

TRAINING OFFERINGS



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ILT = Instructor-Led Training

COURSE	AUDIENCE	DELIVERY	DURATION	OVERVIEW
Facilitation Basics	Managers, Supervisors, Directors,	ILT	8 Hours	<p>Goal: To teach participants basic facilitation skills and the rationale and justification for honing these skills to reinforce knowledge transfer and on-the-job skills execution.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Discuss how adults learn, including instructional methods and learning styles▪ Learn how to prepare for a class▪ Discuss how to provide focus during class▪ Include post class follow-up▪ Participants will have the opportunity to practice the skills taught in the session and get feedback on how to enhance their efficiency and effectiveness as facilitators
Presentation Basics	Individual Contributors, Managers, Directors	ILT	2.5 Hours	<p>Goal: Presentation Basics training is designed to help individuals learn the essential skills needed when creating a presentation and delivering the content to achieve the highest impact.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Understand the basic skills to creating an effective presentation▪ Learn tools to increase self-development when presenting.





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Facilitating in a Virtual Environment	Directors, Managers, Supervisors, Team Leads	ILT/Virtual	4-6 Hours	<p>Goal: This workshop is designed to help virtual teams run more effective team meetings, trainings and WebEx sessions. Leaders will understand how to use basic tools for engagement and communication.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Training live in the virtual classroom▪ Getting learners ready & keeping them engaged▪ Setting up a virtual environment
DISC: Self-Discovery	All Employees by Team	ILT/Virtual	4 Hours	<p>Goal: DISC Self-Discovery is the universal language of observable human behavior. Scientific research has proven that people, in terms of "how they act" universally, have similar characteristics. By learning these characteristics, we can increase communication, productivity, performance, and positively influence decision-making, therefore increasing our profitability.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Understand DISC▪ Identify Communication Styles▪ Introduce learners on how to adapt to other communication styles





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DISC: Team Discovery	All Employees by Team	ILT	4-6 Hours	<p>Goal: DISC: Team Discovery is designed to ensure that teams are demonstrating the communication tips provided in the initial DISC: Self-Discovery class. This session provides opportunities for conversation and practice. Implementation of the theory and language of DISC is encouraged.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Implement techniques practiced in session to increase communication▪ Utilize DISC during real time situations▪ Provide feedback to partners that will promote trust▪ Role play & application for return on investment
DISC: Managing Your Team	Managers, Supervisors, Directors	ILT	6 Hours	<p>Goal: DISC: Managing your Team was created to aid managers in aligning effective communication with an individual's development needs. Leaders diagnose development levels on a goal or task and communicate direction and support that is customized to an individual's "Core" communication style.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Review tenets of DISC and SLII▪ Learn how to use the Bridge "Matrix" to plot individual's development level▪ Role Play & Application for return on investment





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DISC: Self-Development	Director, Manager, Supervisor, Office/Intact Teams	ILT	8 hr. ILT	<p>Goal: Created due to a high demand for structured team feedback, DISC Self-Development participants dig deeper into the feedback received from their team and gain some additional insight on how they are “showing up” and impacting the team.</p> <p>Content:</p> <ul style="list-style-type: none"> Learn how you are “showing up” on the team Share individual interpretation of feedback Gain clarification on feedback Establish accountability partners Create an action plan
Self-Leadership	Non-Managers	ILT & Virtual Options Available	<ul style="list-style-type: none"> 6 hr. ILT 3 – 2 hr. Virtual Sessions 	<p>Goal: This program helps participants discover how to create an environment in which each employee is empowered to solve problems, take initiative, and ask for help when necessary. The SSL process provides individuals with strategies for gaining more satisfaction from their work by challenging their notion of leadership, examining what motivates them, and “managing up”.</p> <p>Content:</p> <ul style="list-style-type: none"> Create a common language of leadership for your organization Enable a process of partnering for performance between managers and direct reports Accelerate learning cycles to be more productive on the job Sustain and reinforce the leadership training of Situational Leadership® II



