



*Workplace Learning & Executive Coaching*

## ARE YOUR EMPLOYEES ADVANCING?

Are you happy with the progress your team members are making? Will the current rate of learning help you achieve your organizational goals? The 21<sup>st</sup> century workplace requires a laser focus on continuous improvement, innovation, and agility. All three elements rely on formal and informal learning experiences at every level. We can help you achieve your goals by customizing our workplace learning and coaching programs to meet your needs.

## RELEVANT, INTERACTIVE, FOCUSED AND FUN

If brains reward play, then why should formal learning feel like drudgery? Our programs are filled with engaging activities, deep interaction, and laughter (yes, on many occasions we've been asked to quiet down). Our valued clients tell us that our programs are consistently rated the highest on the key survey statement: "This workshop was worth my time."



*"Barbara's workshop was rated the highest. She always delivers."*

- Co-chair, Wharton Women in Business

*"The training was outstanding. Several other people said it was one of the best trainings in the leadership program."*

- J. Schlegel, National Grid

*"Barbara made the training fun and interactive."*

- Legal Affairs, MasterCard

## Onsite or Virtual Workshops – 90-minute | Half-day | Full-day

<p><b>Enhancing Your Personal Brand</b></p>		<p><b>Emotionally Intelligent Teams</b></p>
<p>As one boss put it, “He looks like he just rolled out of bed. And he doesn’t exactly speak the King’s English.” Another said, “She always sounds hesitant – like she’s asking a question.” From attire, to conversation, to personal presence, we will focus on all the important aspects of building a powerful brand that can lead to better results now and a successful career later.</p>		<p>Great places to work have great teams. It’s that simple. But it’s not easy to achieve. Attention must be paid. Unleash the strengths and spirit of your people by building great teams. We will focus on the stages of a team, the key elements of great teams, and delve into what makes high-performing teams so essential to organizational success.</p>
<p><b>Leading Virtual Teams</b></p>		<p><b>Management Essentials</b></p>
<p>Many organizations are coming to terms with the fact that remote working is here to stay, at least for the foreseeable future. Ensuring teams remain productive, connected and engaged is of utmost importance during this critical time of recovery for organizations and teams, as well for their sustained success. This program addresses the key skills in managing a remote team that enjoys the same level of productivity and engagement they enjoyed when everyone was in the office.</p>		<p>This three-day workshop is designed to get your “peer today, boss tomorrow” managers up and running. Each day focuses on a key theme and provides ample time for discussion, road-testing and reflection. Participants go through two self-assessments to highlight strengths and blind spots and spend significant time trying out new skills in a safe environment.</p>
<p><b>Conducting Difficult Conversations</b></p>		<p><b>Dancing With Porcupines</b></p>
<p>Why spend thousands of dollars on a branded program when your team can learn best practices in conducting effective workplace conversations across all the well-known models of relationship-building? This program is designed to be a “highlight reel” of what works in communication when the stakes are high and emotions run strong. We are not born with this skill – we have to learn it in real time.</p>		<p>Conflict management is one of the critical skills of the 21<sup>st</sup> century workplace. In addition, teams that can effectively problem-solve and maintain collegiality offer more to their organization’s bottom line. This workshop title comes from the book by Bob Phillips. The content is derived from the Thomas Kilmann Conflict Management model as well as Barbara’s experience in coaching teams through conflict.</p>

