

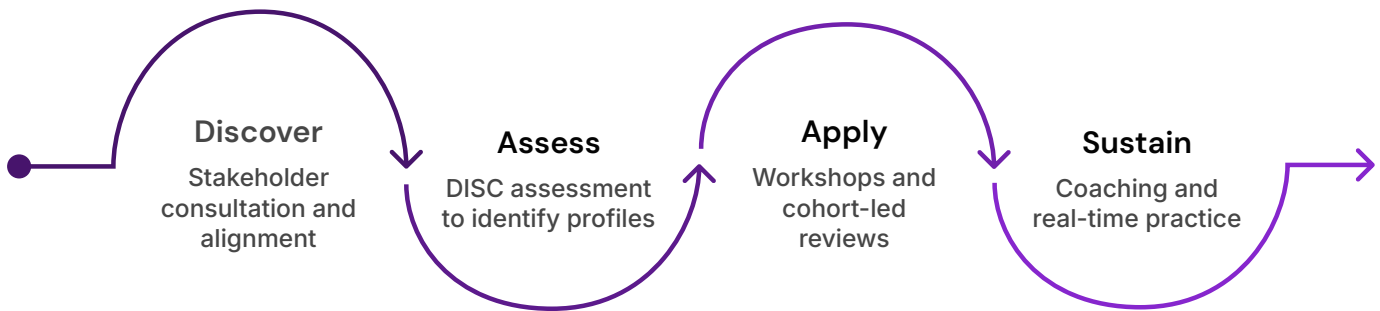


BIGPAW CX

**Clarity.
Execution.**

Program at a Glance

The BigPaw CX engagement is built around a clear, progressive arc from stakeholder consultation and DISC assessment, through workshop delivery and cohort reviews, to real-time practice and ongoing coaching. Each phase builds on the last, ensuring participants develop lasting capabilities rather than one-time insights.



Discover, Assess, Apply, Sustain

This syllabus serves as a shared roadmap for both BigPaw CX and the Client team, setting clear expectations for timing, responsibilities, and deliverables at every stage of the engagement.

- If the client follows this program plan 100%, by the end of Twelve (12) weeks, you will build a framework that creates clarity, drives ownership, and strengthens trust so you can step out of the weeds and focus on other important strategic initiatives, which should be directly driving company revenue.

Weeks 1–2: Stakeholder Consultation

The engagement begins with a dedicated two-week consultation phase led entirely by BigPaw CX. During this period, our team meets directly with key stakeholders on the Client's leadership team to conduct a thorough discovery process. The goal is to surface perceived opportunities for improvement, understand existing team dynamics, and identify the performance gaps most relevant to this cohort.

These conversations are candid, structured, and confidential. BigPaw CX facilitates discussions that help leadership articulate what success looks like both in terms of individual growth and collective team performance. Insights gathered here directly inform the customization of workshop content and coaching focus areas in subsequent weeks.

Candid & Confidential

Structured conversations that help leadership articulate what success looks like — both individually and collectively.

Discovery-Driven

Surface perceived opportunities for improvement and understand existing team dynamics.

Informs Customization

Insights gathered directly inform workshop content and coaching focus areas in subsequent weeks.

Week 3: Assessment & Content Review

Week 3 marks the first moment of active participant engagement. Two parallel workstreams run simultaneously ensuring the Client team is prepared both psychometrically and programmatically before the workshop begins.

BigPaw CX Responsibility

BigPaw CX conducts a comprehensive review of all workshop content directly with the Client team. This alignment session ensures that facilitators and stakeholders share a common understanding of the material, sequencing, and learning objectives.

Participant Homework

Participants are also assigned homework due during Week 6, which will be reviewed during the first cohort review session. Clear expectations and instructions are shared at this stage.

Week 4: Workshop Delivery

Week 4 is the centerpiece of the early program experience — the live workshop delivered by BigPaw CX in partnership with the Client team. This is where foundational concepts are introduced, discussed, and contextualized for participants in a dynamic, facilitated environment.

The workshop is designed to be highly interactive, drawing on both the DISC assessment data and the stakeholder insights gathered in Weeks 1–2. Participants engage with content that is directly relevant to their roles, relationships, and real-world communication challenges. Facilitators from BigPaw CX guide the group through frameworks, activities, and reflective exercises that bring the material to life.

