

Adapting to Change Online

Everyone Can Be an Agent of Change



Create a change-adaptive culture.

We are all exposed to an endless series of changes at work and in our personal lives. On our best days, we are open to change and ready to master it, but frequently, changes push us far out of our comfort zones, causing us to become defensive, closed-minded, and afraid.

For individuals across organizations to better respond to change and even embrace it, they must learn how to navigate through change. Blanchard's Adapting to Change Online Overview helps individuals learn and practice mindfully marshaling their curiosity, courage, and resilience to adapt to change.

Adapting to Change starts by teaching the fundamental skill of mindfulness. Once someone can sense their physical and emotional responses to change, they can pause and move forward intentionally. And they can learn to tell themselves a different story about their ability to move toward change. With that foundation in place, the online course teaches learners to marshal their natural curiosity, courage, and resilience to embrace change.

Taught together, these mindsets and skillsets can help anyone be more agile, more adaptive, and ready to make the most of change.

Outcomes



Increase organizational agility



Increase opportunities to change and grow



Replace change-averse reactions with openness and flexibility



Improve effectiveness of organizational changes



Key Topics

- **Mindfulness:** Recognize emotional and physical reactions to change and reframe them in the moment to better respond to change
- **Curiosity:** Seek information about a change to better understand it, reduce the fear of the unknown, and look for opportunities the change enables
- **Courage:** Speak up, share ideas and concerns, and ask for the support you need to navigate the change
- **Resilience:** Acknowledge your strengths and past successes dealing with change and focus your energy on just those things you can control



Who Is Adapting to Change Online For?

- Anyone going through change
- Anyone who wants to be more agile, open, and adaptive to change

A Proven Formula to Help Your People Adapt to Change

Adapting to Change Online Overview is a 35-minute course with assignments, engaging participant materials, videos, learning activities, and knowledge checks. To explore the content more deeply and reflect on what else learners can do to be more adaptive and agile, add the facilitated virtual debrief.



Give your people the chance to thrive during change. Provide them with the skills to practice mindfulness, demonstrate curiosity, adapt to change with courage, and follow through with resilience.



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Authorized Partner

Blanchard Management Essentials®

The Fundamental Skills for Every Manager

Set Your Managers up for Success

The ideal manager inspires employees, leads productive teams, and improves business performance. When managers struggle in their jobs, they often rely on ill-suited behaviors and instincts that can erode morale, diminish productivity, and increase turnover.

We've used our 40 years of experience to create a transformational leadership training program for new managers and those who need to refresh essential skills: Blanchard Management Essentials®.

Blanchard Management Essentials is built on the key concepts of the best-selling business book *The New One Minute Manager*®, and teaches new managers the most critical skills of management needed to set goals and achieve results. It gives managers the tools and training to develop the skills needed to build positive relationships with team members, inspire engagement, and drive productivity.



Outcomes



Create Managerial Success Fast



Reduce Staff Frustration



Build Positive Skills



Develop Future Leaders



Learning Objectives:

- Adopt a manager mindset
- Understand and use the Four Core Conversations
- Improve communication skills

Four Core Conversations



A highly effective framework for understanding the important conversations needed to manage people and performance.

Essential Communication Skills

- Listen to Learn
- Inquire for Insight
- Tell Your Truth
- Express Confidence

Four communication skills to help managers learn how to have purposeful conversations that create positive, productive relationships.

Proven Formula to Build Successful Managers

When your managers have the skills they need, they form better connections and bring out the best in their people. Blanchard Management Essentials will give your managers the fundamental skills for building positive relationships that drive engagement and productivity.

Delivery Flexibility to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: 6-hour session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Three 2-hour sessions

Online Awareness • Application • Performance Support

Online Program: 2-hour self-paced, flexible, on-demand solution with six modules (with optional reflect and shares)

Overview: 35-minute overview of key concepts (with optional reflect and share)

Digital Assets: One year of access to learner portal with micro-activities (videos, resources, activities, tools) to practice skills

Who Should Attend?

- New managers
- Established managers seeking to improve essential management skills
- Emerging leaders



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Building Resilience

Help Your People Gain Adaptability and Well-being



Inspire a resilience culture and prevent burnout.

