CUSTOM LEADERSHIP DEVELOPMENT WORKSHOPS & SEMINARS

Topsarge Business Solutions offers a portfolio of professional development workshops designed to elevate leadership capacity and workforce performance across a wide range of sectors. Whether for municipal departments, state agencies, local school districts, or private industry, our custom programs are built to address the real-world challenges of today's leaders. Each offering is grounded in behavioral science, coaching methodologies, and decades of hands-on experience with government, education, and enterprise clients. Sessions are fully customizable and available in-person, virtually, or in hybrid formats to fit your organization's needs.

Leading Without Authority: Influence and Collaboration for Team Success

In this workshop, participants explore what it takes to lead in environments where formal authority is limited or distributed. Drawing from public service, education, and nonprofit leadership lessons, the course focuses on building influence through communication, credibility, and trust. Attendees will gain tools to foster collaborative cultures and drive team success even when operating across silos, remote locations, or decentralized structures.

Length of Workshop or Seminar
Full day

Topics and Agendas

- Navigating leadership in matrixed or decentralized structures

- Cultivating trust, influence, and psychological safety

- Techniques for cross-functional collaboration

- Case examples from public safety, education, and municipal agencies

Max Attendees: 30 per session
Materials Provided: Workbook, facilitator guide, case scenarios
Kirkpatrick Level: 2–3

Resilient Leaders: Emotional Intelligence in High-Pressure Environments

This workshop equips leaders with tools to strengthen resilience, emotional self-regulation, and team stability under pressure. Participants will explore how emotional intelligence contributes to effective leadership, particularly during crisis, change, or intensive service delivery cycles. The course draws on practices used in education, healthcare, public safety, and high-accountability roles to help leaders sustain themselves and their teams during demanding periods.

Length of Workshop or Seminar
Full day

Topics and Agendas

- Managing emotional labor and avoiding burnout

- Self-regulation techniques for high-stakes roles

- Building resilience during organizational change

- Lessons from first responders, educators, and healthcare leadership

Max Attendees: 30 per session
Materials Provided: Workbook, facilitator guide, applied practice scenarios.
Kirkpatrick Level: 2–3

Coaching for Growth: Empowering Emerging Leaders

Designed for supervisors and department heads, this course introduces the mindset and techniques of developmental coaching. Rather than relying on directive oversight, participants learn to support emerging leaders and team members through structured inquiry, feedback, and accountability practices. The workshop emphasizes psychological safety and long-term team development, drawing from coaching frameworks used across government and education sectors.

Length of Workshop or Seminar
Full day

Topics and Agendas

- Moving from management to coaching conversations

- Empowering direct reports through inquiry and reflection

- Supporting professional development across teams

- Real-world case studies from local government, education, and enterprise organizations

Max Attendees: 30 per session
Materials Provided: Coaching tools, workbook, facilitator guide
Kirkpatrick Level: 2–3

Strategic Planning for Teams and Departments

In this hands-on session, leaders develop practical, forward-looking strategic plans tailored to their teams and mission objectives. Participants will apply nonprofit and public sector frameworks to align organizational direction, define priorities, anticipate resource needs, and communicate effectively with stakeholders. This course is well-suited for leaders responsible for setting long-term direction or managing change.

Length of Workshop or Seminar
Full day

Topics and Agendas

- Practical tools for setting direction, vision, and team priorities

- Milestone planning, capacity forecasting, and stakeholder alignment

- Cross-sector planning frameworks from government and nonprofit agencies

- Creating actionable, living strategic plans

Max Attendees: 30 per session
Materials Provided: Workbook, planning templates, case exercises
Kirkpatrick Level: 3–4

Operational Readiness Bootcamp for New Supervisors

This intensive session prepares new supervisors and frontline leaders to transition confidently into their roles. Participants will explore the fundamentals of supervisory leadership, including personnel management, setting expectations, giving feedback, and maintaining compliance and trust in their organization. This course builds practical confidence from day one and is designed for first-time managers across public service, education, and small business environments.

Length of Workshop or Seminar
Full day

Topics and Agendas

- Role transition from individual contributor to supervisor

- Managing peers, giving feedback, and setting expectations

- Basics of time, resource, and personnel management

- Compliance, ethics, and risk in public-facing operations

Max Attendees: 30 per session
Materials Provided: Supervisor workbook, scenarios, performance tools
Kirkpatrick Level: 2

Behavioral Science in Action: Driving Culture Change

This course introduces leaders to evidence-based strategies for creating and sustaining cultural change. Attendees will examine how leader behavior, habits, and reinforcement structures shape team culture. Participants will leave with actionable strategies for promoting engagement, equity, and accountability, using lessons drawn from successful organizational change initiatives in government and education.