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SLII (SLX)	Managers, Supervisors, Directors	ILT	2 Days (8 Hour Sessions)	<p>Goal: SLX, is a Ken Blanchard Companies® training that gives a shared process, language, and model for building leadership skills. SLX teaches leaders to do more than just respond to predictable situations through memorized skill application. It teaches leaders to analyze, diagnose, think, and apply leadership concepts effectively in any situation.</p> <p>Content:</p> <ul style="list-style-type: none"> ▪ Define developmental needs of direct reports ▪ Learn how to manage at the “Task” level ▪ Determine appropriate leadership style based on SL Model ▪ Utilize SL Model to develop direct reports.
Team Leadership	Leaders, internal coaches, and Human Resource professionals	ILT or Virtual Options	1-day ILT or Virtual	<p>Goal: Team Leadership is a well-researched framework to increase team performance, empower teams to work more effectively together, and help improve productivity and morale.</p> <p>Content:</p> <ul style="list-style-type: none"> ▪ Benchmark a team against high-performance teams ▪ Create a team charter ▪ Diagnose team development stages ▪ Match leadership behaviors to a team’s development needs ▪ Use appropriate strategies for team development





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Leading Virtually	Supervisors, frontline managers, mid-level managers, and senior managers who are leading people virtually	Virtual ILT	<ul style="list-style-type: none"> 3 – 2 hr. Virtual Sessions 	<p>Goal: The virtual sessions offer learners a highly engaging experience that includes instruction, responses, reflection, group activities, and opportunities to practice new skills in a safe setting. The program also offers learners a chance to share stories and best practices in their transition to managing others virtually.</p> <p>Content:</p> <ul style="list-style-type: none"> Communicating intentionally Honoring work preferences Building trust & supportive relationships Accelerate performance & development
Blanchard Management Essentials	Managers, Supervisors,	ILT	<ul style="list-style-type: none"> 8 hrs. 	<p>Goal: Becoming a manager is one of the most challenging and critical career transitions. Managers are often chosen from high-performing individuals. These highly proficient doers often become struggling managers, without the methods or skills needed to succeed.</p> <p>Content:</p> <ul style="list-style-type: none"> Improved success rates for managers Improved team productivity Managers are better prepared for the challenges of being a manager Participants have the opportunity to learn and practice the essential skills Managers are more centered on and supportive of their teams





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Behavioral Interviewing	Interview team (identified by director)	ILT	1 Day (8 Hour Session)	<p>Goal: Targeted Selection is a proven, practical, consistent, legally credible system that provides a firm foundation for accurate hiring decisions. It gives participants the tools and skills to gather and evaluate data effectively.</p> <p>Content:</p> <ul style="list-style-type: none">Utilize the STAR method to understand candidate backgroundsUse the STAR Model to interview the candidate against organizational culture & values as required for the job.
Coaching Essentials	Managers, Directors	ILT	8 Hours	<p>Goal: Leaders learn how to integrate coaching into their leadership styles and apply new behaviors to develop employees, colleagues, and teams.</p> <p>Content:</p> <ul style="list-style-type: none">Learn how to create SMART Goals and TasksPractice applying the SMART goals model to current job-related tasksLearn how to validate understanding of goals and task with team members





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Communications 101	All team members	ILT	1 Day	<p>Goal: High Impact Communication is a class that will help to develop the knowledge and skills required to confidently deliver effective verbal and written communications in a professional setting.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Define and discuss examples of active, empathetic, and critical listening▪ Analyze barriers associated with effective listening▪ Identify strategies for critical thinking▪ Determine the best medium to deliver or respond to a communication▪ Explain techniques that will increase audience engagement
Goal Setting	Directors, Supervisors & Managers	ILT/Virtual	½ Day	<p>Goal: This class will use established tenets such as “SMART Goals” to educate and improve goal setting skills. The end result will mean more effective and impactful task execution and performance results.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Learn how to create SMART Goals and Tasks▪ Practice applying the SMART goals model to current job-related tasks▪ Learn how to validate understanding of goals and task with team members▪ Discuss and practice tools for following up and measuring goals





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Team Performance Concepts	Supervisor, Manager, Individual Contributor	ILT	1 Day	<p>Goal: Team Performance Concepts is based on several research-based models and strategies, including the Team Performance Process, a systematic method for increasing the effectiveness in any team—regardless of its nature or purpose.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Understanding of how to set up teams for success▪ Use of new communication tools that increase team effectiveness▪ Ability to break down silos and promote collaboration▪ Development of team members into highly skilled team participants
The 5 Dysfunctions of a Team	All Team Members	ILT	4 hours	<p>Goal: The 5 Dysfunctions of a Team was designed to identify the true foundation of an effective team and discuss ways to improve and build upon where the team currently is. Once identified, you'll make a plan to improve the team's relationship moving forward.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Identify points of trust▪ Identify lack of accountability▪ Identify fear of conflict▪ Identify lack of commitment▪ Identify inattention to results