Workplace stress is reaching alarming levels: 44% of employees globally report high levels of daily stress¹ and more than 50% of managers feel burned out². Mounting stress takes a toll on personal well-being and team performance. Despite the pressures, leaders can transform this environment into a culture of resilience and growth.

But leaders need tools to support their teams through times of change and challenge. Creating an environment where team members can excel without burning out is essential. Blanchard's Building Resilience program teaches the three steps to building individual resilience, which include science-based tools to reboot the brain, develop a resilience mindset, and cultivate resilience practices. Leaders in 97 countries have adopted Blanchard's Building Resilience model to recover quickly from setbacks and meet new challenges.

Resilient teams survive and grow stronger in the face of adversity. They remain steady and focused when everything around them is chaotic. This is the power of building resilience, and it all starts with effective leadership.

¹ <https://www.gallup.com/workplace/349484/state-of-the-global-workplace.aspx>

² <https://hbr.org/2023/05/more-than-50-of-managers-feel-burned-out>

Outcomes



Develop higher capacity
for change



Improve employee
morale and engagement



Reduce stress, anxiety,
and burnout



Strengthen team
performance



Learning Objectives:

- Understand the three steps to becoming resilient
- Learn how to interrupt the flight or fight response
- Gain tools to manage distressing emotions and reduce stress
- Reframe your thinking by practicing the Resilience Mindset
- Create a Resilience Action Plan with practical wellness strategies
- Understand how to pull together a resilience support group



Reboot Your Brain



Develop a Resilience Mindset



Cultivate Your Resilience Practices

With the right mindset and practices, every challenge is an opportunity for growth and success. Building Resilience can result in improvements at three levels:

Individual Resilience

Resilient individuals learn to utilize their strengths to adapt to a constantly changing environment.

Team Resilience

Resilient teams experience improved employee health and performance.

Organizational Resilience

Resilient organizations create the systems needed to prevent burnout.

Flexible Options to Meet Your Needs

In-Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: One 4-hour session.

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual interactive keynote: This 90-minute virtual keynote engages learners with activities, captivating stories, and live polling.

Virtual instructor-led training: Building Resilience virtual training version is delivered in two 2-hour sessions that can be delivered over one or two days.

Online Awareness • Application • Performance Support

Digital assets: Rise Courses, videos, the Resilience Action Plan, At a Glance, blog resources, and the Building Resilience white paper.

Who Should Attend?

- **Senior managers and executives** who want to create a more resilient organization and inspire a culture of change.
- **Team leaders** who want to build team resilience and use the tools themselves.
- **Individual contributors** who want to become more resilient and support colleagues.



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Building Trust

Great Leadership Begins with Trust



Trust can be hard to earn and easy to lose.

Successful and healthy workplaces are built on a foundation of trust. When work relationships are rooted in trust, companies see improved communication, greater innovation, and increased revenue overall.

But when trust is broken, the work environment becomes toxic. People become stressed and work in silos, there's low collaboration, and morale and productivity drop. If employees don't trust their coworkers or leader, they won't perform to their potential. This can result in turnover that could have been avoided.

At Blanchard®, we know it can be challenging to discern and address trust issues within your organization. That's why we created a four-step model that is easy to learn, easy to remember, and easy to use on the job. Our Building Trust program teaches leaders and their team members how to build trust to increase engagement, creativity, and commitment to the organization.

Outcomes



Improve Performance



Drive Creativity & Innovation



Retain Your Talent



Create Collaboration



Learning Objectives

- Understand the Elements of Trust framework
- Diagnose trust gaps in relationships
- Know how to build and restore trust
- Navigate challenging conversations

The Elements of Trust



A framework focused on strengthening the behaviors that build trust.

Proven Formula to Build Trust in Your Organization

Participants of Building Trust will understand the impact of their behaviors on building trust or eroding trust with others. As your organization gains a common language to talk about trust, your people will be more comfortable asking for help, which leads to quicker problem-solving. With Building Trust, an increased sense of partnership is gained, and a positive workplace is restored, so your people and your organization can thrive.