Length of Workshop or Seminar
Full day

Topics and Agendas

- How leader behavior shapes organizational culture

- Behavior modeling and accountability systems

- Strategies for shifting team habits and decision-making norms

- Tools from real-world government, nonprofit, and business transformations

Max Attendees: 30 per session
Materials Provided: Change model templates, workbook, case briefs
Kirkpatrick Level: 2–4

Digital Fluency for Leadership and Collaboration

Focused on enhancing digital productivity and communication, this workshop helps leaders evaluate and simplify their use of technology. Participants will explore collaborative platforms, knowledge-sharing tools, and digital workflows while learning to avoid the pitfalls of overcomplexity and burnout. The course emphasizes aligning tools with mission needs and improving virtual collaboration without losing focus.

Length of Workshop or Seminar
Full day

Topics and Agendas

- Streamlining work using digital collaboration tools

- Choosing the right platform for your team's goals

- Simplifying communication across remote or hybrid environments

- Avoiding tool overload and digital burnout

Max Attendees: 30 per session
Materials Provided: Tech toolkit guide, workbook, case studies
Kirkpatrick Level: 2–3

Communicating with Impact: Public Messaging and Stakeholder Engagement

This convenient course helps leaders and communications professionals craft messages that resonate with diverse stakeholders. Through real-world examples, participants learn how to communicate initiatives, services, and data through narrative design, visual storytelling, and audience-specific framing. It is ideal for those in public-facing roles, including city managers, school leaders, and external affairs staff.

Length of Workshop or Seminar
Full day

Topics and Agendas

- Turning technical or internal content into clear public messaging

- Visual storytelling and narrative strategy

- Engaging diverse audiences—citizens, boards, media, and partners

- Public speaking tips and media interaction

Max Attendees: 30 per session
Materials Provided: Messaging guide, workbook, scenarios
Kirkpatrick Level: 2–4

Ethical Decision-Making for Organizational Leaders

Participants in this workshop explore how to lead with integrity while navigating real-world ethical dilemmas. The session guides leaders through complex scenarios involving compliance, transparency, and trust using practical frameworks and case studies from the public and private sectors. This course is designed for individuals in positions of responsibility who must make difficult decisions in fast-moving or politically sensitive environments.

Length of Workshop or Seminar
Full day

Topics and Agendas

- Navigating ethical gray zones with employees, vendors, and public interactions

- Practical ethics frameworks used in government, education, and enterprise

- Building a culture of accountability and transparency

- Real-world ethical scenarios and facilitated discussions

Max Attendees: 30 per session
Materials Provided: Ethics workbook, case library, decision tools
Kirkpatrick Level: 2–3

Strategic Positioning for Public and Private Sector Funding

This full-day session provides leaders, program directors, and business development teams with a structured approach to identifying, aligning with, and pursuing funding opportunities across the public and private sectors. Participants will learn to analyze the funding landscape, assess organizational fit, and apply simplified capture planning strategies to shape competitive proposals and initiatives. This course is ideal for professionals responsible for grants, cooperative agreements, or contracts who want to elevate their strategy and improve results.

Length of Workshop or Seminar
Full day

Topics and Agendas

- Understanding funding landscapes in government and industry

- Aligning organizational goals with funder priorities

- Real-world planning tools adapted from successful grant and contract captures

- Lifecycle of opportunity shaping and strategy development

- Practical templates and opportunity analysis techniques

Max Attendees: 30 per session
Materials Provided: Workbook, templates, case studies
Kirkpatrick Level: 2–3

DELIVERY OPTIONS & CUSTOMIZATION

All programs can be delivered in the following formats:

- Live, in-person workshops (90-min, half-day, or full-day)

- Virtual delivery via Zoom, MS Teams, or agency-preferred platforms

- Hybrid sessions for distributed teams or multi-site organizations

- Cohort-based academies with optional coaching, reflection journals, or team projects

Each session can be customized by audience level, organizational mission, and delivery environment to ensure relevance, engagement, and measurable outcomes.

PRICE LIST

PROFESSIONAL DEVELOPMENT SERVICES

Professional Development Coaching.

We offer a team of highly trained and certified executive coaches with a rich history of confidential coaching and consulting experience. Our diverse cadre of coaches excel in tailoring professional development services to meet client performance requirements without needing expertise in specific job codes or functions, ensuring effective support for individuals and organizations.

