

2020

Organizational Development

WORKFORCE DEVELOPMENT AND TRAINING



CATALOG



Creating Change one Employee at a Time

TBS Leader Development Center



Topsarge Business Solutions

Leader Development Center
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TBS ATC LEADER DEVELOPMENT MODEL

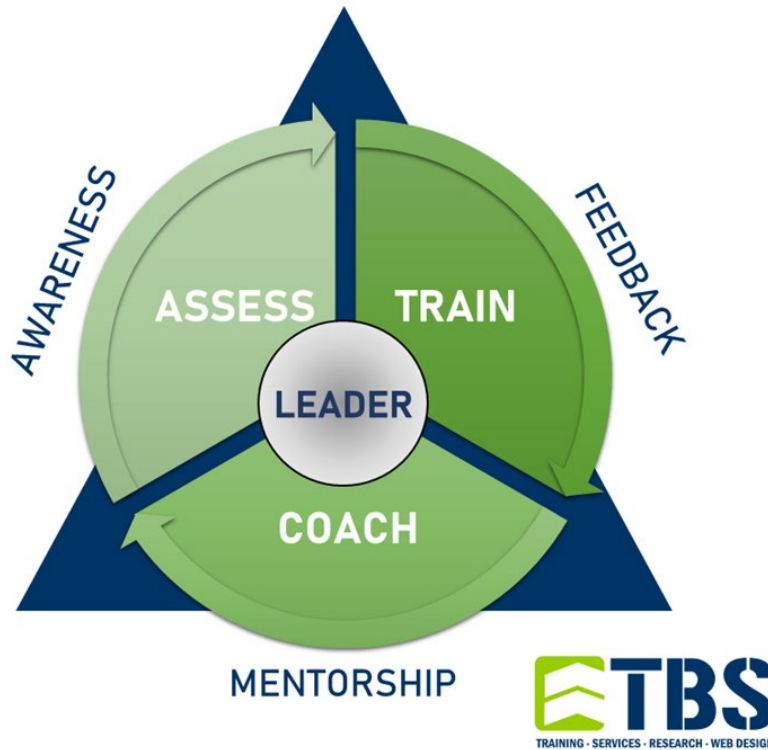


Figure 1, We develop leaders around our proprietary **leader-focused** model

Topsarge Business Solutions LEADERSHIP DEVELOPMENT CENTER

 ASSESSMENT We use personality assessments and multi-source feedback tools that provide individuals with straightforward, practical feedback on job-related skills necessary for effectiveness in a team setting.	 COACHING We use an inquiry-based approach to professional development that is aimed at creating awareness, generating action, and facilitating growth. Our coaches focus on improving performance to develop new perspectives.	 TRAINING Our training programs are in-depth, sophisticated experiential learning events that allow for skills assessment, reflection on past experience, recognition of behaviors and preferences, and the creation of an action plan for improvement.
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Our leadership training services, assessments and professional coaching programs create personalized leadership development experiences perfect for human resource specialists, supervisors, and managers.

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 **Creating Change One Leader at a Time™**

Figure 2, How we define our primary pillars of leader development, underpinned by three environmental factors that employers must ensure for employee growth

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Individual Modules

Benchmarks of Team Excellence

Get the tool that measures a higher level of team functioning. Benchmarks of Team Excellence reveals important information about the experience and attitudes of those who know the team best - the team members. This module is well suited for organizations and teams that work with cross-functional organizations and working with partner organizations.

Benchmarks will help you measure the extent to which teams possess the six indicators of excellence:

- Alignment
- Team Effectiveness
- Empowerment
- Passion
- Commitment
- Results

By examining scores for six indicators of effective leadership, team members can identify areas of strength and weakness, discover overall patterns of agreement, and surface differences in perceptions about how the team is functioning.

How it Works

By combining individual scores with the team's scores, participants get a portrait of their team's overall level of performance in each of the six excellence indicators. Interpretative information provides insight into the ranges and scores. With analysis, discussion, and action planning questions, participants then reflect on and discuss the team's functioning and how it can improve.

The six indicators of excellence:

- Alignment - a deep sense of vision or purpose that is shared among team members.
- Team Effectiveness - strong internal processes that allow coordinated efforts, such as shared values, trust, open communication, flexibility, and decision making.
- Empowerment - feeling empowered to do what is necessary; personal and collective power.
- Passion - high and sustained levels of energy, enthusiasm, excitement, and confidence.
- Commitment - deep commitment to the purpose of the team and to each other.
- Results - accomplishing outstanding results based on high standards.