Flexible Options to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: Half-day session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Prework and two 2-hour virtual sessions

VR Simulation: Two-module immersive experience that is fully asynchronous and allows learners to practice the skills of recognizing trust and restoring trust in a safe environment

Online Awareness • Application • Performance Support

Overview: 35-minute self-paced, flexible, modular, on-demand solution with optional Reflect and Share session

Digital Assets: Micro-activities on various topics that build skills learners can use during moments of need (videos, interactive exercises, tools)

Who Should Attend?

- Senior Executives
- Managers
- Team Leaders
- Individual Contributors



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Coaching Essentials®

Behind Every Engaged Employee is a Manager
with Great Coaching Skills



Help managers learn how to coach their people.

Coaching is the single most important managerial skill that separates a highly effective manager from the rest. The problem is that 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 integrate a coaching approach into their leadership style, their employees can stay stuck on projects, becoming discouraged and demotivated.

It can be frustrating when your managers aren't developing their people as effectively as they could be. Your managers deserve training that will deepen their leadership skills, so they can better accelerate the development and performance of those they lead. Coaching Essentials®, authored by Blanchard Master Certified Coaches who have led and managed others, embraces the tried-and-true coaching competencies defined by the International Coaching Federation; our expert authors have spent more than 28 years mastering the language and practices that immediately make these methods useful.

Outcomes



Accelerate Learning
and Development



Retain Your
Top Talent



Create Autonomous
Problem Solvers



Build Your Leadership
Bench Strength



Learning Objectives:

- Develop a Coaching Mindset
- Understand when to coach and when not to coach
- Learn a coaching process that works
- Rise above personal tendencies that create barriers
- Master and practice the four coaching skills

Coaching Process Model



Coaching Skills Model



Listen to Learn



Inquire for Insight



Tell Your Truth



Express Confidence

Who Should Attend?

Managers and individuals seeking to develop coaching skills to increase the effectiveness and competence of those they lead.

Proven Formula to Create a Consistent Coaching Culture

Coaching Essentials® teaches coaching skills for managers using a practical training method designed to give your managers the mindset, essential skills, and structured process they need to accelerate development and bring out the best in their people.

Managers will learn how to identify when coaching is the best approach and how to put it to work in your organization. By integrating coaching skills into your management training, you get highly effective managers who know how to have better conversations that create connections, increase trust, so their team can perform at their best and achieve their true potential.

COACHING PROCESS

- **Connect** – Build trust and positive relationships
- **Focus** – Identify topics and goals
- **Activate** – Collaborate to develop a plan for action
- **Review** – Clarify agreements and discuss accountability

Flexible Options to Meet Your Needs

In person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: One-day session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Three 2-hour sessions

Online Awareness • Application • Performance Support

Overview: 35-minute self-paced, flexible, and on-demand

Digital Assets: Micro-activities to help apply coach-like behaviors (videos, resources, activities, tools)



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Communication Essentials

Clear Communication Makes Productive Workplaces



The art of listening and dialoguing.

A productive workplace is one where clear and open communication is the norm. Dysfunctional workplaces are filled with misunderstandings, assumptions, and fault-finding.

Businesses plagued by poor communication cannot thrive—it produces a corrosive environment that saps resources and morale.

Communication Essentials Online teaches your employees the keys to really listening to others, asking thoughtful and open questions, staying positive, and productively sharing honest feedback in a helpful manner. Once people start doing this, morale and productivity increase, helping them reach their potential.

Outcomes



Improve interpersonal effectiveness



Increase employee engagement and connection



Increase team productivity



Avoid unproductive conflict



Learning Objectives

- Listen with the intent of being influenced
- Ask questions that draw out insights and ideas from the other person
- Share relevant and candid information and context
- Express confidence to build self-assurance and enthusiasm



LEARNER Experience

Communication Essentials Online is a crash course in the skills essential for good communication. In a power-packed 20 minutes, learners are immersed in the essentials of listening and sharing.

Learners are kept engaged through microlearning activities, interactive learning and practice, and tools for success.