Our coaching philosophy aligns with the International Coaching Federation (ICF), emphasizing engaging and innovative collaboration to unlock a client's full potential. Through our coaching, OUR participants will refine their goals, be able to better take decisive actions and make informed decisions, with a goal to maximize their natural strengths. Whether receiving a promotion, transferring to a new position, striving for excellence, creating change in self, or seeking personal or professional breakthroughs, our coaching services are tailored to meet diverse needs.

Ethical practice is foundational for the ICF style of coaching, each of our coaches signs a pledge to confidentiality and demonstrates personal integrity and honesty in interactions with clients, sponsors and relevant stakeholders, to wit our coaching relationship are strictly confidential. If information is to be shared it will only be the development plan, the number of completed sessions, and the overall level of engagement, and will only be shared with the faculty leader's manager.

TBS coaches assign fieldwork, self-study, and experimental assignments to their clients in order to actively involve participants and foster connections between growth areas and personal development, supporting performance objectives. The leader makes commitments, and the coach holds OUR participants accountable for results, which are reviewed and discussed in the following sessions. In demonstrating our commitment to the success of OUR faculty leaders, TBS coaches offer unlimited phone and email support between sessions for "PRN coaching," which allows for real-time access to coaches as leadership challenges arise.

TBS Leader 360 Multi-Source Feedback Tool.

Our technology partner Synthesis Technology Assessment & Research, LLC (STAR) delivers an exclusive 360-degree multi-source feedback leader profile solution complementing our delivery of UT Southwestern Executive Coaching.

Our meticulously designed 360-degree survey process provides highly accurate and reliable feedback, empowering leaders and fostering self-awareness for individual development. Extensive research supports the effectiveness of our approach in providing a comprehensive view of leaders' workplace perceptions.

Each participant receives personalized survey results, and our certified coaches interpret the feedback, collaborating with leaders across all levels to chart actionable growth plans. As a channel partner distributing STAR360 products for our clients, together we commit to delivering the prescribed services effectively and economically, eliminating costly set-up fees, and ensuring a single point of contact with OUR.

Our 360-degree survey tool can be customized and aligns with the most executive core leadership trait desired, evaluating individual performance based on essential leadership competencies. This assessment is customizable to suit OURs goals, terminology, and culture, aiding in leadership development and succession planning.

Through this tool, we achieve results in:

- Leading Change: Emphasizing Creativity and Innovation, Cultivating External Awareness, Demonstrating Flexibility, Nurturing Resilience, Exercising Strategic Thinking, Inspiring Vision
- Leading People: Mastering Conflict Management, Embracing Diversity, Fostering Development in Others, Fostering Team Building
- Results Driven: Upholding Accountability, Prioritizing Customer Service, Exercising Decisiveness, Encouraging Entrepreneurship, Championing Problem Solving, Demonstrating Technical Credibility
- Business Acumen: Excelling in Financial Management, Prioritizing Human Capital Management, Mastering Technology Management
- Building Coalitions: Excelling in Partnering/Networking, Mastering Influencing/Negotiating, Demonstrating Political Savvy
- Fundamental Competencies: Mastering Interpersonal Skills, Excelling in Written Communication, Demonstrating Oral Communication, Upholding Integrity and Honesty, Committing to Continuous Learning, Embracing Public Service Motivation

In the 360-degree feedback process, OUR managers, colleagues, and, if requested, subordinates or others provide valuable feedback by responding to the same set of questions. After gathering the

input, it undergoes a thorough analysis, categorizing the ratings based on the type of rater and comparing them in two ways.

Firstly, the study identifies high and low scores, shedding light on strengths and areas that require improvement. Secondly, the process emphasizes the scores with the most significant disparities between self-evaluations and evaluations by others. These disparities uncover hidden strengths and blind spots, revealing leaders' misconceptions about their performance.

Identifying these differences is pivotal for cultivating self-awareness and emotional intelligence in leaders. The insights gleaned from the 360-degree feedback aid in pinpointing specific areas for improvement, directing individuals toward the necessary training for their professional growth.

The 360-degree assessment includes the six fundamental competencies that form the basis for success in the Executive Core Qualifications. This assessment can be customized to align with the agency's training goals, terminology, and culture. The TBS-branded STAR 360 evaluates individual performance based on leadership competencies within the Executive Core Qualifications (ECQs) typical of senior executive and administrators.

The MBTI® Personality Assessment.