Uses and Applications

Benchmarks of Team Excellence makes an effective stand-alone training session. It is also easily incorporated into a larger training program. The assessment has been used by a wide variety of organizations for team building and team leadership training, as well as in programs to teach the concepts of excellent organizational practices, characteristics of high-performance teams, and group dynamics.

Learning Outcomes

- Measure the extent to which teams possess the six indicators of excellence
- Compare a team's performance with other excellent and high-performing teams
- Determine action steps to help teams move farther and faster along the journey toward excellence

Internal Customer Service Assessment

How well do you meet the challenges of providing service within your organization? Because internal service providers have a bond with their customers that external vendors simply do not share, they need to judge their behavior (behavior analysis) by a new standard.

Unlike any other assessment on the market today, the Internal Customer Service Assessment illustrates the real differences between internal and external service. This 30-item assessment is designed to help internal service providers evaluate how well they practice the behaviors that constitute excellent internal service - and then assist them through action planning to improve those behaviors.

How It Works

The assessment presents 30 statements about customer service. Individuals transfer their employee assessment scores to a chart, creating an internal customer service profile. This visual profile depicts strengths and areas of improvement in each of the six dimensions of internal service. The participant guides provide for both individual and group action planning and discussion.

Uses and Applications

Internal Customer Service Assessment can be used in formalized training sessions or in informal group discussions. Use the employee assessment as:

- Part of an employee assessment program for customer-facing service providers and government employees
- A discussion starter to assign accountability for internal service groups
- The basis of a leader development program for internal or external service providers
- An action-planning tool for civil servants
- A planning tool for internal service groups whose service ratings are low

The assessment is effective when used alone or as a part of a larger training program.

Learning Outcomes

- Evaluate how well an individual meets the challenges of providing service within the organization
- Analyze which behaviors are effective in improving internal service
- Develop more effective service behaviors

Dealing with Change in the Workplace

Managers are often just as stressed as employees by the rigors of change and don't always have the time or the skills necessary to anticipate all of their employees' emotional and professional needs. So, too often, employees feel resentful, confused, fearful, or resistant – and the change effort stalls.

Dealing with Change offers a proactive, five-step plan for coping with the challenges of organizational change. This business simulation takes a focused, personal, and proactive approach to managing emotional intelligence, helping employees learn how to regain a sense of control and turn negative emotions into positive actions.

How It Works

Through an introductory scenario, participants imagine that they are in the midst of a difficult and frustrating change initiative. Then they rank order a list of 12 action items that will help them to participate positively in the change effort. Participants compare their scores to the expert ranking and discover how well they are managing change. Finally, an easy-to-learn, five-step plan shows them how to transfer the learning back on the job.

Uses and Applications

Dealing with Change is effective when used as a stand-alone resource or as part of a larger change management program. Use Dealing with Change:

- Before an organizational change effort is launched
- To surface issues and concerns that are causing problems in the midst of change
- As a discussion starter
- To gain new time management techniques

Learning Outcomes

- Learn 12 actions that will help regain a sense of control
- Discover how to turn negative emotions into constructive action
- Explore the benefits of a proactive approach to effective change management

Team-Work & Team-Roles

The Team-Work and Team-Roles assessment helps individuals and teams better understand how their preferences for different types of work can affect the overall result. Participants will learn to recognize the unique strengths of each team member and identify the phases of a team task; thus enabling them to pinpoint the role each contributor should take in order to get the job done.

How It Works

Using an 18-item assessment, team members rank-order sets of four statements describing their manner of working in a team. This assessment will take 10 to 15 minutes to complete. A team profile

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(created by compiling individual profiles) and group discussion then help the teams to discover how they can modify their behavior to ensure roles and phases are addressed.

Learning Outcomes

- Identify preferred individual and team roles and work phases
 - Learn how to deliberately cultivate missing team roles and work phases
 - Discover how to resolve team roles that conflict
 - Understand the role of diversity and inclusion in the workplace
 - Explore the strengths and weaknesses of teams that are “stuck” in various team-work/team-role combinations
-

Team Conflict Strategies Inventory

Don't let unresolved issues drain the productivity from your teams. Team Conflict Strategies Inventory (TCSI) provides an ideal opportunity for teams to work through issues, how to learn how to handle future conflicts more workload productively, and how to deal effectively with conflict scenarios in the workplace.

