INTERPERSONAL EXCELLENCE

Organizational Need	Competencies / Results
Exceptional Communication	❑ Effective Listening ❑ Effective Speaking ❑ Micro-Messaging (Verbal and Nonverbal) ❑ Effective Business Communication
Growing Sales & Influence	❑ Awareness of Self and Others ❑ Self-Motivation ❑ Change Mindset ❑ Self and Skill Confidence ❑ Understanding and Interacting with Behavioral Styles ❑ Presenting with Flexibility ❑ Effective Listening ❑ Prioritization and Time Management
Dealing with Difficult People & Resolving Conflict	❑ *Exceptional Communication Suite* ❑ *Influence & Sales Growth Suite* ❑ Situational Style Management ❑ Mediating and Resolving Conflict (Among Individuals) ❑ Intentions and a Unified Approach ❑ Effective Meeting Facilitation (Group)

CULTURE

Need	Competencies
Planning & Managing People Though Change 	❑ ***Exceptional Communication Suite*** ❑ ***Influence & Sales Growth Suite*** ❑ ***Dealing with Difficult People & Conflict Resolution Suite*** ❑ Alignment & Buy-in for Change ❑ Launch & Adoption ❑ Ensuring Team Cohesion ❑ Fostering a Continuous Improvement Mindset ❑ Change Readiness as a Competitive Advantage – Adopting a Change Mindset
Managing Workplace Stress 	❑ ***Exceptional Communication Suite*** ❑ Assertive Communication ❑ Self-management of Interpretations and Beliefs ❑ Setting and Maintaining Healthy Boundaries
High-Level Engagement, Productivity & Retention 	❑ Our Company's Why ❑ Our Customer ❑ Our Market ❑ Our Brand ❑ Engaging and Developing Others ❑ Coaching
Our Customers, Markets & Brand 	❑ Target Customer's Mindset ❑ Internalizing Our Brand (Company and Self) ❑ Communicating Our Brand (Company and Self) ❑ Organizational Self Awareness

LEADERSHIP

Need	Competencies
Leadership: Team Supervision	***Supervising* (Tactical)** ❑ ***Portions of Influence Suite*** ❑ ***Exceptional Communication Suite*** ❑ ***Dealing with Difficult People & Conflict Resolution Suite*** ❑ Team Building and Cohesion ❑ Valuing & Navigating Diversity ❑ Running Effective Meetings ❑ Brand Awareness ❑ Brand Communication
Leadership: Managing Teams	***Managing* (Strategic)** ❑ ***Exceptional Communication Suite*** ❑ ***Full Influence Suite*** ❑ ***Planning & Managing People Through Change Suite*** ❑ ***Leadership – Team Supervision Suite*** ❑ Group Facilitation ❑ Team Collaboration (Local and Remote)
Leader Development Tailored to your needs such as: • Developing High Potentials Leaders • Transitioning Peer to Leader • Technical Lead to Manager • Existing Leader Skill Gaps • Succession Planning • Leading a Family Business	❑ ***Exceptional Communication Suite*** ❑ ***Influence & Sales Growth Suite*** ❑ ***Dealing with Difficult People & Conflict Resolution Suite*** ❑ ***Leadership – Team Supervision Suite*** ❑ ***Leadership – Managing Teams Suite*** ❑ Effective Motivation (Self, others) ❑ Role Modeling ❑ Values-Based, Conscious Leadership ❑ Fostering Collaboration ❑ Alignment of Vision, Mission, Core Values and Actions ❑ Effective Feedback