This Step II report is an in-depth, personalized description of a client's personality preferences, derived from their answers to the Myers-Briggs Type Indicator® Step II. It includes Step I results (your four-letter type), along with Step II results, which show some of the unique ways that a leader can express their Step I type.

The MBTI instrument was developed by Isabel Myers and Katharine Briggs as an application of Carl Jung's theory of psychological types. This theory suggests that we each have opposite ways of gaining energy (Extraversion or Introversion), gathering or becoming aware of information (Sensing or Intuition), deciding or concluding about that information (Thinking or Feeling), and dealing with the world around us (Judging or Perceiving). It is assumed that each of us use these eight parts of our personality but prefer one in each area, just as we have a natural preference for using one hand rather than the other. No preference pole is better or more desirable than its opposite.

Effective decisions require gathering information from a variety of perspectives and applying sound methods of evaluating that information. The Step II facets give us specific ways to enhance our decision making, especially those facets related to Sensing, Intuition, Thinking, and Feeling. There are six different ways of evaluating information, called decision-making styles, which have been identified based on two facets of the Thinking-Feeling dichotomy: Logical-Empathetic and Reasonable-Compassionate.

TBS coaches may use the MBTI instrument as a tool during coaching to assist our clients to gain awareness. The MBTI instrument is not a measure of one's skills or abilities in any area. Rather it is a way to help your leaders to become aware of their particular style and to better understand and appreciate the helpful ways that people within their organization or direct reports differ from one another.

Everything DiSC® on Catalyst.

Everything DiSC® is a personal development learning experience that measures an individual's preferences and tendencies based on the DiSC® model. Each personalized report includes a visual representation of each individual's assessment results within the Wiley proprietary DiSC map, also known as the DiSC circumplex. The Everything DiSC® assessment is intuitive and user-friendly as the map allows each learner to inherently recognize and understand themselves and how they relate to others in the workplace.

Everything DiSC gives people a quick and intuitive way to understand themselves and others using DiSC—a simple yet powerful model that describes four basic behavioral styles: D, i, S, and C.

> **D**ominance
> **I**nfluence
> **S**teadiness
> **C**onscientiousness

Everyone is a blend of all four DiSC styles—usually, one, two, or even three styles stand out. Each person has a unique behavioral profile with different styles and priorities—no one style is better or worse than the next. We believe that these differences in style can be extremely valuable. Once you assess these differences and harness their value, better workplace communication AND healthier organizations become possible.

The Wiley DiSC personality assessment is delivered to the coaching client at the direction of the executive coach, or during induction to the coaching program. Powered by 40+ years of research, each Everything DiSC assessment combines adaptive testing and sophisticated algorithms to deliver precise insights to each participant. These insights lay the groundwork for a personalized experience rich with "aha!" moments that inspire behavior change.

The assessment is completed 100% online and finishing the assessment will take about 15-20 minutes of time. When answering the questions, clients are asked to think about the behaviors that

are most typical and natural for them across a variety of situations. The DiSC assessment is not a test or a predictor of intelligence or future success.

Our survey support team provides procedures and instructions to participating personnel (those being surveyed) via electronic mail. The survey support team guides participants through the invitation process to engage respondents to contribute to their multi-source survey.

Additionally, available to OUR coaching practice leader is our Wiley Everything DiSC Group Culture Report. The Group Culture and Facilitator Report is a 13-page report that identifies a department or groups DiSC culture and explores for senior leaders what that means about your group. Our DiSC Group Culture Report helps you and your executives better understand what your employees value most by individual or cohort and can be used to help drive decisions.

Hogan Personality Inventory.

The Hogan Personality Inventory (HPI) is a measure of normal personality that uses seven primary scales to describe a participant's performance in the workplace, including how they manage stress, interact with others, approach work tasks, and solve problems. Although the various reports present scores on a scale-by-scale basis, every scale contributes to your employees' performance. The report notes strengths as well as areas for improvement and provides discussion points for developmental feedback.

- Leadership Forecast Series - Those at the top need the most robust and thorough development data possible, and Hogan's Leadership Forecast Series offers just that. This series of reports gives leaders a complete understanding of their performance capabilities, challenges, and underlying motivators along with a five-step development planning worksheet and career development primer. Paired with a one-on-one feedback session, leaders will be well-equipped to build high-performing teams and thriving organizations.
- Insight Series - Strategic self-awareness is vital for all leaders, but not all leaders need an exhaustive personality analysis. The Insight Series provides emerging and mid-level managers with a concise overview of their strengths, performance risks, and core values. This straight to the point report series offers the self-awareness needed to perform effectively.
- Coaching Report - This report is designed to serve as a guide through the development planning process. The report will help bring together the results from the Leadership Forecast Reports (and any other assessment data you may have) and integrate those results

into a comprehensive development plan. This report is provided at no extra cost when used in conjunction with the Leadership Forecast Reports (Potential, Challenge, and Values).

