail's training, I gained confidence in both my design and delivery skills. As a part of my coursework, I designed a 2-day AL Coaching Skills program with a colleague. Within a few months, I had sold that program to a national insurance company. The delivery was exceptional and the client was thrilled. Thanks for the training, Gail!"

Keith Lewis (To Point B)

"After completing the Level 1 Training Accreditation in Accelerated Learning, I began to apply the AL techniques to teams I was facilitating. I noticed they were engaging quicker and were excited about their outcomes. AL has helped our teams overcome barriers and discover their potential.."

George Moore (Kellogg Brown and Root)

"The learning consultants from around the world benefited from the sessions with Gail. Her broad based expertise in corporate learning coupled with her knowledge of AL theory and techniques resulted in all of us having a better understanding of the importance of quality design and facilitation".

Bonnie Roelofs (Shell)

"A unique and powerful learning experience, possibly one of the best I have been part of! Gail Heidenhain practices what she preaches, or rather allows her class to discover what she believes, as the subject of Accelerated Learning is learned by experiencing a process which reflects exactly what is being taught.."

Jim Martin (Dow Chemical)



Current Delphin Projects

Delphin works with global organizations, schools, universities and consultancies to support them in developing and implementing learning programs that help them meet the challenges of the present and the future, identify and build on their strengths and harness the potential within their organization to create and sustainable future.

Delphin Clients

Corporate

- Qiagen Sample and Assay Technologies (USA)
- Royal Dutch Shell (Canada, Malaysia, Netherlands, Nigeria, Qatar, UK, and USA),
- Club Med (USA, Mexico, Dominican Republic)
- Enterprise Social Investment Corporation (ESIC)
- Pittsburg Port Authority
- Dow Chemicals
- Bellsouth, now AT&T
- PSEG Nuclear Training
- IBM
- Siemens
- Coca-Cola Company
- PCO Consulting Company (Venezuela), Werndl Office Furniture (now part of Steelcase), Siemens (Germany), Audi (Germany), Harrasser and Partner (Italy), various insurance companies in Germany, Austria and Switzerland, MiRoi Computer Training Company (Sweden) and many others

Public Education

- Ferris State University, Michigan
- Lonestar College, Houston
- University of Munich, Germany (research program to test the effectiveness of AL)
- Gwinnett County School System , Georgia (USA)
- Bavarian community college system in Germany among them the Volkshochschule Vaterstetten (director of training for 8 years)
- Civil Service College, Singapore



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