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New Hire Orientation	All new Corporate Employees	ILT	1 Day (8 Hours)	<p>Goal: New Hire Orientation is designed to introduce new employees to the organization and the inner workings that help a company to be successful. Participants will build relationships with each other and learn about how the organization has come to be what it is today.</p> <p>Content:</p> <ul style="list-style-type: none"> Learn about company culture and its place within the industry Learn about different departments and employee benefits Discover tools for providing outstanding Customer Service Practice relationship building
Diversity & Inclusion Training	All Employees	ILT	1-2 Days (8 Hour Days)	<p>Goal: This purpose of this class is to understand the importance of creating and cultivating a diverse workforce and its impact on the overall success of an organization. It's about "stretching" your cultural comfort zone and creating an environment where everyone is included and engaged. To grow and learn from this session, we must be open to outcomes and suspend our judgments based upon our belief system.</p> <p>Content:</p> <ul style="list-style-type: none"> Defining Diversity Identifying Belief Systems Implementation Strategies





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Legendary Service	All Employees (Executives to Entry Level – any employee dealing with customers)	ILT or Virtual	<ul style="list-style-type: none">1 day in-person session3 – 2 hr. virtual sessions	<p>Goal: The Legendary Service training program teaches your employees how to consistently deliver ideal service that will give their co-workers the help and support they need, keep their customers coming back, and create a competitive advantage for your organization.</p> <p>Content:</p> <ul style="list-style-type: none">Define their personal service visionIdentify customers' needs and wantsLearn and practice skills for building customer satisfaction and loyaltyDevelop strategies to empower themselves and create an action plan
Building Trust	All Employees	ILT	½ Day - 4 hrs.	<p>Goal: Building Trust program teaches people how to build trust and, if it's been broken, how to repair it. The model is easy to learn, easy to remember, and most importantly easy to use on the job.</p> <p>Content:</p> <ul style="list-style-type: none">Form a common language for people to talk about trust without fearUse the Building Trust Model to look at their relationships and focus on the aspects of those relationships that need repair.Understand what behaviors lead to high trust in order to develop higher trust with others.





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Leading People Through Change	Executive Leadership Directors Managers leading change effort	ILT	<ul style="list-style-type: none">• 2 days with simulation• 1.5 days with real world action planning and on-the-job application• 1 day – overview with less time for action planning	<p>Goal: The purpose of this workshop is to teach people how to lead successful, high involvement change efforts.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Diagnosing predictable concerns people have during change▪ Flexibility using multiple change leadership strategies to address concerns and proactively overcome the most common reasons change fails▪ Partnering for performance so that the people being asked to change can voice their concerns, influence the process, and increase their commitment to the change
Optimal Motivation	Managers & Individual Contributors	ILT	<ul style="list-style-type: none">• Available in 1 day and 1.5-day versions	<p>Goal: Optimal Motivation shifts the paradigm of motivation, helping participants understand that people are always motivated and that it is the quality of their motivation that matters most. When daily motivation is optimal, this leads to highly engaged employees who experience employee work passion over time.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Identify and distinguish the six Motivational Outlooks in the Spectrum of Motivation▪ Understand how the qualities of autonomy, relatedness, and competence impact a person's sense of well-being, energy, and vitality▪ Gain three skills for activating Optimal Motivation▪ Learn how to apply the three skills to activate Optimal Motivation with others





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Conversational Capacity	Managers, Supervisors	ILT	1 Day	<p>Goal: Conversational Capacity® teaches people how to engage in constructive, learning-focused dialogue when challenging topics or conflicts arise so they can make informed decisions and find the best solutions, even under high pressure. That's where difficult exchanges turn into learning opportunities and unfocused meetings become innovation incubators.</p> <p>Content:</p> <ul style="list-style-type: none">▪ Awareness: Learners recognize when fight-or-flight reactions prevent real listening and create discomfort in others. This allows for a more intentional response to challenging conversations.▪ Mindset: Exploring diverse perspectives and listening to contrasting views are emphasized, because that is where the greatest opportunities for insights and growth are.▪ Skillset: Four behaviors are essential to Conversational Capacity: two that build genuine candor and two that build curiosity. Balancing candor and curiosity create the conversational sweet spot.