HOGAN PERSONALITY INVENTORY (HPI; POSITIVE JOB FIT)

- **Potential Report** - This report is generated by the HPI and explores day-to-day leadership style under normal conditions. This report includes an introduction, background, and scale by scale description as well as a full-page graph. In addition, there are graphs provided for each scale with narrative descriptions of behavioral implications and leadership implications, as well as competency analysis.
- **Insight Report** – This report **(a)** presents an executive summary of the participant's HPI score implications **(b)** scale-by-scale breakdown of the participant's score interpretation (including HPI subscales), and **(c)** provides discussion points for each scale.
- **Insight Report with Occupational Scale Scores** – This report is the same as the Insight Report but describes each of the HPI main- and occupational scales and provides a narrative regarding the behavioral implications of each main scale and occupational scale score.
- **Manage Report** - This report is given to the hiring manager of the new employee and identifies behaviors that may erode the relationship between employee and manager and those strengths of the employee that will complement job fit. The report also provides tips for ways to optimize the employee's performance.
- **Career Report** - This report is typically given to a newly promoted or hired employee and focuses on the individual's strengths and shortcomings and provides guidance for career development. The report works well as a development tool for a first-time manager and can be given to the employee for him/her to keep. It is a great way to build trust between the manager and his or her direct report for an effective working relationship.

HOGAN DEVELOPMENT SURVEY (HDS; NEGATIVE JOB FIT)

- Challenge Report - This report is generated from the HDS and explores behaviors that can inhibit leadership effectiveness in time of stress, novel or ambiguous situations, or heavy workloads. This report includes an introduction, background, and scale by scale description as well as a full-page graph. In addition, there are graphs provided for each scale with narrative description of behavioral implications and leadership implications, as well as a competency analysis.
- Insight Report – This report (a) presents an executive summary of the participant's HDS score implications (b) scale-by-scale breakdown of the participant's score interpretation and (c) provides discussion points for each scale.

MOTIVES, VALUES, PREFERENCES INVENTORY (MVPI; CULTURE FIT)

- Values Report - This report is generated from the MVPI and explores the motives, values, and goals that identify the best working environment for an individual. The Values Report predicts individual fit with a career, team, and organization. This report includes an introduction, background, and scale-by-scale description as well as a full-page graph. In addition, there are graphs provided for each scale with narrative description of behavioral implications, leadership implications, and environment fit.

- Insight Report – This report (a) presents an executive summary of the participant's MVPI score implications (b) scale-by-scale breakdown of the participant's score interpretation and (c) provides discussion points for each scale.

- Compass - The Career Compass is a narrative report based on an assessment of a person's core values. It is an essential part of anyone's career planning process; it can be used to choose an occupation or to identify the type of organization in which a person would be most happy working.

SERVICE PRICE LIST

Valid From:	1/1/2025
To:	12/31/2025

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Service Code/ID	Service Name	Description of Service	Unit Price (USD)
223311	1 hour of Coaching	One-on-one confidential professional coaching	250.00
112233	3-months of Coaching	Six 1-hour one-on-one confidential professional coaching sessions	1,350.00
331122	6-months of Coaching	Twelve 1-hour one-on-one confidential professional coaching sessions	2,700.00
332211	Everything DiSC® On Catalyst™	Designed to build more effective relationships at work, Workplace on Catalyst helps people adapt to others in real-time.	175.00
112233	MBTI® Personality Assessment	An in-depth, personalized description of a client's personality preferences, derived from their answers to the MBTI® Step II.	175.00
113322	Hogan Personality Inventory	Standalone Reports (Potential, Challenge, Values, Coaching, or Summary)	200.00
221133	Hogan Personality Inventory	LFS + Summary + Flash (Package)	500.00
333333	Hogan Personality Inventory	Insight Standalone Report (HPI, HDS, or MVPI)	250.00
454644	Hogan Personality Inventory	Leadership Forecast Series (Standalone)	100.00
514578	360-degree multi-source feedback	360-degree survey profile providing highly accurate and reliable feedback from supervisor, peers and subordinates	175.00

Notes