Learning Design

Micro-activities: Seven modules, organized into bite-sized pieces ranging from one to five minutes

Interactive Exercises: Fun, engaging activities, including videos, games, stories, case studies, and online discussions

Tools for Success: A variety of activities and tools to help learners practice and apply their new skills

Who Is Communication Essentials For?

- Anyone who wants to have quality conversations with others
- A geographically dispersed workforce
- Modern learners who prefer online delivery



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Conversational Capacity[®]

Remaining Candid and Curious under Pressure



You can have the smartest people around the table, but if minor differences in opinion throw conversations off track, you're not getting access to their best thinking.

When a challenging topic or conflict arises, natural defenses kick in, making open and honest dialogue difficult. This can lead to people either becoming overly cautious and not speaking openly or getting defensive and argumentative. Without the necessary awareness or skills to work through it, creativity, collaboration, and innovation suffer.

Your people and teams should be able to put their most difficult, painful, divisive issues on the table and work through them in fair and productive ways.

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.

Outcomes



Engage Employees



Spur Innovation



Improve Productivity



Enhance Self-Awareness



Learning Objectives

- Build awareness
- Adopt a learning-focused mindset
- Recognize triggers
- Communicate with confidence

Conversational Capacity®



The sweet spot in any meeting or conversation is where candor and curiosity are in balance.

The program covers four skills for keeping conversations open, balanced, and productive; ways to maintain a learning-focused mindset; and a method for overcoming obstacles to conversational capacity. Offered in several modalities, key content is covered quickly and comprehensively. Participants will also have access to activities (videos, games, worksheets, and tools) they can use on the job in real time, during moments of need.

After completing the course or workshop, participants will have the skills to stay in the conversational sweet spot, allowing for increased creativity and innovation, and avoiding regrets over things that happen in the heat of the moment.

Flexible Options to Meet Your Needs

In Person

In-depth Learning • Application • Practice • Action Planning

Instructor-led Training:
1-day session

Virtual

In-depth Learning • Application • Action Planning

Virtual Instructor-led Training:
Three 2-hour sessions

Collaborative Online: 5-week online course with self-paced coursework and activities and weekly 1-hour live virtual instructor-led sessions

Online

Awareness • Application • Performance Support

Overview: 35-minute online self-paced overview (with optional reflect and share)

Digital Assets: Micro-activities on various topics/skills that learners can use during moments of need (videos, activities, tools)

Participants Will Learn

- The mindset and skillset of Conversational Capacity
- The natural tendencies to either minimize or win
- The four skills for balancing candor and curiosity

Who Should Attend?

Anyone looking to improve how they communicate, how they influence, and how they collaborate with others.



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Courageous Inclusion™

Creating a Workplace for Everyone



A Framework for Creating a More Inclusive Environment

Creating a diverse and inclusive workforce can foster higher employee engagement, increase creativity, and attract new talent, customers, and investors. But many organizations that have decided to make progress in their DEI efforts face unexpected challenges.

These efforts often increase awareness of diversity and inclusion issues and build empathy among those in privilege, but they don't yield measurable improvements. Even people who are more aware of DEI gaps and their own unconscious biases struggle to make progress in creating more diverse and inclusive environments.

Blanchard understands how important it is to provide your people with a way to confidently and safely raise DEI issues to create a more inclusive workplace. Building awareness and getting people familiar with DEI terminology isn't enough to effect lasting change.

That's why we created Courageous Inclusion™ based on diversity and inclusion expert Jennifer Brown's proven developmental continuum. Courageous Inclusion teaches people a mindset that promotes diversity and inclusion as well as a process to become more knowledgeable and active proponents of inclusion in their workplace.

Outcomes



Expand Workplace Inclusion



Increase Team Effectiveness



Improve Belonging and Engagement



Retain Your Talent



Learning Objectives

- Understand the benefits of diversity and inclusion
- Embrace the Courageous Inclusion mindset
- Recognize the four stages of the Courageous Inclusion model
- Create a personal action plan to improve inclusivity

Courageous Inclusion™ Model



This approach allows learners to diagnose where they are and where they want to be on particular diversity and inclusion issues, and to identify the specific steps to get there.

Who Should Attend?