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<p style="text-align: center;"><b>Change and Resilience</b></p>	<p style="text-align: center;"><b>Influence and Persuasion</b></p>
<p>Research by John Kotter and others has shown that change efforts fail 70-75% of the time. One reason is the heavy focus on process and the lack of focus on the people who determine success. This workshop provides methods and practices to lead people through change, overcoming resistance, managing stress, and communicating throughout the process. Change is constant. Growth is optional.</p>	<p>Based on the work of Richard Shell and Mario Moussa at The Wharton School, "WOO" is the ability to win people over to your ideas without coercion, using relationship-based, emotionally intelligent persuasion. In this workshop you will learn the core skills of successful relationships with colleagues, clients and customers.</p>
<p style="text-align: center;"><b>Coach Approach to Managing Others</b></p>	<p style="text-align: center;"><b>Strategic Influence</b></p>
<p>Could your organization benefit from better bosses? The evidence is in: people leave organizations because of their relationship with their boss. In today's workplace, command and control styles cause irreparable damage. A major shift is needed. This two-day branded program from Corporate Coach U will help your managers communicate more effectively, promote innovation, and get results.</p>	<p>Effective leaders figure out how to balance working <i>in</i> the business with working <i>on</i> the business. Senior leaders are looking for people who can help shape the future and seize opportunities that will move the organization forward. This workshop - which can be adjusted as a one-time topic or a three-part series - focuses on strategic thinking (the having of ideas) AND advocating for one's ideas in a persuasive manner.</p>
<p style="text-align: center;"><b>Fostering an Inclusive Culture</b></p>	<p style="text-align: center;"><b>Is PowerPoint Upstaging You?</b></p>
<p>This course introduces the neuroscience of implicit bias and the ways in which successful teams own their biases and navigate their way toward inclusion. Teams learn to speak in more authentic and honest ways so that every voice is heard, and everyone enjoys psychological safety.</p>	<p>Let's put an end to 'Death by PowerPoint.' Learn the essentials of using visual display to enhance your impact and achieve the results you had hoped for. This is not a software training workshop, but several PowerPoint tricks will be shared.</p>

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<p style="text-align: center;"><b>Fearless Feedback</b></p>		<p style="text-align: center;"><b>Presenting to Your Boss</b></p>
<p>Wouldn't it be great if all managers could give and receive constructive feedback? The kind that doesn't sting or sound fake, but really helps individuals improve? Whether it's the annual performance review or quarterly check-ins, this workshop will equip participants with the techniques to be better feedback providers.</p>		<p>Many companies wisely invest in improving external presentations but tend to neglect the internal ones. Countless managers complain that the presentations delivered by their direct reports are long-winded, circuitous and often require a secret code to find the critical information. Don't tolerate poor presentation skills any longer.</p>
<p style="text-align: center;"><b>Speaker Bootcamp</b></p>		<p style="text-align: center;"><b>High-stakes Team Presentations</b></p>
<p>Whether you are a pro behind the podium or would rather have root canal than stand up and speak in public, every professional has some bad habits that inhibit their ability to grab and keep an audience's attention. Practice, performance, feedback, and discussion are the tools used to strengthen speaking skills. Strongly encouraged: videotaped feedback.</p>		<p>Team presentations are challenging enough, but when the stakes are high, such as trying to outperform competitors to win the contract or convince the FDA to approve your plan, presenters need more than the basics. This workshop is designed to equip teams with the tools, techniques, and self-awareness to deliver excellent presentations - no matter who is in the audience. Attention will be paid to best practice strategies for ensuring high-quality, team-based delivery.</p>
<p style="text-align: center;"><b>Managing Your Career</b></p>		<p style="text-align: center;"><b>Assertive Communication</b></p>
<p>When people are uncertain about their careers, it can be hard to perform to their full potential. This program helps people discover and achieve what they want from their careers while delivering the results for the organization. We walk through values, strengths, fit, planning and alignment.</p>		<p>This program is also designed for female participants. We walk through the key elements of clear and confident communication skills and practice difficult conversations. We focus particularly on bad habits that women tend to develop such as hesitant vocal quality and mitigated speech.</p>

