

CLASS DESCRIPTIONS:



Leadership Development

For supervisors, managers, and emerging leaders

Class Name	Length	Description
Buddy to Boss: Stepping Into Your Leadership Role	2 hours	A practical, engaging session that helps new leaders confidently transition from “one of the team” to leading the team. Participants will learn how to establish boundaries, communicate expectations, and earn trust while navigating the unique challenges of managing former peers.
Better Together: Building and Leading Great Teams	2 hours	Great teams don’t happen by accident they are built through intentional leadership. In this engaging session, participants explore what motivates team members, how trust and clarity influence decision-making, and why healthy conflict can strengthen collaboration. Participants gain practical strategies for improving communication, empowering team members to make confident decisions, and creating an environment where people feel valued and engaged. Walk away with practical tools to build stronger, more collaborative teams.
Delegating Wisely	2 hours	Learn why delegation matters, how to do it effectively, and what commonly gets in the way. Participants will explore a simple step-by-step approach, identify and overcome personal barriers, and create a practical delegation plan they can put into action right away.
Thrive at Work: Motivation, Connection & Retention Strategies	2 hours	This practical, people-centered workshop helps leaders understand what truly drives employee motivation and engagement. Participants will learn how to strengthen workplace relationships, foster a supportive team culture, and hold career conversations that boost retention and support long-term growth.
The Leader You Choose to Be	2 hours	Leadership isn’t defined by title it’s defined by the impact you have on others. In this engaging session, participants explore the shift from individual contributor to leader and examine the behaviors that distinguish effective leaders. Participants will also discover how emotional intelligence influences leadership success and team dynamics. Walk away with greater self-awareness and a clearer vision of the leader you choose to be.

CLASS DESCRIPTIONS:



Leadership Development Cont.

For supervisors, managers, and emerging leaders

Class Name	Length	Description
Own It: Creating Accountability without Micromanaging	2 hours	Learn how to build a culture of accountability without becoming the bottleneck. In this practical session, participants explore the difference between responsibility, accountability, and ownership, and discover why clarity and trust are the foundation of strong team performance. Using a simple framework and real-world examples, participants will practice language and leadership habits that encourage ownership and follow-through. Walk away with practical tools to reinforce accountability while empowering others to take initiative
Coaching and Developing Others	2 hours	Great leaders don't just manage work—they develop people. In this practical session, participants learn how to shift from telling and solving problems to asking, listening, and guiding others toward solutions. Using the GROW coaching model, participants practice structuring effective coaching conversations that build capability, confidence, and ownership. Walk away with a simple framework and practical questions you can use immediately to coach and develop your team.

Signature Leadership Program

Customizable leadership development experiences

Develop stronger, more confident leaders through a customizable leadership development series designed to build practical leadership capability. Grounded in emotional intelligence and the Everything DiSC® framework, the program blends interactive workshops, peer learning, and real-world leadership tools that leaders can use right away. Each program is tailored to your organization's goals, culture, and leadership challenges and can be delivered in-person, virtually, or through a hybrid format.



CLASS DESCRIPTIONS:



Communication & Team Effectiveness

For employees and leaders who want stronger collaboration and workplace relationships

Class Name	Length	Description
Building Trust	2 hours	Discover why trust is essential at work, how it affects team performance, and what leaders can do to build or rebuild it. This session offers practical tools to strengthen relationships and create a foundation for stronger collaboration.
Giving and Receiving Feedback	2 hours	In this practical, skill-building session, participants will explore why feedback is essential for growth, engagement, and success. They'll learn how to view feedback as data, understand the three types of feedback, practice when and how to give it effectively, and prepare to confidently seek feedback for their own development.
Four Generations, One Team: Understanding Generational Differences	2 hours	In this interactive session, participants learn what distinguishes each generation, how they prefer to communicate, and what motivates them. Walk away with simple strategies to build stronger connections and work more effectively across all ages.
Navigating Difficult Conversations with Confidence and Compassion	3 hours	Learn how to approach tough conversations with clarity and empathy. Participants will define the purpose of the conversation, create psychological safety, recognize and manage emotions, and use a simple 4-step framework to guide the discussion. Leave with clear steps to follow up and move conversations forward productively.
The Five Behaviors®: Personal Development	Times vary based on needs	Based on Patrick Lencioni's <i>Five Dysfunctions of a Team</i> , this course helps both individuals and intact teams better understand themselves, the personalities on their team and how they can more effectively work together. This course includes an assessment through Wiley.
The Five Behaviors®: Team Development (for intact teams)		



CLASS DESCRIPTIONS:



Professional & Workplace Skills

Core workplace capabilities that help employees be more productive and effective

Class Name	Length	Description
Customer Service Excellence: The First 10 Seconds & Beyond	2 hours	This engaging workshop helps employees deliver great service from the very first moment. Participants will learn how first impressions shape customer experiences, apply the S.M.I.L.E. Technique to guide conversations, and practice empathy by recognizing every customer's unique story. Through real city-focused scenarios , they'll build skills in active listening, clear communication, and handling difficult situations with professionalism and confidence.
Leading From Any Role: Practical Ways to Influence Positive Change	2 hours	A practical, engaging session that teaches participants how to influence positive change, strengthen relationships, and lead from any position. Leadership is an action not a title.
The Change Journey: Navigating with Confidence and Clarity	2 hours	Learn how to confidently move through change by understanding the stages of the Change Curve and common emotional responses. Participants will explore their own change style, practice strategies to navigate transitions, and create a personal action plan to support future change.
Run Better Meetings: Turning Conversations into Result	2 hours	Too many meetings take up time without producing results. In this practical session, participants learn how to determine when a meeting is truly needed and how to run more focused and productive conversations. The session also covers tips for leading effective 1-1s and team meetings that build alignment and accountability. Walk away with simple tools to make meetings more purposeful, efficient, and action-oriented.
Get 'Er Done: Time Management Hacks	3 hours	This practical session gives participants simple strategies to manage time, prioritize what matters most, and cut out hidden time-wasters. You'll walk away with easy, actionable tools to boost productivity in both your work and personal life.

CLASS DESCRIPTIONS:



Career Development Growth

Helping employees grow professionally and take ownership of their development

Class Name	Length	Description
Own Your Value: Advocating for Your Career	1 hour	Many professionals work hard yet still struggle to feel recognized and valued. In this interactive session, participants explore what it truly means to feel valued at work and identify behaviors that may unintentionally undermine their professional impact. Through reflection, discussion, and practical tools, participants learn how to advocate for themselves, build supportive networks, and communicate their contributions using the FBI (Feelings–Behavior–Impact) model. Walk away with practical strategies to take ownership of your career and confidently communicate your value.
Navigating Job Transitions: Change Management and Building Resilience	1 hour	Career transitions can bring both opportunity and uncertainty. In this interactive session, participants explore how change impacts emotions, mindset, and decision-making during times of transition. Using the Change Curve and resilience strategies, participants learn practical ways to manage stress, stay motivated, and focus on what they can control. Walk away with practical tools to navigate change more confidently and build resilience during periods of professional transition.
Your Network is Your Superpower: How Meaningful Connections Fuel Growth, Opportunity, and Impact	1 hour	Strong relationships are one of the most powerful drivers of collaboration, opportunity, and career success. In this engaging session, participants will explore how meaningful connections strengthen teams, expand influence, and open doors to new possibilities. Walk away with practical strategies you can use immediately to build authentic relationships and grow your professional network with confidence.
Driving Your Own Career	2 hours	This session empowers employees to take ownership of their growth by creating a clear Individual Development Plan, initiating meaningful career conversations with their manager, and outlining practical steps to advance within the organization. Walk away with a personalized roadmap to move your career forward.

CLASS DESCRIPTIONS:

Self-Awareness & Personality Assessments

Powerful tools for increasing self-awareness and improving collaboration

Class Name	Length	Description
How Am I Wired: The Basics of Understanding Your Personality Type	3 hours	This session introduces the core traits of introversion, extraversion, thinking, and feeling to help participants better understand themselves and others. Learn how to recognize dominant personality patterns, strengthen workplace connections, and adapt your approach to collaborate more effectively with co-workers.
Everything DiSC®	3.5 hours	<p>This assessment-based workshop introduces participants to the DiSC® framework and their personal style, helping them understand how behavior impacts workplace relationships. Using the Catalyst™ platform, participants can explore colleagues' styles, compare tendencies, and discover practical ways to communicate, collaborate, and build emotional intelligence. Walk away with tools you can apply immediately to strengthen teamwork and everyday interactions.</p> 
Myers-Briggs Type Indicator (MBTI)	3 hours	This assessment-based workshop introduces participants to Jungian personality preferences and the MBTI framework. Using your personalized MBTI profile and booklet, you'll explore your natural tendencies, understand how others may prefer to work and communicate, and learn practical ways to adapt your approach to build stronger, more effective connections with co-workers.

CLASS DESCRIPTIONS:



Self-Awareness & Personality Assessments Cont.

Powerful tools for increasing self-awareness and improving collaboration

Class Name	Length	Description
Everything DiSC® Management	3 hours	This assessment-based workshop helps managers understand how their leadership style influences the way they direct, motivate, and develop their people. Participants discover their personal DiSC® management style and explore practical strategies for delegating work, communicating expectations, and supporting employee growth. Through reflection and discussion, managers gain insight into how their approach impacts decision-making, problem solving, and team relationships. Walk away with tools you can apply immediately to adapt your leadership style and bring out the best in your team.
Everything DiSC® Sales	3 hours	This assessment-based workshop helps sales professionals understand their natural sales style and how it influences the way they interact with customers. Participants learn to recognize different customer buying styles and discover strategies to adapt their approach to better meet client preferences and expectations. Through insight and practical application, participants explore how their strengths and challenges shape their sales behaviors and customer relationships. Walk away with tools you can apply immediately to build stronger connections, create customer-focused interactions, and improve sales results.
Everything DiSC® Agile EQ™	3 hours	This assessment-based workshop combines Everything DiSC® Workplace and Agile EQ™ to help participants strengthen self-awareness, emotional intelligence, and workplace relationships. Participants learn how their DiSC® style influences the way they communicate and collaborate while discovering how to adapt their responses to different people and situations. Through guided discussion and practical exercises, participants explore how to stretch beyond their natural tendencies and respond with greater flexibility and emotional agility. Walk away with tools you can apply immediately to improve communication, navigate challenges, and build stronger working relationships.