- Managers
- Individuals
- Teams
- Executive Leaders

A Proven Path to Develop Courageous Inclusion

Courageous Inclusion moves learners beyond awareness and motivation and helps participants figure out where they are with regards to DEI issues and what they must do to become a more active and engaged force for inclusion. We started with the remarkable developmental continuum of Jennifer Brown, author of *How to Be an Inclusive Leader* and founder and CEO of Jennifer Brown Consulting, a certified woman- and LGBT-owned global diversity and inclusion consulting firm. Combining that with Blanchard's decades of work teaching millions of leaders how to grow and change using a development continuum, we are uniquely positioned to help organizations advance toward a more inclusive ideal.

Many organizations are looking to improve the diversity, equity, inclusion, and belonging initiatives across their workforce. Courageous Inclusion is aimed at any organization that wants to create more inclusion and belonging in their culture.

Flexible Options to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: 1-day in-person session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Two 3-hour sessions

Online Awareness • Application • Performance Support

Overview: 35-minute online overview to teach the core content, followed by a one-hour facilitated session to discuss and deepen the learning

Digital Assets: Micro-activities to help reinforce learning (videos, resources, activities, tools)



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Leading People Through Change®

Create a More Resilient and Agile Organization



Change can be hard. It doesn't have to be.

Organizational change is a fact of business life. Reorganizations, mergers and acquisitions, technology implementations, and other business initiatives are disruptive because they require large numbers of people to change at the same time.

Change efforts often fail because the organization and their leaders lack the framework and skills to guide their people through them effectively. Failed or stalled change initiatives waste time and money, reduce productivity and engagement, and increase employee turnover.

It doesn't have to be this way. At Blanchard®, we know that the most successful companies stay ahead of the competition by making change a part of their corporate culture. Those who know how to lead change proactively surface and address employees' concerns and involve them throughout the process, which moves the entire organization forward.

Leading People Through Change® teaches how to lead successful change initiatives. Leaders learn how to identify and address the predictable questions employees have and how to resolve their concerns to increase their buy-in and commitment.

Outcomes



Increase Buy-in and Resilience



Build Change Leadership Capability



Get Results Faster



Improve Success of Change Initiatives



Learning Objectives

- Understand the value of leading change with high involvement
- Learn the predictable concerns people have when faced with change
- Learn ways to involve others in co-creating change
- Practice identifying people's needs at each stage of concern
- Practice choosing the right change leadership strategy to lower or resolve others' concerns

Leading People Through Change®



A Proven Formula to Develop Change Leaders

When people are given the opportunity to be involved in the process, and their concerns are heard and addressed, they are less likely to resist change. When you have buy-in and commitment early on from the people you are asking to change, they will feel good about the direction of the organization and you'll get results faster.

Don't risk wasted time, effort, and money on failed change initiatives. Equip your leaders to improve their chances of success.

Flexible Options to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: 1-day session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Four 90- to 120-minute sessions

Online Awareness • Application • Performance Support

Overview: 35-minute online overview to teach the core content, followed by optional Reflect and Share and access to tools for a full year

Adapting to Change Overview: 35-minute online course to help individuals embrace change more readily (with optional reflect and share)

Digital Assets: Micro-activities (videos, resources, activities, tools) that can be accessed in moments of need to support ongoing learning, performance support, reinforcement, and custom learning journeys

Who Should Attend?

- Individuals
- Teams
- Managers
- Executive Leaders
- Anyone who wants to become more knowledgeable and active proponents of inclusion in their workplace



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Leading Virtually™

Cultivate the Potential of Your Remote Teams



Learn the unique leadership skills required to lead successful virtual and hybrid teams.

Today's workforce increasingly works from home and other remote locations, with teams spread across countries and time zones. As a result, managers need help to connect with their people through time lags and technology interfaces. It's the new normal. And it comes with a new set of benefits and challenges.

Managing in this environment differs from working together in the same physical space. It can be challenging to understand what your people need and even harder to build rapport and trust over long distances.

Employees working remotely also have many challenges to take on. It's harder to understand evolving goals and shifting priorities when separated from their teams and leader. Working for hours or days with fewer human interactions can become isolating, potentially damaging morale and reducing engagement. And there are many new technologies and techniques to master to communicate and collaborate well.