- Attendance at the workshop is essential, as subsequent coaching sessions and cohort reviews are built on a shared understanding of the concepts introduced here. Participants who attend will carry forward a common language and set of tools that will be reinforced and deepened in the weeks ahead.



Facilitated Content

BigPaw CX leads participants through structured workshop modules designed around the Client's specific growth opportunities.



Interactive Activities

Group exercises and reflective discussions help participants internalize concepts and connect them to daily work challenges.



DISC Integration

Workshop content is woven together with DISC behavioral insights, setting the stage for individualized coaching in subsequent weeks.

Week 5: DISC Assessment Reviews

With the workshop complete, Week 5 shifts the focus to individualized insight. BigPaw CX conducts one-on-one or small-group DISC assessment review sessions with participants who attended the workshop. These conversations are among the most personal and impactful moments in the entire program.

Each review walks the participant through their personal DISC profile exploring what their behavioral style means in practice, how it shapes their communication preferences, and how it influences their working relationships.

Participants gain a clearer understanding of their natural strengths, potential blind spots, and strategies for adapting their approach when working with people of different profiles.



Confidential & Supportive

BigPaw CX facilitators are trained to deliver feedback in a way that is affirming, constructive, and directly actionable.



Personalized Understanding

Participants leave each session with a personalized understanding of their profile and clear guidance on how to apply these insights in their cohort assignments and day-to-day interactions.



Workshop Prerequisite

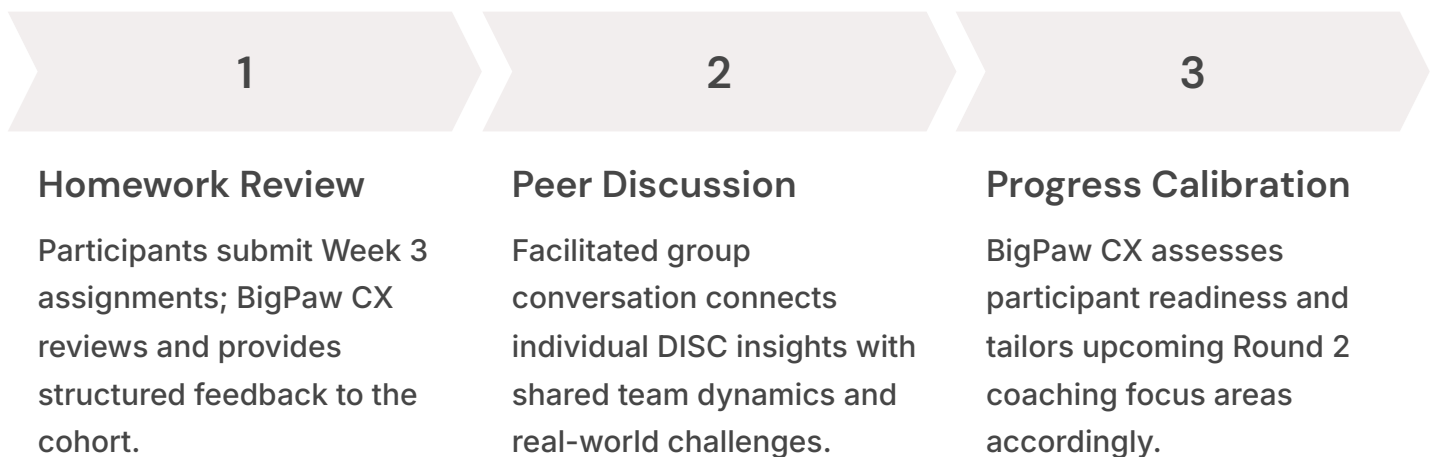
Only participants who attended the Week 4 workshop are eligible for DISC reviews, reinforcing the importance of the full cohort experience.

Week 6: Cohort Review — Round 1

Week 6 marks the beginning of the cohort review phase, where individual learnings begin to connect with collective growth. BigPaw CX facilitates Round 1 of the cohort reviews with participants who attended the workshop, creating a structured space for shared reflection, accountability, and application of concepts introduced in earlier weeks.

