The 4 Roles of Leadership®

The 4 Roles of Leadership® workshop helps managers identify and develop the four critical abilities of true leaders—pathfinding, aligning, empowering, and modeling—to navigate turbulence, deliver results, and create the future. Participants discover how to implement these roles practically without taking their eye off day-to-day management needs. The training is a key component of the FranklinCovey Synergy Solution, which helps leaders and employees achieve superb results by pulling together at the highest levels of effectiveness and teamwork.

The 7 Habits of Highly Effective People Signature Course (3-Day)

Take the Lead in Making Positive Changes

Problems caused by ineffectiveness cannot be solved with the same ineffective thinking that created them. For more than 15 years, The 7 Habits of Highly Effective People has provided the ultimate in productivity training for thousands of people and organizations worldwide.

Learn the power of effectiveness:

1. Feel more satisfied with what you accomplish each day  
   Develop a clear definition of the results you want and live each day with a greater sense of meaning and purpose.
2. Know where you're going  
   Focus on your top priorities, achieve balance, and increase organization and productivity through a weekly and daily planning process.
3. Discover the secrets to success and fulfillment within you  
   End self-defeating personal and professional behavior and gain the necessary security to change.

Barnga: A Simulation Game

Revised and expanded for it's 25th Anniversary, Barnga is the classic simulation game on cultural clashes. Participants experience the shock of realizing that despite their good intentions and the many similarities amongst themselves, people interpret things differently from one another in profound ways, especially people from differing cultures. Players learn that they must understand and reconcile these differences if they want to function effectively in a cross-cultural group. New features and enhancements include:

* Improved game design is simpler for those with limited experience playing card games.
* Group sizes standardized to avoid confusion during the game play.
* New rules allow for games with as few as two players.
* Partnership play permitted, enabling reflection on the impact of moral support from others.
* Redesigned handouts reinforce the idea that everyone is playing by the same rules.
* Different tournament formats raise new types of communication problems.
* Expanded debriefing section.

Card Games by Thiagi

Card Games by Thiagi offers 30 creative and innovative card games that will engage and support your learners. Based on a single set of cards, the six card games in this product feature five distinct areas of training: human performance improvement, communication, teamwork, leadership, and diversity. Creativity and critical thinking are encouraged through the use of open-ended questions and unpredictable tasks. Winners are determined by the first team member to collect 1 each of the six game card types: make a list; don't talk; compare the two; act it out; draw it out; surprise attack. Kit includes user’s guide, a CD-ROM with electronic copies of all game handouts, 1 set of cards and a timer.

Connections

Connections teaches campus personnel how to be aware of students’ needs and make a positive connection with them. The program shows how to:

- Provide quality service;
- Deal with students in difficult situations;
- Build a comfortable environment for students and co-workers;
- Make your work more personally rewarding;
- Establish positive communication with supervisors; and
- Feel more confident about yourself and your abilities.

DISC Profile

The DISC Profile will describe your overall behavioral style including your strengths and struggles, needs and motivations, work style tendencies, and communication preferences.

There is also a complete section on application including identifying another person’s style, behavioral adaptability, handling tension among the styles, and even action plans for each of the four primary styles.

Emotional Intelligence
In the last decade, groundbreaking research has shown that emotional intelligence is an essential characteristic of leaders and critical to job performance. In fact, EQ may be even more important than IQ, because it involves both self-understanding and the ability to read and respond to others effectively.

Exploring Personal Styles

The perfect follow-up to any personality-style training, Exploring Personal Styles (EPS) helps participants learn to accept and appreciate their differences. With over 30 activities ranging from light and easy-going to more in-depth, this Jungian-inspired collection generates compelling group discussions and insight into the unique qualities of each personality dimension.

Participants will learn:

· New ways of approaching and dealing with others
· How to capitalize on their own and others' strengths
· The real sources of their irritation with others' personalities
· How to recognize and curb the temptation to judge or criticize

Fish

FISH! is a skill that provides the process, tools and language to generate the skills necessary to design a workplace full of inspiration, creativity and innovation. FISH! creates a common language. A language that will help improve your culture by using four simple practices – Be There, Play, Make Their Day and Choose Your Attitude™. FISH! is a wisdom that everyone can embrace. It is an invitation that enables people to care about each other and their commitments. FISH! is an ongoing journey. It is not a fad. It is a practice and a skill that evolves over time creating a positive workplace and a vibrant culture each time it is embraced.

The Five Dysfunctions of a Team

Patrick Lencioni uses a leadership fable of the "most experienced and expensive executive team imaginable, a seemingly indestructible business plan, and more top-tier investors than any young company could hope for" to tell the story of how a dysfunctional team turned itself around. Two years into the business the company had experienced many on-going disappointments, had missed critical deadlines, a few key employees below the executive level unexpectedly left the company, morale had deteriorated, and the executive team was ineffective.