Teams have preferred ways of handling conflict. Some teams avoid conflict at all costs, while others find that the battle gives them energy and motivation. Start your teams on a discussion of how they choose to handle conflict - and what impact their behavior is having on the success of their team - with TCSI. This product is especially helpful with millennial learning styles: how millennials learn in the workplace and how millennials learn best.

How It Works

The TCSI presents teams with five typical conflict and workload scenarios. Administered in two phases, team members are first asked to predict individually how their team would handle each situation by ranking strategy alternatives. Then, the team as a whole comes together to try to reach consensus on the items. This approach allows individual team members to share their perceptions and come to conclusions about common strategies employed by the team.

Teams will:

- Identify their preferred strategy for handling conflict.
- Gain an understanding of five different conflict strategies for more productivity and effectiveness.
- Learn the appropriate use of each strategy.
- Develop procedures for managing disagreements.

The participant booklet includes pressure-sensitive scoring, descriptions of the five team conflict strategies, interpretation, and action planning. In addition to administrative guidelines and theoretical background, facilitator support materials will be available to you as a digital download link in your order confirmation.

Becoming a Customer Service Star

Becoming a Customer Service Star helps both employees and managers examine their attitudes about customer service in five critical areas:

- Having a positive attitude toward customers
- Encouraging customer feedback
- Responding to customer problems
- Developing repeat relationships
- Seeking to exceed customer expectations

Includes one print assessment. Requires oneself assessment for each individual, quantity discounts available.

Self-Assessment contents:

- Assessment
- Pressure-sensitive response form
- Interpretive information
- Action planning

Everything DiSC® Workplace

Everything DiSC Workplace® is classroom training and personalized learning experience that can benefit every person in the organization—regardless of title or position, department or function—in building more productive and effective relationships at work. It teaches participants to understand themselves and others, while learning to appreciate different priorities, preferences, and values each individual brings to the workplace. With personalized insights and actionable strategies, participants learn how to adapt to the style of others, ultimately improving engagement, collaboration, and the overall quality of the workplace.

The Everything DiSC Workplace Profile provides participants with valuable insights that unlock engagement and inspire effective collaboration. In this personalized, 20-page profile, participants will explore the priorities that drive their behavior, learn what comes naturally and what might be challenging when interacting with others, and gain actionable strategies to strengthen their interpersonal interactions at all levels in the workplace.

Wiley Everything DiSC Profile

The research-validated online assessment asks participants to respond to behavioral analysis statements on a five-point scale, including application-specific questions to help determine the participant's Workplace priorities. Built using the latest adaptive testing methodology, each participant receives precise insights to personalize their experience.

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SOCIAL STYLE® for a Universal Audience

Programs and assessments designed to deliver results for audiences comprised of individual contributors or for a mixed audience. These solutions address common productivity, communication and relationship issues in the workplace.

The online multi-rater profile provides the most thorough assessment for participants to gain insights about themselves. Training participants or “Learners” complete an online self-assessment, as well as invite people who have worked with them, known as their “Raters”, to complete an online survey about them as well. During the training they receive their Style Profile which indicates their SOCIAL STYLE and their overall Versatility rating, which is supplemented by scores on the four subcomponents of Versatility. The multi-rater provides a crucial learning lesson as it allows learners to compare their self-assessment to the raters’ assessments of them, allowing participants to gain crucial insights about their behavior in the workplace. In fact, learners self-identify their SOCIAL STYLE different than their Raters more than half of the time. Geographic and job-function norms are available to increase precision and Learner acceptance.

HALF-DAY TRAINING MODULES

The Everything DiSC Workplace Learning Experience

Everything DiSC Workplace® is a classroom training and personalized learning experience that can benefit every person in the organization—regardless of title or position, department or function—in building more productive and effective relationships at work. It teaches participants to understand themselves and others, while learning to appreciate different priorities, preferences, and values each individual brings to the workplace. With personalized insights and actionable strategies, participants learn how to adapt to the style of others, ultimately improving engagement, collaboration, and the overall quality of the workplace.

The Everything DiSC Workplace Profile provides participants with valuable insights that unlock engagement and inspire effective collaboration. In this personalized, 20-page profile, participants will explore the priorities that drive their behavior, learn what comes naturally and what might be challenging when interacting with others, and gain actionable strategies to strengthen their interpersonal interactions at all levels in the workplace.