This session also serves as the submission deadline for the homework assigned during Week 3. BigPaw CX reviews participant work with the group, using it as a springboard for discussion and to calibrate where each participant stands in their understanding and application of key frameworks.

Cohort reviews are designed to be collaborative rather than evaluative. The goal is to create a peer learning environment where participants can hear diverse perspectives, challenge assumptions, and build on each other's insights. BigPaw CX facilitators guide the conversation with intention, ensuring that discussions remain grounded, relevant, and forward-looking.



Week 8: Cohort Review — Round 2

Building on the momentum of Round 1, Week 8 brings the cohort back together for a second structured review session facilitated by BigPaw CX. By this point in the program, participants have had additional time to reflect on their DISC profiles, apply concepts from the workshop, and observe their own communication patterns in real working situations.

Going Deeper

Round 2 is designed to go deeper. Conversations in this session tend to be more nuanced and specific, as participants have moved from initial awareness toward active experimentation. BigPaw CX facilitators help the group name what's working, address what's proving difficult, and reinforce the behavioral shifts that will have the greatest long-term impact.

Bridge to Independence

This session also serves as a bridge to the independent work phase beginning in Weeks 9–10, where participants will take greater ownership of applying their learnings. Round 2 ensures that participants feel equipped, supported, and clear on their individual development priorities heading into that phase.

As with Round 1, attendance at the original workshop is a prerequisite for participation in cohort reviews.

Weeks 9–10: Independent Application

Weeks 9 and 10 are dedicated to independent practice; a critical phase where the Client team takes full ownership of applying their learnings in the context of real work. Participants use the insights gained from their DISC profiles and cohort reviews to work through structured cohort assignments, translating self-awareness into intentional behavior change.

- This phase is intentionally designed without heavy facilitation from BigPaw CX. The goal is for participants to practice independently, making decisions and navigating challenges using the frameworks and tools they have internalized over the preceding weeks. This mirrors the conditions of real-world performance and builds genuine confidence in the material.

Assignments during this phase draw directly on each participant's individual DISC profile and the collective insights surfaced during cohort reviews. Participants are encouraged to document their experiences, observations, and questions material that will inform the coaching conversations available in Weeks 11–12.

Weeks 11–12: Office Hours, Coaching & Ongoing Practice

The final phase of the structured program brings together two complementary elements: dedicated coaching support from BigPaw CX and real-time application of all key learnings by the Client team. This dual structure ensures that participants are never practicing in isolation and expert guidance remains available precisely when it is most needed.

Up to 8 Hours of Office Hours

BigPaw CX is available for up to 8 hours of dedicated office hours coaching during Weeks 11–12. These sessions are flexible and participant-driven — individuals or small groups can bring specific questions, challenges, or scenarios for direct coaching support.

Office hours are an opportunity to work through real-time situations with a skilled facilitator, refine behavioral strategies, and consolidate learning in a highly personalized context. BigPaw CX remains available via retainer beyond the formal program period for continued support.

Real-Time Practice in Action

By Weeks 11–12, participants are actively practicing key learnings from the workshop and coaching in their everyday professional environments. This is not simulated practice. It is real, consequential application in the context of actual work, relationships, and leadership responsibilities.

The Client team has now moved from awareness to action, demonstrating the behavioral shifts that define lasting growth. Ongoing retainer access to BigPaw CX ensures that support is available as new challenges emerge.

12

Program Weeks

A structured, end-to-end engagement from discovery to sustained practice

8

Office Hours

Up to 8 hours of dedicated 1:1 and small-group coaching in the final phase

2

Cohort Reviews

Structured group reflection sessions to reinforce and deepen learnings

Program Summary & Next Steps

The BigPaw CX 12-week engagement is built on a proven architecture that moves participants from insight to action through a carefully sequenced series of touchpoints. Every phase has a purpose, every deliverable connects to the next, and every interaction is designed to build the kind of self-awareness and behavioral agility that drives lasting performance improvement.



- To get started, the Client team should confirm cohort participant lists, schedule the Week 3 DISC assessment administration, and align on logistics for the Week 4 workshop. BigPaw CX will be in touch to coordinate all scheduling and provide any pre-work materials needed before the engagement begins. We look forward to a productive and transformative partnership.