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<p style="text-align: center;"><b>Executive Presence</b></p>		<p style="text-align: center;"><b>How to WOO Your Audience</b></p>
<p>Have you ever heard a senior leader say, “She/He is not leadership material.”? It’s code for executive presence. More specifically, some aspect of EP is missing and therefore the prospect of promoting or hiring that person is suddenly in doubt. This program walks participants through the essential elements of being fully present with each element paired with meaningful practice and roleplays.</p>		<p>Based on the excellent book, The Art of WOO by Richard Shell and Mario Moussa of Wharton, participants will learn how to confront the five barriers that limit one’s ability to win others over and be influential: negative relationships, poor credibility, communication mismatch, competing values, and conflicting interests.</p>
<p style="text-align: center;"><b>Communication Skills for Sales Teams</b></p>		<p style="text-align: center;"><b>Improving Everyday Interactions</b></p>
<p>Research by Gong and others shows that skilled sales reps have an ideal ratio of talking vs. listening. They also have heightened awareness of what the prospect needs and they are able to go off script when needed. This program addresses all of these skills and enables sales reps to practice “core communication skills” in a safe environment.</p>		<p>People managers are essential to the success of any organization. The ability to conduct high-quality conversations with each direct report is a key indicator of highly engaged workplaces. Grounded in the latest neuroscience research, this program helps managers improve their overall effectiveness to drive engagement.</p>

*“Our entire Customer Success team agreed that your program was fantastic. There was so much energy, support, and such a good balance of activities and content. Everyone can immediately apply new skills to their work with our valued customers.”*

- Anna Crystal, Olo

## Featured Program for Developing Women Leaders

### SheSpeaks: Business is Better When Women Speak

It's been 130 years since Anna Bissell became the first American female CEO, and 47 years since Katharine Graham became the first female CEO of a Fortune 500 company. Yet the number of female chief executives is stuck at 8% of Fortune 500 CEOs.

Enter SheSpeaks – the program for aspiring women leaders who want to (need to) find their voice and own the room.

During this day-long program, we focus on how to develop your authentic speaking style, strengthening your speaking voice, techniques to be more persuasive, how to use your body – from head to toe – in bigger and bolder ways, silencing your inner critic, and the all-important topic of executive presence. We'll help you raise your game.

Informed by the latest research on gender, organization and learning, the program focuses on building key skills necessary to address the specific challenges facing women in leadership.

We'll help you command the attention of your audience. You'll build your skills and confidence to speak with gravitas. You'll gain a deeper awareness of your own unique and dynamic speaking style, and you will be better equipped to assert yourself when interrupted or overlooked in an important meeting.

What people are saying about SheSpeaks:

*“It's not cookie cutter skill-building. It's state-of-the-art boss-building!”*

- C. Cronin, Rapid7

# EXECUTIVE COACHING

What | Why | When

## WHAT

In a nutshell, coaching is all about developing the best thinking and performance of the coachee. It is based on a belief that each client has a potential that is higher than current performance. It involves a continuous cycle of awareness and action, with each cycle building on the previous one.

## WHY

Because it is one more lever to pull to increase the bottom line of your organization. When all leaders are fully engaged, productive and can get peak performance from their team, everyone wins. Also, we just can't see what's in our blind spot. And it doesn't always feel good to have our boss or direct reports be the ones to point out our weaknesses. A neutral third party can have greater impact on a leader's development than his or her co-workers.

## WHEN

This has two answers. First, it's time to hire a coach when you create a leadership development program. One component should be executive coaching, so your high-potential leaders are ready when you need them. Second, it's time to hire a coach as soon as you see a valuable leader/team member has hit a plateau or is struggling. Timing is essential. When is it not a good time to hire a coach? When the team member has mentally quit his or her job.

# COACHING OPTIONS

Leadership Coaching	Skill-based Coaching	Drop-in Coaching
<p>This type of coaching is for a leader or manager who is a consistent performer, but who is experiencing a specific challenge or is stuck. The coaching engagement is structured around the client’s specific needs and lasts approximately six to nine months.</p>	<p>This type of coaching is very focused around a particular skill set or behavior the client needs to develop in order to be more effective in their role. Typical engagements focus on communication, public speaking, delegating, and feedback. This type of coaching can range anywhere from three to six months.</p>	<p>In certain situations, career professionals can find themselves in need of a brief and focused skill-building or mindset shifting session. Enter drop-in coaching. Session length can range from 60 minutes to four hours.</p>

*"Thank you so much for such an engaging session!  
You were awesome!"*

- N. Pirzada, GE Healthcare

# Satisfied Clients