Leading Virtually™ helps managers with remote or hybrid staff learn the skillsets needed to stay connected and increase the effectiveness and productivity of their people.

Outcomes



Deepen Connection
Between Employees



Increase Autonomy
and Empowerment



Improve Performance
of Remote Staff



Improve Employee
Engagement



Learning Objectives

- Know how to interact best with remote workers
- Understand how to shift management techniques for remote staff
- Use behaviors to improve remote/hybrid workers' connections and morale

Leading Virtually™ Model



Learn the formula for engaged virtual workers.

Based on 20 years of helping managers lead virtually, this program focuses on three key practices proven to boost manager effectiveness in a virtual environment:

Be Present and Mindful – Teaches leaders to communicate intentionally with remote team members, to structure conversations for maximum impact, and to honor each other's work preferences

Foster Community – Helps managers build trusting and supportive relationships that stay positive and involve all their people, using the technology available

Accelerate Performance and Development – Teaches leaders how to build the resourcefulness and autonomy of staff members and to help them move forward in their careers

Learning Modality

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Three 2-hour virtual sessions

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.

Who Should Attend?

- Managers with remote or hybrid team members
- Frontline and mid-level managers
- Supervisors
- Senior leaders



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Legendary Service[®]

Build an Unforgettable Culture of Service



Keep your customers coming back for more

Every company knows how impactful great customer service can be, but few have a proven plan to build a service-oriented culture that will leave a lasting impression on the people they serve.

You want a culture that is dedicated to excellent service, where all employees are empowered to resolve issues and provide a great experience for your customers. It can be frustrating for business leaders to recognize that their organizations lack a service mindset. Employees might not even realize they have internal customers to serve. When that happens, friction and low collaboration are the likely results.

When employees aren't trained and empowered with a service mindset, this can create a culture where employees don't help each other reach their goals or take care of their customers the way they should. Without employees who are equipped to go above and beyond, customers can be left unsatisfied and looking elsewhere.

Your employees and customers deserve to feel valued in every interaction with your company. Legendary Service[®] teaches your people how to consistently deliver exceptional service that will support their colleagues, keep your customers coming back, and create a competitive edge for your organization.

Outcomes



Increase Customer Loyalty



Drive Social Referrals



Reduce Cost of Sales



Build Morale and Collaboration



Learning Objectives

- Define their personal service visions
- Identify customers' needs and wants
- Practice their new skills for building customer satisfaction and loyalty
- Develop strategies to empower themselves and create an action plan

The Legendary Service Model



Proven Formula to Build a Service-Minded Culture

When your employees are empowered to provide excellent service, they create raving fans who recommend you to their friends and family. Internally, people will start treating each other better, and collaboration, innovation, and employee productivity will rise throughout the organization.

Delivering great customer service is vital to the success of your business, yet creating a service-focused culture can be challenging. By offering the right training, you can instill a culture of service throughout your organization and start creating legendary service experiences that people will rave about.

Flexible Options to Meet Your Needs

In Person

In-depth Learning • Application • Practice • Action Planning

Instructor-led Training:
1-day session

Virtual

In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training:
Three 2-hour virtual sessions

Online

Awareness • Application • Performance Support

Digital Assets: Set of micro-activities, including videos, interactions, and worksheets that learners can access in moments of need to support ongoing learning, performance support, reinforcement, and custom learning journeys

Who Should Attend?

- Mid-level or new managers or supervisors
- Customer service employees and their managers
- All employees who have internal customers



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SLII® Concepts

Great Leaders See the Promise in Everyone



The blistering pace of change demands a different kind of leadership model.

SLII® Concepts teach what it means to lead situationally. That means giving people the right support or direction at the right time, having authentic conversations that empower them, and caring about their growth.

Be their champion. See their promise. SLII Concepts introduces the art of diagnosing an individual's or team's development level and then using the appropriate leadership style in response. Fast-paced, content-rich SLII Concepts is an immersive solution that can be used to introduce or reinforce SLII.