This book provides a model for thinking about how teams typically hurt themselves, and how effective teams succeed.
The Five Dysfunctions are:

- Absence of trust
- Fear of conflict
- Lack of commitment
- Avoidance of accountability
- Inattention to results

And, not surprisingly, these dysfunctions feed upon each other.

If these are the characteristics of a dysfunctional team, here are those of a healthy one:

- Members trust one another.
- They engage in unfiltered conflict around ideas.
- They commit to decisions and plans of action.
- They hold one another accountable for delivering against those plans.
- They focus on the achievement of collective results.

**Five Levels of Leadership**

An interactive investigation into leadership development, *Five Levels of Leadership* lifts you toward your potential by enabling you to attain the core qualities characteristic of effective leaders. Centered upon content from internationally acclaimed leadership expert, John C. Maxwell, *Five Levels of Leadership* equips you with the tools and knowledge to ascend the stairway to successful leadership. Learn to raise production by mastering priorities, and to magnify your influence by reproducing your leadership.

Through a day of highly personalized and experiential learning, you will:

- Diagnose your leadership disposition
- Discern dynamic leadership from management mediocrity.
- Immerse yourself in a thorough discovery of the Five Levels of Leadership
- Join like minded professionals in a telescopic examination of contemporary case studies.
- Infuse values-based leadership into your personal development
- Acquire catalytic behaviors to upgrade your leadership capacity
- Assimilate and apply 5 simple strategies to empower your team
- Chart your leadership course with a personalized Leadership Action Plan
- Unearth traits which will radiate your influence 360 degrees

**Grand Canyon Adventures**

This team building simulation will take participants on an unforgettable learning adventure! Set in the Grand Canyon, these video management training DVDs offer team building activities for groups, and provide an
adventurous backdrop for enthusiastic participant involvement and memorable skill building.

Use *Grand Canyon Adventures* video management training activities for active learning in

- Team Building
- Decision Making
- Crisis Management
- Creativity and Problem Solving
- Collaboration
- Teamwork
- Leadership
- Conflict Resolution
- Consultation

Human Performance Deck

This is a new card game -- actually a collection of five card games -- played with a specially printed deck of cards.

The deck contains 10 (or more cards) of these types:

**Compare-Contrast** cards with two related concepts from the field of human performance technology (example: *behavior and performance*). Your task is to write a list of similarities and differences between the concepts. If your list has the most acceptable items, you win the card.

**Beat the Clock** cards present a name of a category (example: *analysis strategies*) associated with human performance technology. Your task is to write down as many items that belong to this category as possible. If your list has the most items, you win the card.

**Charades** cards contain a principle, a word, or a phrase associated with human performance technology (example: *subject-matter expert*). Your task is to use a series of gestures (without speaking) to convey the item while other players shout out their guesses. You win the card if somebody guesses the item correctly within 2 minutes.

**Draw It Out** cards contain a principle, a word, or a phrase associated with human performance technology (example: *change agents*). Your task is to draw a series of pictures (without speaking) to convey the item while other players shout out their guesses. You win the card if somebody guesses the item correctly within a minute.

**Role Play** cards specify your role, another person's role, and a situation related to human performance technology (example: *Your Role*: Performance Consultant. *Other Role*: Manager. *Situation*: A manager hires you to do a teambuilding activity for his or her employees. Your analysis indicates that the root cause for the problem is the
untrustworthy behavior of the manager. Tactfully share this information with your client.)
You win the card if your role-play performance receives "thumbs-up" from the majority of the other players.

You win the game any time you win at least one card of each type.

**Introduction to Situational Leadership® II (SLII®)**

Introduction to Situational Leadership II teaches an overview of SLII theory in two or three hours, and focuses on the first two skills of a Situational Leader: Diagnosis and Flexibility. After completing this program managers should be able to:

- Create an organization-wide awareness of Situational Leadership II.
- Begin to diagnose the development levels of your employees and choose the appropriate leadership style.
- Begin to open up communication within your organization to increase the frequency and quality of conversations about performance and development between managers and coworkers.
- Begin to create a communication model for all levels of the organization that supports culture change and movement toward becoming a high performing organization.

**Intuitive Decision Making Profile**

Research shows that one of the critical skills separating good leaders from great leaders is the conscious use of intuition in daily decision making. Great leaders actively call on their intuition to enhance decision making, whereas less effective leaders tend to rely too heavily on traditional approaches.

Give your participants a key competitive advantage with the **Intuitive Decision Making Profile** (IDMP). This assessment helps individuals learn to make complex decisions by putting their "database" of real-world knowledge and experience to work using their intuition.

