



Innovation, Systems, Solutions, LLC

## CURRENT COURSE LIST

**Innovation, Systems, Solutions, LLC. centers training around the basic desire to understand human interaction. We desire to create environments that fosters trust and supports all individuals. Contact us so that we can help you determine the training(s) that will best meet your organizational need.**

### **ACTIVE SHOOTER TRAINING**

Active shooters are often in the news and do not have a singular profile or predictable pattern. Unfortunately, they can strike anywhere. Agencies can decrease fear and increase survival by creating awareness of active shooter potential and practicing possible responses that are specific to their agency. The Active Shooter Training is based on best-practice and can be modified to be a classroom and/or scenario-based training to help your agency understand the most effective procedures during an active shooter incident. Contact us to discuss the best possible training for your agency/group.

### **BUILDING TRUST**

Trust can be hard to earn and easy to lose. The level of trust employees have with colleagues or a leader determines how well they work together, listen to one another, and rely on each other to get things done. Many people are unaware of the actions that build or erode trust. The Building Trust program is built on the ABCD Trust Model™—a simple yet powerful tool that teaches the four elements of trust that are critical to creating and sustaining trustful relationships. Participants gain awareness of and sensitivity to the behaviors that influence trust and learn how to build and sustain trust effectively.

### **CHALLENGING CONVERSATIONS**

With organizations having to adapt to a constantly changing world, the capacity to have effective conversations is more important than ever. Whether the topic of your conversation is delivering a difficult message, giving tough performance feedback, or confronting insensitive behavior, the reticence most of us feel about having challenging conversations can be overcome. The Challenging Conversations program guides participants through the five interconnected steps that are critical to successfully having a challenging conversation. Using this flexible model, individuals learn how to speak up directly and resolve conflict without alienating the other person and learn to stay focused, even when triggered by what they are hearing.

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## **COACHING ESSENTIALS®**

Coaching is the single most important managerial skill that separates a highly effective manager from the rest. The problem is, most managers don't understand how critical coaching is for the development, growth, and performance of their people. Because they don't know how to use coaching in their leadership style, their employees stay stuck on projects, becoming discouraged and demotivated. Coaching Essentials helps leaders to integrate coaching into their leadership style by developing coaching skills and applying new behaviors to help employees reach higher levels of performance and professional development.

## **DE-ESCALATION FOR FRONT-LINE SERVICE PROVIDERS**

The De-Escalation course is focused on those service providers that meet and greet the customers first. The course was developed using the Tactical Social Interaction research and trains in situational/social and self-awareness and interaction abilities. The student is given the knowledge to enter any encounter successfully, engage strangers or co-workers productively and safely, adapt and recover to a given behavior, and disengage effectively. This course provides a basic overview of human interaction and introduces how bias can influence decision-making. While this course is geared toward frontline staff, any individual who works with others can gain valuable insight from the material in this course.

## **DISCOVERING SELF AND OTHERS**

Whether you realize it or not, your behavior fits predictable patterns. The way you respond to your environment, the way you react to people, what your view of the world is, and what the energy you bring to work each day is usually follow patterns that become obvious when you know what to look for.

At the heart of this program is the cutting-edge DISC Profile Assessment. This unique Self-Assessment and Observer Assessment provides a comprehensive view of how individuals interact in everyday situations. No other assessment on the market provides this level of feedback or enables more in-depth interpretation and validation of one's DISCposition. In the DISCovering Self portion of the program, you learn to observe yourself objectively. You receive the tools and insight necessary for self-observation, and a model to help you make sense of what you learn. In the DISCovering Others portion, you will learn to apply these tools and insights to understand, appreciate, and better respond to people.

## **GIVING FEEDBACK**

Improve performance, trust, confidence, and productivity. It happens to everyone. You try to give constructive feedback, but your comments are misconstrued and now someone is unhappy. The Giving Feedback program uses a behavioral approach to teach participants how to deliver four specific types of feedback. Utilizing a situational focus, leaders learn to identify the type of feedback that is most appropriate for the given situation.

## **GOAL SETTING**

Goal setting can be a daunting and confusing endeavor, whether it's writing goals for ourselves or managing others through the process. This session provides a context for goals, helping people understand the importance of examining levels of specificity, from general key areas of responsibility to more specific tasks and action plans. Individuals get off to the right start by creating goals that are truly SMART so they can focus their energy, sustain motivation, and increase the likelihood of achieving successful outcomes.

## **INTERACTIONS AND PERCEPTIONS**

The Interaction and Perceptions course combines a strategic interaction program and implicit bias training into one course. This allows participants to identify and understand personal biases and how they can act as a foundational component of accurate and effective pre-planning and observation/assessment of the self and others prior to engaging in an encounter. This course also covers debriefing interactions with others, focusing on how personal background and innate assumptions can frame encounters or influence vital decision making. You will learn how adaptation to biases during encounters can increase accuracy and improve interactions with citizens. This course is a non-lecture, highly facilitative course that takes the student from the classroom to the Community for interaction and practice. All trainers for this course have completed the five-day Tactical Social Interaction® Train-The-Trainer Course.