Outcomes



Accelerate development and autonomy



Use a common leadership language



Enhance performance and achievement



Improve engagement and retention



Learning Objectives

- Explanation of the three key skills of SLII®
- Reinforcement of learning with a video case study and videos on SMART goals and other essential skills

The SLII® Model



A proven, time-tested leadership model

SLII® is an easy-to-understand, practical framework that enables your managers to diagnose the development level of an employee for a task: D1 - Enthusiastic Beginner; D2 - Disillusioned Learner; D3 - Capable, but Cautious, Contributor; and D4 - Self-Reliant Achiever. Managers then use the appropriate directive and supportive behaviors to help them succeed: S1 - Directing; S2 - Coaching; S3 - Supporting; and S4 - Delegating.

The award-winning learning design of **The SLII Experience** incorporates Blanchard's latest research and state-of-the-art design theory. It's a learning experience that allows leaders to quickly understand the approach so they can help their direct reports soar to new professional heights.

Program Delivery:

SLII Concepts can be delivered live face-to-face or virtually, with or without the SLII Leader Behavior Analysis II® (LBAII®).

In Person In-depth Learning • Application • Practice • Action Planning

3-hours with the option to be modified to a 2-hour condensed or a 4-hour expanded design based on your needs.

Virtual In-depth Learning • Application • Practice • Action Planning

Two 90-minute sessions without the LBAII

For organizations wanting to make SLII their common language of leadership, and speed the adoption of its use, we recommend The SLII Experience™.



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The SLII Experience™

SLII® Powering Inspired Leaders™



Create individual success with a situational approach to leadership.

With organizations moving at a blistering pace, there's more pressure than ever for leaders to be effective at managing successful teams. But often, they don't have the skills to be the agile, adaptive leaders they need to be, and they struggle to build meaningful connections and achieve results.

It's not for lack of effort or interest. Research has shown that most leaders are limited to a single leadership style—so they don't know how to unleash the potential of their people as their needs shift.

Leaders need to learn how to lead situationally. Blanchard's SLII® empowers leaders to become adaptive—a requirement for our uncertain times. Backed by 40 years of research and an unmatched track record of results, The SLII Experience™ teaches your leaders how to lead situationally by giving their people the right support and direction at the right time.

SLII enables leaders to build deeper relationships with their people, making every day more inspiring, motivating, and meaningful.

Outcomes



Accelerate Development and Autonomy



Use a Common Leadership Language



Enhance Performance and Achievement



Improve Engagement and Retention



Learning Objectives

- Define clearer and more compelling goals
- Accurately identify people's development levels on goals and tasks
- Use appropriate amounts of direction and support to match people's needs
- Have respectful and honest conversations that move people forward

The SLII® Model



Who Should Attend?

- Leaders of all levels
- Executives
- Individuals in leadership roles

A proven, time-tested leadership model.

SLII® is an easy-to-understand, practical framework that enables your managers to diagnose the development level of an employee for a task: D1 - Enthusiastic Beginner; D2 - Disillusioned Learner; D3 - Capable, but Cautious, Contributor; and D4 - Self-Reliant Achiever. Managers then use the appropriate directive and supportive behaviors to help them succeed: S1 - Directing; S2 - Coaching; S3 - Supporting; and S4 - Delegating.

The award-winning learning design of **The SLII Experience** incorporates our latest research and state-of-the-art design theory to allow leaders to quickly understand the approach and help their direct report succeed.

Flexible Options to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: Two days (16 hours) or one-day condensed (8 hours)

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Five two-hour virtual sessions

Collaborative Online Course: 5-week blend of self-directed learning, online discussions, interactive exercises, reflection, and offline assignments with a weekly 1-hour live virtual session

Online Awareness • Application • Performance Support

Online Program: 2.5-hour self-paced course delivered in short modules with optional Reflect and Share

Overview: 35-minute self-paced course

SLII® Challenge Simulation: An immersive, simulation-centric experience

Digital Assets: Micro-activities (videos, interactions, worksheets)

SLII® App: Apply the SLII Model to real-world situations

Kenbot™ for SLII®: A chatbot that helps learners apply and master the skills taught in SLII through personalized conversations



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