The profile comes to life with the Everything DiSC Workplace Facilitation Kit, offering a classroom experience that engages and educates. With a dynamic, modular design, a customizable presentation, and contemporary videos, your participants will walk away with a deeper understanding of their personalized profile and a memorable experience that inspires lasting behavior change.

Wiley Everything DiSC Profile

The research-validated online assessment asks participants to respond to behavioral analysis statements on a five-point scale, including application-specific questions to help determine the

participant's Workplace priorities. Built using the latest adaptive testing methodology, each participant receives precise insights to personalize their experience.

Group Culture Report

This 13-page report identifies your group's DiSC culture and explores what that means for your group. It helps you and your group understand what your group members value most. This report does not include any individual names and is created from 3 or more individual online profiles (sold separately).

Effective Listening Skills

Without the proper training, two things can stand in the way of effective communication: bad habits and style differences. The first step to becoming a more effective leader is to also become a better listener and break and eliminate those habits. The second step is to understand the different ways people listen, along with its benefits and potential trouble spots.

Effective Listening Skills can help anyone become a more effective leader and a better listener. Using our five-step process, individuals learn how to eliminate barriers to good listening, improve communication skills, maximize productivity, and build interpersonal relationships.

Learning Outcomes:

- Describe the importance of listening
 - Identify barriers to effective communication
 - Implement the steps of active listening
 - Uncover hidden messages
 - Listen in emotional situations
 - Increase information flow to enhance productivity and teamwork
 - Develop more effective leadership techniques
-

Dealing with Conflict

This simple and easy to use conflict instrument assesses five conflict-handling styles that are effective ways of dealing with conflict. With this instrument it is easy for participants to learn the positive uses of each style and the most appropriate conflict style to use in any given specific business circumstance.

How It Works

The instrument presents five conflict styles: accommodate, avoid, compromise, compete, and collaborate. By completing this module participants will learn about their natural style tendencies. Narrative in the assessment booklet enables participants to learn about the advantages and disadvantages of each style. Participants explore the characteristics of each conflict style in order to

develop greater style flexibility. Learn how to analyze a conflict to decide which style is best for a given situation and ensure you can affect the outcome in positive ways.

Learning Outcomes

- Participants learn their dominant and secondary conflict styles.
- Participants become more flexible in regard to conflict and learn to collaborate toward a solution in most situations.
- Improved conflict resolution helps the organization reduce workplace stress.
- Dealing with Conflict is similar in style to the Thomas Kilman conflict mode instrument.

The Decision-Making Inventory

The Decision-Making Style Inventory is an assessment for management development training. It identifies one's preference for one of four decision-making styles and then helps individuals learn how to use their style to communicate most effectively with others.

Recent research into decision-making suggests that the most effective leaders are those who are able to adapt their decision-making style over time as their roles and responsibilities change. The Decision-Making Style Inventory is a proven, easy-to-understand way to assess decision-making style. It identifies a personal preference for one of four styles: systematic-internal, systematic-external, spontaneous-internal, or spontaneous-external.

What makes The Decision-Making Style Inventory different is that it doesn't measure who is smart or dumb, right or wrong. Rather, it's about how individuals differ in the way they gather information, organize, and then process it. The assessment is a powerful tool that has many applications, including leadership training, coaching, and performance appraisals.

How It Works

The assessment approaches decision-making style on a two-dimensional scale that includes two structural styles and two processing styles. Structural style refers to how a person seeks, organizes, and weighs information. A person's structural style can be either "systematic" or "spontaneous." Processing style refers to how people make sense of information. A person's processing style can be either "internal" or "external."

Four very different decision-making styles result when the two dimensions are combined:

- Systematic-Internal
- Systematic-External
- Spontaneous-Internal
- Spontaneous-External

Learning Outcomes

- Define the four primary decision-making styles
- Identify one's preferred style of decision making

- Understand the strengths and liabilities of each style
- Learn how to develop the ability to flex one's decision-making style

Leading when not in Charge

This half-day program helps organizations develop their technical experts, specialists and first responders who do not fill a leadership or management role, but may find themselves leading team, projects, or on the scene of an incident. This workshop helps individuals and teams understand techniques to better lead ad hoc teams in goal resolution.