**Learning Outcomes**

- Discover the extent to which they already utilize their intuition
- Determine when it is appropriate to use intuition in decision making
- Learn to identify and overcome emotional and cognitive "blocks"
- Enhance the conscious use of intuitive decision making

**Learning to Listen**

Statistics show that people remember only half of what they hear, even moments after they’ve heard it. Surprising? The fact is that although
most of us like to think we’re good listeners, almost everyone needs to improve their listening skills. *Learning to Listen* offers a fresh approach to this common problem. The 30-item inventory focuses on both the visible and invisible aspects of listening behavior.

What separates this listening assessment from the rest? While other learning tools identify listening style, *Learning to Listen* measures listening *skills*. Focusing on concrete behaviors, not preferences, allows participants to immediately take action on their listening strengths and weaknesses.

**Learning Outcomes**

- Determine listening effectiveness in 3 dimensions
- Explore how both visible and invisible aspects of listening affect interaction
- Learn what it takes — physically and mentally — to listen carefully
- Create an action plan that puts new skills into immediate action

**Neurolinguistic Communication Profile: Second Edition**

Improve on-the-job communication skills, interpersonal relationships, and productivity with the Neurolinguistic Communication Profile (NCP). Based on the powerful model of Neurolinguistic Programming™, the NCP enables participants to identify their unconscious preferences toward one of three sensory channels used in filtering and communicating information: Auditory, Visual, or Kinesthetic.

By analyzing communication preferences, individuals are able to determine the relative strengths and weaknesses of their own communication styles and therefore develop strategies to increase flexibility and build rapport with others.

**Learning Outcomes:**

- Recognize one’s communication preference – and those of others
- Communicate more effectively with others who have different communication preferences
- Discover how to increase productivity, motivation, and the accurate exchange of information
- Gain flexibility in striving to match another person’s communication style

**The One Minute Manager**

For more than 25 years, millions of managers in Fortune 500 companies and small businesses nationwide have followed The One Minute Manager’s techniques, thus increasing their productivity, job satisfaction, and personal prosperity. These very real results were achieved through learning the
management techniques that spell profitability for the organization and its employees.

- One Minute Goal Setting—Understand the importance of clear goals
- One Minute Praisings—Learn how to help people reach their potential
- One Minute Reprimanding—Learn how to correct poor performance and keep people on track

**PARTNERS**

**Overview**

Improve the work skills, attitudes, and habits of student employees with Partners, our video-based student employee training program. The Partners program offers hours of quality service topics and can readily be adapted to match a wide range of objectives, timeframes, and student-employee participants.

**Program benefits**

- Help student employees master the art of quality service;
- Increase their productivity;
- Equip them with lifelong work skills;
- Satisfy campus customers; and
- Create a productive work force focused on continuous improvement.

**Performance Management: Through 5 Key Conversations**

Manage the development of high-performing employees through collaborative and constructive dialogue. By engaging employees daily in meaningful, performance-related conversations, managers build relationships and get results in a less awkward, more productive atmosphere.

*Performance Management Through 5 Key Conversations* is designed to help managers identify their skill level in engaging employees in 5 key types of performance-related conversations. The instrument allows managers to create a profile of skill level in each of the 5 Key Conversations (comparing self assessment with peer feedback), providing insight on the areas for improvement.

**Learning Outcomes**

- Identify conversational areas in need of development
- Compare perceptions with valuable feedback from direct reports
- Develop vital performance-related conversational skills
Strength Finder 2.0

DO YOU DO WHAT YOU DO BEST EVERY DAY?
Chances are, you don’t. From the cradle to the cubicle, we devote more time to fixing our shortcomings than to developing our strengths.
To help people uncover their talents, Gallup introduced StrengthsFinder in the 2001 management book *Now, Discover Your Strengths*. The book ignited a global conversation, while StrengthsFinder helped millions discover their top five talents.
In *StrengthsFinder 2.0*, Gallup unveils the new and improved version of its popular online assessment. With hundreds of strategies for applying your strengths, *StrengthsFinder 2.0* will change the way you look at yourself—and the world—forever.

Style Play Card Game

Add excitement and impact to your style training with StylePlay - 12 Group Card Games. These quick, energizing games reinforce learning and build awareness in a fun, nontargeting manner.

Learning Outcomes

- Understand the four personality styles
- Learn how the four styles interact
- Practice interacting with those of similar and different personality styles
- Understand the strengths and weaknesses of each style

Supervisory Skills Questionnaire: Third Edition

The best employees don’t always make the best supervisors. At least, not without the proper training. New supervisors can be overwhelmed by the often-conflicting demands of customers, management, and their coworkers-turned-employees.

The *Supervisory Skills Questionnaire* is a comprehensive and practical assessment tool that helps supervisors to focus on the 5 most critical skills for effective supervision: Guiding the Work, Organizing the Work, Developing Your Staff, Managing Performance, and Managing Relations.

