

PROGRAMS & SERVICES



LEADERSHIP AND PERFORMANCE COACHING

Coaching as a leadership development tool continues to result in successful personal and professional growth for both individuals and teams. It is proven that an engaged employee has a powerful impact on the culture and the bottom line of an organization. We are professionally trained and credentialed as ICF coaches. Through monthly one-on-one sessions, clients explore areas of growth, set goals, and achieve lasting behavior change. This type of development has a direct and positive impact on employee engagement. Our proven method of coaching develops self-aware leaders who are empowered to meet personal and performance goals.



FACILITATING STRATEGIC PLANNING SESSIONS

A comprehensive strategic plan helps to focus energy and resources on activities that align with the organization's mission, vision, and values. They help to increase efficiency and reduce costs; improve marketing efforts and organizational development; and manage risk and uncertainty by making the organization more responsive to a changing environment. A good strategic plan is a living document - followed, reviewed, and updated regularly. Our process for strategic planning is hands-on and interactive. We use a combination of facilitated discussion, and individual and group activities to allow all participants to engage and provide input into the future.



UNDERSTANDING YOUR UNIQUE STRENGTHS

Gallup research shows discovering, understanding, and developing the strengths of employees positively impacts the bottom line because employees are more engaged when they work out of their natural talents. The research indicates that people who know and use their strengths are 6X more engaged at work, 7.8% more productive, and 3X as likely to report having an excellent quality of life. The CliftonStrengths assessment (from Gallup) helps individuals identify and develop their natural gifts and talents resulting in more engaged work. Team performance improves because the assessment gives people a common language and vocabulary to better describe, communicate with, and understand each other.



ELEVATING COMMUNICATION SKILLS WITH DISC

Created in 1928 by William Marsten, the DISC assessment is a valuable tool in establishing effective communication as it helps us to understand our unique style and more importantly, those of the people we interact with daily. Understanding how others prefer to communicate strengthens both work and personal relationships. This workshop can be delivered with either an online assessment or a self-select (paper) assessment. Participants will then learn about each of the four styles and make an application through individual and group activities.



DEVELOPING EMOTIONAL INTELLIGENCE (EQ)

Research shows that while strong intellect [IQ] and experience get individuals into professional positions, Emotional Intelligence (EQ) is the difference between those who excel and those who underachieve. The ability to recognize and understand emotions in yourself and others affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. This workshop will provide an overview of the four components of emotional intelligence, facilitated discussion, and can be delivered with an online or self-select (paper) assessment. Each participant will leave with an Action Plan for increasing their own level of emotional intelligence.



MANAGING CONFLICT AT WORK AND HOME

Conflict is required for an organization to be healthy and achieve desired results. Individuals who embrace conflict can build understanding and better relationships—and experience greater personal and professional success. Yet many fear conflict, avoid conflict or even drive it “underground”. The reality is that managing conflict is often difficult and in this workshop, participants will discover their natural conflict style and learn how to manage difficult encounters with diplomacy, tact, and credibility. Included in the workshop is a self-assessment (TKI®), role-playing to practice techniques, and sharing of best practices for approaching conflict management.



MASTERING DIFFICULT CONVERSATIONS

Everyone has some topic/situation in their life that they find hard to productively talk about. The ability to have difficult conversations is essential in building and maintaining positive relationships inside and outside of work. Difficult conversations become simple when you have a tool to follow. Learn how to structure a conversation that focuses on facts not emotion and ends with agreement and action. This workshop is hands-on with activities and applications to practice the conversation tools that are presented.



DEVELOPING COACHING SKILLS

Great leaders not only make sure tasks “get done”, but they also ensure that the people they lead are empowered and growing. This workshop distinguishes the differences between managing people and coaching people. Often leaders believe that they are coaching their people when in fact they are just managing them, and it is vital to understand the differences. An effective leader as a coach listens, asks questions, supports, and facilitates development. This workshop teaches a powerful coaching model that participants can implement to empower and grow their team.

MASTERING ACCOUNTABILITY

Accountability is a buzzword that has become overused but underpracticed. It is a critical leadership skill because the behaviors that you tolerate become acceptable. Leaders who hold people accountable are ones who: clearly define the expectations, communicate and recommunicate to the team, and follow up regularly on progress. Accountability breeds high performance. This workshop explores the topic of accountability in a proactive and positive light as opposed to the commonly perceived reactive and punitive approach.

LEADING STRATEGICALLY

A strategic leader casts the vision and goals of the organization and then inspires the team to work collectively for successful achievement. This workshop covers six fundamental skills that every leader must master to be a strategic leader. A self-assessment allows participants to rate themselves on their current capacity when it comes to being a strategic leader and sheds light on areas for improvement.

ELEVATING YOUR LEVEL OF CUSTOMER SERVICE

Creating a culture of excellent customer service and living it out daily gives any organization the ultimate competitive advantage as it is the most difficult area for others to replicate. This workshop dives into what excellent customer service really looks like, how we best serve our customers (both internal and external), and how to develop loyal customers for life. A self-assessment allows participants to accurately rate themselves as to the level of customer service they are currently providing and discover areas for improvement.





LEADERSHIP LEGACY

"By asking ourselves how we want to be remembered, we plant the seeds for living our lives as if we matter. By living each day as if we matter, we offer up our own unique legacy. By offering up our own unique legacy, we make the world we inhabit a better place than we found it." From *A Leader's Legacy* by Jim Kouzes and Barry Posner. A leadership legacy starts with self-awareness and ends with a clear vision of our life's impact. Without exception - each of us is a leader in some part of our circle of influence. That leadership could be at work, home, church, with our friends, or in civic groups or clubs. Every leader WILL leave a legacy. This workshop will help leaders understand the value of defining their leadership legacy and create a plan to be intentional about that legacy each day.



THE FIVE BEHAVIORS MODEL BY PATRICK LENCIONI

The Five Behaviors™ Model is a unique learning experience that prepares individuals for success in teams. This multi-day program helps improve team effectiveness and productivity in organizations by examining how teams interact and approach the key components of Trust, Conflict, Commitment, Accountability, and Results. It also involves developing an understanding of how each team member's unique personality style brings value to the team's overall success. The Five Behaviors™ Model, based on Patrick Lencioni's best-selling book *The Five Dysfunctions of a Team*, enables people and teams to get results while simultaneously creating a collaborative, more enjoyable work environment.



THE IDEAL TEAM PLAYER BY PATRICK LENCIONI

Due to its rarity, maintaining a culture of teamwork can give any organization a competitive advantage. An ideal team player possesses three traits: humble, hungry, and smart, and at the intersection of all three is where one can contribute the most to a team. This workshop dives into each trait and explains how to identify them when hiring or developing existing employees. A self-assessment is included so that participants can discover which particular area(s) in which there is a growth opportunity.



LUNCH & LEARNS

Lunch and Learns are a great way to deliver development to groups in short, often informal settings. We offer a one-hour lunch and learns on a variety of topics, both in person and virtual. Many of our workshop topics can be scaled down and delivered in one hour. A few other topics are available: Professional Brand, Time Management, Burnout, Change Management, and Generations in the Workplace. We can also custom-build to meet your needs.