Perfect for first-responders and specialty-trained experts this training is an introductory course on the four key elements required to lead when not in charge. The four learning objectives of this training will better assist you employees in understanding techniques and tips to:

- Understanding Individuals
- Understanding Groups
- The Characteristics of Leading
- Influencing without Authority

How It Works

Each seminar assigns personnel to “team” groups in a workshop style approach to learning. Attendees conduct individual and team activities to practice the techniques for managing groups, leading meetings, or otherwise gain the confidence to step-up in the absence of instructions. demonstrated by the facilitator. Small group instruction and team activities reinforce training materials and each group participates and shares results with the larger group.

Learning Outcomes

- Understand personality styles and how to determine ways to reach each
- Identify and understand the five stages of group development
- Understand the characteristics and traits of a leader, and how they differ from a manager
- Learn how to better influence others through sources of power

FULL-DAY TRAINING SEMINARS (OR TWO HALF-DAYS)

True Growth® Seminar: Management and Leader Training

Power of Authenticity

Authentic leaders build stronger teams, have better loyalty and employee retention, and consistently improve bottom-line profitability. The True Growth® seminar was designed for strategic leaders and provides a structured development of both the principles and applications of authentic leadership. We consult, teach, and coach from our True Growth® Model of leader development and are committed to grow individuals & teams.

Leader Development

The True Growth Seminar is a premier training event to grow authentic leaders. Created in collaboration with True Growth®, the Topsarge Business Solutions training program is delivered by seasoned leader-practitioners who have proven track records. Following the adult learning model we use tabletop exercises and group engagement principals that help participants improve their public presentation skills The overall objectives of the True Growth® seminar experience is:

- To understand the principles and benefits of authentic leadership.
- To create an environment of self-discovery, growth, and leadership development.
- To gain clarity and conviction of one's personal values and how they align with the organization.
- To gain clarity of one's personal life purpose with the associated benefits of focus, passion, balance and true enjoyment.
- To build a set of personal leadership disciplines that support one's life purpose and values.
- To engage participants in rich, challenging discussions that will promote original thinking in relation to both personal and professional development.
- To provide participants with multiple assessment tools designed to help them discover their authentic true selves.
- To explore the roots of organizational disengagement and how time management can be better framed instead to better manage energy using Urgent and Important methodology using scheduling and delegating.
- To help emerging strategic leaders to better understand how to create work environments and relationships that lead to passionately engaged teams.

Wiley Everything DiSC Personality Assessment (Option 1)

Everything DiSC is a research-validated personality assessment that helps individuals understand themselves and others, time management, energy, and money. Better employee communication means efficiency on both individual and company levels. Everything DiSC is a personality assessment that helps better communication in the workplace. DiSC helps point out the special differences between people to help create healthy organizations.

True Growth 360-degree Survey (Option 2)

The True Growth 360° assessment was designed to measure the authentic leadership behaviors that impact organizational results and employee engagement. It provides participants strategies and systems to improve their leadership effectiveness seven core competencies and 25 corresponding behaviors that are essential to becoming an authentic leader and creates a more positive impact on their team's performance.

Influencing with Assertive Communication

Every day we communicate with the goal of influencing others. Amidst a gamut of situations, we use a variety of communication strategies to help achieve that influence – expressed through our choice of verbal and nonverbal behaviors. Through Influencing with Assertive Communication, individuals learn what it takes to express themselves directly and honestly, while acknowledging and respecting the rights of others. With new knowledge of the benefits of assertive communication and leading with confidence in their abilities. Participants are equipped to apply their influencing skills to workplace situations.

Learning Outcomes

- Recognize the four styles of influence
 - Understand style benefits and drawbacks
 - Identify personal influence style
 - Learn why an assertive communication style is most effective
 - Discover a process to build confidence and create stronger professional relationships
-

Building Strength™ Series

The *Building Strength*™ workshops are meant to better address the desires of individuality that meets an organization's need for a resilient workforce. Our *Building Strength* series are a combination of Life Skills training with teambuilding exercises that uses a somatic training approach. We deliver all training via hands-on and use an interactive approach that is reliant on group experiences, not on slides or charts. Our life skills lessons are taught by seasoned practitioners and include:

- Overview of Building Strength
- Overcoming Everyday Adversity
- Creating a Positive Mental Movie
- Relaxation and Meditation Techniques
- Operating as a Team

Building a Strong Warrior™

The Building a Strong Warrior™ (BASW) workshop is meant to better address a Soldiers' needs and desires that supplement, not replace, military-provided resiliency training. BASW recognizes how adults learn by bringing personal experiences that form the foundation of their learning. They analyze, rationalize, synthesize, and develop innovative ideas or tweak old ones through the filter of their experiences. Our facilitators tap into those individual experiences to help them make connections, perceive relevance, and derive inspiration.