Learning Outcomes

- Improve proficiency in 5 key skill areas
- Identify skill strengths and weaknesses
• Learn which actions every supervisor should avoid
• Understand the keys to effective planning, prioritizing, and delegating
• Build productive relationships with other work groups

**Team Building Blocks**
Practicing Group Collaboration

Renew your teams with this stimulating, hands-on training tool. Team Building Blocks gives your teams an easy-to-implement, effective, and enjoyable opportunity to practice and refine their problem-solving and communication skills.

Using the set of 14 polished wood blocks, participants work together in performing engaging exercises. Your teams will be motivated and stimulated by solving problems, reaching consensus, and resolving differences while involved with these experiential puzzles. The game comes complete with 14 wooden blocks and a 148-page activity manual, which includes 18 detailed activities, facilitator notes, post-activity commentary, and solutions.

**Training Objectives**

- Illustrate the principle of “coopetition”— the competitive and cooperative nature of teamwork
- Highlight the importance of information sharing and collaboration between teams
- Demonstrate the negative impact of distrust among team members

**Team Charter Leader Guide**

Creating a team charter is one of the most powerful ways a team can make sure it is on the right track and that everyone is committed to the important work of the team. A team charter is a set of agreements that clearly states what the team wants to accomplish, why it is important, and how the team will work together. As day-to-day pressures build and challenges arise, the charter serves as a map that keeps the team on course and focused on the end result.

Why not take a step in the right direction? Using the chartering process, teams clarify their purpose and values, develop goals and strategies to accomplish their tasks, and create a contract that captures the common understanding. The Team Charter Process Kit includes a leader's guide and eight team member workbooks that can be completed in one to two days, or longer, depending on the complexity of the team's purpose.

A final section guides team members through the execution and distribution of a team charter that will drive momentum and keeps the team focused on results.

**Results**

Provides the structure and direction for teams to stay focused on a common result
Documents agreements on how to accomplish the team’s purpose
Creates buy in and increases commitment for accomplishing the work of the team
Promotes partnership and trust among team members
Develops a solid foundation for building a high-performing team

Team Effectiveness Profile: 4th Edition

Help teams learn how to surface, diagnose, and work through the issues that impede effective teamwork. For more than 15 years, the Team Effectiveness Profile (TEP) has helped teams eliminate or reduce blockages in the 5 vital areas of team activity: Mission, Vision, and Goals; Team Roles; Operating Processes; Interpersonal Relationships; Interteam Relationships.

Learning Outcomes

- Identify issues that block effectiveness
- Reduce or eliminate problems that can drain a group’s energy
- Maximize the group’s productive efforts

Thomas-Kilmann Conflict Mode Instrument (TKI)

The Thomas-Kilmann Conflict Mode Instrument (TKI) is the world’s best-selling instrument for understanding how different conflict-handling modes, or styles, affect interpersonal and group dynamics and for learning how to select the most appropriate style for a given situation.

The TKI tool has been used successfully by businesses, educators, and organizational development professionals for over 30 years. Scoring for the TKI assessment is based on a revised norm sample and is presented in the updated TKI Profile and Interpretive Report with a more personalized analysis of results.

Benefits of the TKI tool:

- Offers a pragmatic, situational approach to conflict resolution
- Demonstrates how and when to use the five conflict-handling styles effectively
- Helps to initiate safe and productive dialogue to deal with conflict situations
- Can be administered online or in a self-scorable format

Whale Done!

What do training killer whales have to do with training humans? More than you think! In this inspiring training program, Ken Blanchard and top SeaWorld trainers Thad Lacinak and Chuck Tompkins teach viewers a technique that actually increases employee effectiveness at work—a technique perfected over twenty years at SeaWorld!
Written with top SeaWorld trainers, *Whale Done!* explores how positive reinforcement techniques used with killer whales can have a dramatic effect on our *human* relationships, both at work and at home.

**What’s My Communication Style?**

Uncover preferred styles of verbal and nonverbal communication with the fast and fun *What’s My Communication Style? - Third Edition*. Using a 24-item inventory, participants will learn their preference for one of 4 communication styles, recognize the various facets of communication, and learn how to use their own style to enhance communication.

**Learning Outcomes**

- Pinpoint personal communication style
- Understand the various forms of communication
- Recognize the strengths and trouble spots of each style
- Identify the communication styles of others
- Learn how to flex personal style to improve communication

**Who Moved My Cheese?**

From one of the world's acknowledged experts on management comes a charming parable filled with insights designed to help readers manage change quickly and prevail in changing times. Sometimes simple problems require simple answers. In just 96 pages, this humorous story uses simple metaphors and characters to encourage readers to embrace change and to adapt to new situations with an open mind and a motivated spirit. It follows four fictional characters, Sniff, Scurry, Hem and Haw, as they search for fulfillment in the maze of life.