## **IMPLICIT BIAS**

We all have implicit bias or preferences for things we encounter. This automatic function of our brain allows us to have efficiency in our daily lives. However, sometimes this fast, unconscious categorization can have a negative impact on our environment or interactions with other people. In this course you will learn the basics of implicit bias, how the brain functions, and practice techniques that can allow you to consciously control for the negative impact of bias on your interactions with other people.

## **LEADING PEOPLE THROUGH CHANGE®**

Organization change is inevitable. New opportunities, new products, and new business initiatives are exciting endeavors that also signal change and disruption. Most of these change efforts require significant adjustments in how large numbers of people get work done. Change is never easy. Leaders need the buy-in and commitment of the people who are being asked to change. People go through predictable stages of concern during change. In addition, most change efforts are unsuccessful for predictable reasons. This predictability allows leaders to be proactive and minimize the risks associated with change. This program teaches leaders how to identify and address the typical questions that arise during major change initiatives; it teaches the appropriate strategies to resolve the corresponding behaviors and concerns.

## **LISTENING**

Better listeners make better leaders. They know what to listen for and how to translate that into meaningful action to influence change and engage employees in the agency's mission. Their teams feel more valued, invested, and committed because they feel heard. The Listening program is based on Five Fundamentals of Proactive Listening and teaches the communication skills needed to build trust through better listening. When put into practice, these simple methods can reduce workplace stress and promote self-reliant problem solving.

## **MENTAL HEALTH FIRST AID®**

Mental health first aid USA is an 8-hour training to teach participants how to help someone who is developing a Mental health problem or experiencing a mental health crisis. The evidence behind the program demonstrates That it helps trainees identify, understand and respond to signs of mental illnesses and substance use disorders. Our instructors are certified in several modules: adult, higher education, public safety, and veterans and their families.

## **SELF DEFENSE TRAINING**

Learn proactive tips and steps you can take to enhance your personal safety. This training can be conducted as either a classroom-based conversation course or a hands-on skills course. The rape aggression defense (R.A.D.) training course teaches awareness, prevention, risk reduction and risk avoidance, progressing on to the basic of hands on defense training. This training is geared to women at least 12 years of age or older. Contact us to discuss how this course can be structured for your group.

## **SELF LEADERSHIP**

Imagine how resilient your organization could be with people who have the skills and self-confidence to diagnose their situation, accept responsibility, and hold themselves accountable for acting. The truth is, people want to be engaged, make meaningful contributions, and be appreciated. But not everybody realizes that they are in the driver's seat of their professional lives. Not everybody has the skills necessary to be proactive. Self Leadership teaches individuals at all levels the mind-set and skill set to proactively achieve their goals and produce organizational results.

## **SITUATIONAL FRONTLINE LEADERSHIP**

It's a fact. One of the hardest managerial jobs is frontline management. You are asked to deliver on expectations that have been established by people above you. And, to do that effectively, you must engage multiple individuals on the frontline who often have a unique combination of abilities and needs, professionally and personally, to perform their jobs. Bridging the gap between corporate expectations and delivered results requires special skill set that blends goals with ongoing communication and understanding. Situational Frontline Leadership shows frontline managers how to diagnose individual situations and employ core communication skills

to partner for performance. This is a skills course where participant will receive hands-on experience with the skills taught in the course. After the training, frontline managers will know how to provide clear direction, listen actively, give feedback, and show confidence in their people.

### **SLII®**

Situational Leadership® II (SLII) is the most widely taught leadership model in the world. SLII creates a shared process, language, and model for building leadership across all levels of an organization. The new learning design, The SLII Experience, uses game-changing techniques that immerse learners in SLII quickly, deeply, and effectively. The outcome is that learners get up to speed and start using SLII faster than ever before.

### **TACTICAL SOCIAL INTERACTION® TRAIN-THE-TRAINER**

The researched-based, student-centered, non-lecture Tactical Social Interaction® (TSI®) program has been demonstrated to enhance the student's ability adapt to and navigate culturally diverse environments, as well as complex social situations, while maintaining strong tactical awareness. It places "stranger encounters" in a context that allows for simple steps to complete the planning stages to encounter and disengagement. TSI® training enhances a student's self-awareness, analytical abilities, situation awareness, and interactive skills. The TSI® Train-The-Trainer curriculum is designed as a 5-day, 40-hour, student-led adult learning process that facilitates cognitive and psychomotor learning opportunities. It gives the student the ability to experiment with, demonstrate, evaluate, and teach back tools of effective Tactical Social Interactions®. The curriculum's content is based on seven behavioral competencies for successful social encounters and is delivered using ill-structured problems, a team-led design with small student's units, student teach-backs, and community engagement pieces in which students observe and strategically engage in social encounters in a public setting while maintaining situational awareness.

The seven competencies are:

- Pre-Planning
- Observe/Assess
- Contact
- Engage
- Self-Control
- Adapt
- Disengagement

The competencies cover a wide range of abilities - everything from emotional and cultural intelligence, bias, and mental rehearsal methods, to surveillance, body language reading, and force de-escalation. Students who complete this course walk away with the materials and confidence to deliver a one-day training on strategic interactions and implicit bias to others in their career field or agency.