Building a Strong Family™

The Building a Strong Family™ (BASF) workshop is meant to better address a couple's needs and desires that complement (or introduce) couples to resiliency training. BASF recognizes how adults learn by bringing individual experiences that form the foundation of their learning. They analyze, rationalize, synthesize, and develop innovative ideas or tweak old ones through the filter of their experiences. Our facilitators tap into those individual experiences to help them make connections, perceive relevance, and derive inspiration.

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Building a Strong Educator™

The Building a Strong Educator™ (BASE) workshop is meant to better address an educators' needs and desires that complement (or introduce) faculty to resiliency training. BASE recognizes how adults learn by bringing individual experiences that form the foundation of their learning. They analyze, rationalize, synthesize, and develop innovative ideas or tweak old ones through the filter of their experiences. Our facilitators tap into those individual experiences to help them make connections, perceive relevance, and derive inspiration.

Building Strong First Responders™

The Building Strong First Responders™ (BSFR) workshop is meant to better address an educators' needs and desires that complement (or introduce) responders to resiliency training. BSFR recognizes how adults learn by bringing individual experiences that form the foundation of their learning. They analyze, rationalize, synthesize, and develop innovative ideas or tweak old ones through the filter of their experiences. Our facilitators tap into those individual experiences to help them make connections, perceive relevance, and derive inspiration.

Working Through Organizational Change

While understanding the need for organizational change is critical, it is also vital that we recognize how we respond to effective change as individuals so that we can manage ourselves – and show others how to benefit from its positive effects. Working Through Organizational Change is a one-day program designed to help individuals polish their skills at coping with and handling a variety of organizational changes. Focusing on the emotional response (emotional intelligence) to change, this program is an excellent way for individuals to identify methods of adopting and adapting to change that really work for them.

Learning Outcomes

- Pinpoint one's personal response to effective change
- Learn how change can create stress
- Understand the four phases of change
- Identify 12 actions that help to regain a sense of control

Building the Communication Bridge

The more we know about the way we communicate, the better we can build the "communication bridge" that leads to productive relationships. Building the Communication Bridge is designed for those who want to improve their speaking and listening skills, especially in face-to-face situations. Participants gain an increased awareness of how they behave, learn how to capitalize on strengths, and develop the areas needed to become more successful communicators.

Our are based on the Experiential Learning Model - a unique approach to adult learning that initiates and inspires lasting change. They blend the insight of a knowledgeable facilitator with a wealth of experiential learning activities, including assessments, simulations, hands-on games, and more. Because participants interact and use skills firsthand, they know how to put learning into immediate action.

Learning Outcomes

- Understand the fundamental components of the communication process
- Learn the characteristics of four communication styles
- Identify personal communication style
- Develop strategies for communicating with people who have different styles
- Recognize the behaviors that distinguish receptive listeners
- Learn how to apply effective speaking and listening skills to a variety of organizational situations

Stepping Up: A Road Map for New Supervisors

Stepping Up is a management development training program for new supervisors, managers, and leaders. The program offers a basic understanding of the roles, responsibilities, and expectations required to be successful, and it guides supervisors in developing an actionable plan for building supervisory skills. Stepping Up provides new supervisors with an accurate picture of what it truly means to be a supervisor. This one-day workshop takes a different angle than most supervisory skills training programs. Rather than focusing on typical day-to-day tasks such as planning, budgeting, and problem solving, Stepping Up targets people skills as the foundation for success.

Learning Outcomes

- Understand the scope of the supervisory role
- Develop the leadership fundamental supervisory skills that are required to be a supervisor
- Learn what principles are needed to build credibility
- Discover the real-life concerns, challenges, and pitfalls of being a supervisor
- Create an action-oriented decision-making performance model

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The Five Behaviors® - Unlock Untapped Potential

As the workplace evolves, so do team dynamics. Giving your team the skills they need to work together effectively, regardless of where they are working, is more important than ever. The Five Behaviors® solutions can help you activate your team's ability to drive results through cohesive teamwork, whether it is with our Personal Development solution which helps individuals learn the skills they need to "team" effectively, or our Team Development solution which helps intact teams gain the know-how to work better together. Both solutions use the framework of best-selling author Patrick Lencioni's model for teamwork which focuses on Trust, Conflict, Commitment, Accountability, and Results. This framework is combined with personalized insights to create powerful, customized, and authentic team development solutions that empowers both teams and individuals to make lasting change.

Learning Outcomes

Personal Development: Building a Culture of Teamwork. Helps individuals to better understand themselves and their team through the principles of The Five Behaviors.

Benefit-Individuals Learn How to "Team" Effectively Team and Culture transformation Employee Development at All Levels

Team Development: Develop a Cohesive Intact Team. Helps participants better understand themselves, the personalities on their team, and how they can effectively work together.

Benefit-Help Intact Teams to Gain Skill to Work Together Effectively Improve Team Productivity Addresses Team Dysfunction

ASSESSMENTS, 360-DEGREE, AND SURVEY'S

The Everything DiSC® Application Suite

Each distinct Everything DiSC application is designed to help participants better understand themselves AND others. Whether improving working relationships, strengthening management skills, elevating leadership impact, or tackling conflict with a new mindset, Everything DiSC delivers insights and strategies to meet the unique needs of your people and your organizational culture.

The research-validated online assessment asks participants to respond to behavioral statements on a five-point scale, including application-specific questions to help determine the participant's Workplace priorities. Built using the latest adaptive testing methodology, each participant receives precise insights to personalize their experience.

Everything DiSC Workplace

The Everything DiSC Workplace Profile provides participants with valuable insights that unlock engagement and inspire effective collaboration. In this personalized, 20-page profile, participants will explore the priorities that drive their behavior, learn what comes naturally and what might be

challenging when interacting with others, and gain actionable strategies to strengthen their interpersonal interactions at all levels in the workplace.

Everything DiSC Management

The Everything DiSC Management Profile offers participants insight into their strengths and challenges as managers, and how to adapt their style to meet the needs of the people they manage—making them more effective managers. In this 27-page profile, participants will:

- Discover their DiSC management style
- Explore strategies for effective directing and delegating
- Learn to create motivating environments
- Deepen their ability to develop others based on each individual's potential
- Improve their working relationship with their own manager

Everything DiSC Work of Leaders

The Everything DiSC Work of Leaders Profile provides detailed, context-specific feedback based on the Vision, Alignment, and Execution framework and the three drivers associated with each step. In this 23-page profile, participants will receive personalized strategies for:

- Crafting a Vision through exploration, boldness, and testing assumptions
- Building Alignment through clarity, dialog, and inspiration
- Championing Execution through momentum, structure, and feedback

Everything DiSC Productive Conflict

The Everything DiSC Productive Conflict Profile helps participants improve self-awareness around conflict behaviors. In this 22-page profile, participants will explore the destructive and productive conflict behaviors of each DiSC® style, learn how to manage their responses to conflict situations, and gain personalized communication strategies when engaging in productive conflict with colleagues.

Everything DiSC Sales

The Everything DiSC Sales Profile helps participants better understand themselves, their customers, and their relationships. In this 23-page profile, participants explore their own sales style and how their strengths and challenges influence their selling behaviors. They'll also learn to recognize the behaviors unique to each buying style and gain strategies to adapt their sales style to meet the needs of their customers, improving their effectiveness and success.

Everything DiSC 363

The Everything DiSC 363 for Leaders Profile is a 22-page report that helps participants deepen their understanding of their own leadership style based on their DiSC style. Participants learn the Eight Approaches to Effective Leadership while examining how colleagues perceive their performance against these approaches. Participants discover their greatest strengths as a leader and receive in-depth information and concrete strategies for improving three challenge areas determined by their raters.

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Group Culture Report

This 13-page report identifies your group's DiSC culture and explores what that means for your group. It helps you and your group understand what your group members value most. This report does not include any individual names and is created from 3 or more individual online profiles (sold separately).

Universal SOCIAL STYLE Concepts Guide and Self-Perception Questionnaires

The Universal SOCIAL STYLE Concepts Guide and Self-Perception Questionnaires offer self-profiling for a convenient and inexpensive introduction to interpersonal effectiveness concepts. The Universal SOCIAL STYLE Concepts Guide and Self-Perception Questionnaires offer a quick and easy introduction to interpersonal effectiveness at work. They help build self-awareness of behavior and an understanding of the importance of improving workplace relationships to increase productivity.

The SOCIAL STYLE Questionnaire assesses how individuals see themselves as communicating and interacting with others at work. The Versatility Questionnaire is independent of SOCIAL STYLE and assesses how individuals relate to others in ways that are important for working effectively with others, regardless of their SOCIAL STYLE. Completing a SOCIAL STYLE Profile also offers learners a free post-training tool – SOCIAL STYLE Navigator – which provides modular learning to apply SOCIAL STYLE strategies to solve common workplace situations.

STAR 360-degree Multi-source Surveys

OPM CORE Leadership Behaviors

Inspiring, effective leadership is built on foundational leadership skills. Our Core Leadership 360 delivers feedback about your proficiency in critical yet basic leadership skills. Built on sound theory and decades of experience, it also lays the groundwork for additional training, whether it be follow-up coaching, leadership training or self-directed improvement.

STAR EQ360

Interpersonal Success emotional intelligence Inventory measures the leader's self-awareness and their capacity to get work done through relationships with others. The feedback illustrates how the leader's interpersonal skills impact productivity, the organization's culture and their own professional.

STAR360 IDEAL (Inclusion, Diversity, & Equity)

Organizations with a great sense of social mission and driven by their values look to their leaders to implement those values. The IDEAL 360 measures a leader's core values of stewardship and integrity and how leaders consider D&I traits. You'll clarify your capacity to build your organization ethically and honestly and locate any chinks in your ethical armor.

True Growth® 360-degree Assessment

The True Growth 360-degree assessment was designed to measure the authentic leadership behaviors that impact organizational results and employee engagement. It provides participants strategies and systems to improve their leadership effectiveness seven core competencies and 25 corresponding behaviors that are essential to becoming an authentic leader and creates a more positive impact on their team's performance.

Denison Leadership Development 360®

Measures a leader's performance on a set of 12 leadership behaviors linked to high performing business cultures. Based on the Denison Model, this 360-degree assessment benchmarks an individual's leadership and management skills to those of leaders in other organizations. The 96-item survey leverages feedback from a number of different perspectives, including boss/supervisors, peers, direct reports and others. The survey is user-friendly and administered online through a system that allows leaders to personally manage their Leadership Development Survey process. The Denison Leadership Development Survey 360 is offered in multiple languages and takes about 15-20 minutes to complete.

PROFESSIONAL AND EXECUTIVE COACHING

Executive Coaching

Our executive coaches work internationally, but our corporate offices are located in Killeen, Austin and Temple, Texas. We are connected to our clients and their workforce using face-to-face and virtual collaborative techniques. Our executive coaching programs create a personalized leadership development experience perfect for c-suite executives, supervisors, and managers. Our International Coach Federation (ICF) credentialed Executive Coaches use an inquiry-based approach to personal and professional development that is aimed at creating awareness, generating action, and facilitating learning and growth. By focusing on improving performance our coaches help individuals to develop and sustain new perspectives, attitudes, skills, and behaviors.

Professional Coaching

Our professional coaches work internationally, but our corporate offices are located in Killeen, Austin and Temple, Texas. We are connected to our clients and their workforce using face-to-face and virtual collaborative techniques. Our professional coaching programs create a personalized leadership development experience perfect for employees, human resource specialists, and other professionals. Our certified Coaches use a subject matter expert approach to personal and professional development that is aimed at creating awareness, generating action, and facilitating learning and growth. By focusing on improving performance our coaches help individuals to develop and sustain new perspectives, attitudes, skills, and behaviors.

Team Coaching

Our coaches work internationally, but our corporate offices are located in Killeen, Austin and Temple, Texas. We are connected to our clients and their workforce using face-to-face and virtual collaborative techniques. Our Coaches create team approaches to change, development and goal accomplishment. Our team coaching uses a combined approach to team development that is aimed at creating change and generating action. By focusing on improving performance our coaches help teams achieve new perspectives, attitudes, skills, and behaviors.

Mentorship

A mentor is an expert who provides wisdom and guidance based on his or her own experience. We establish mentorship programs that use elements of advising, counseling and coaching, and are foundational for leader development programs.