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COURSE DESCRIPTIONS

Achieving Goals

Goal setting is one thing; achieving goals is another. This session helps you put together a clear vision of what you want and a step-by-step plan to get it. And with the session's workbook, you'll be armed with the tools to set and achieve goals year after year.

Anti-Presentation Skills

This course teaches you how to confidently share your rationale and communicate the “why” behind your work — no lengthy slides or formal presentations required. You'll learn how to explain your ideas clearly, persuasively, and effectively to any audience, making sure your message lands and your work gets the buy-in it deserves. Whether you're talking to peers, leaders, or clients, this session equips you with the tools to sell your thinking and make an impact.

Being a Change Agent

When you're in a position to lead change, how do you rally others to join you — even when you're not the one making all the decisions? This empowering session uncovers the essential qualities of a true change agent and gives you practical strategies to inspire, influence, and drive meaningful change across your organization. You'll learn how to ignite momentum, overcome resistance, and make an impact, no matter your role or title. Get ready to step up, lead boldly, and be the spark that moves your team and organization forward.

Beyond the Bubble Bath: True Self-Care

We're often told we need to make time for self-care, but it's not always clear what that means. This course goes beyond the surface-level idea of self-care and focuses on genuine, sustainable practices that promote long-term well-being. Participants will learn how to integrate meaningful self-care into their daily lives, set healthy boundaries, and prioritize their mental, emotional, and physical health in a way that fosters resilience and balance.

Client Service: Assessing the Situation

Before providing a solution to your client, it's critical that you are able to fully understand what's needed. This course explores necessary skills for listening, paraphrasing, open-ended questioning and clarifying (and voicing) assumptions so you can ground your recommendation-making in the details of the situation.

Client Service: Communicating Your Proposal

The best designed solution to a client's problem won't go anywhere if you can't communicate it effectively. This session helps participants choose the right communication medium, build trust, and come to shared agreement, all while being concise and complete.

Client Service: Making Recommendations

True client thought partners utilize a process to assess a situation and make recommendations. In this course we look at clarifying the problem to

be solved, defining shared objectives, ideating together, and using your expertise to analyze options. After applying relevant context, you can then select multiple options and evaluate them before crafting and communicating your proposed solution(s).

Comparison Detox

Research shows that comparing ourselves to others does very little to boost self-esteem or confidence, and yet millions of people do it multiple times a day. This course looks at the downsides of comparison and ways to boost your happiness levels by reducing comparison and focusing on gratitude.

Conflict-Free Communication

When miscommunication happens, it's tempting to blame the other person for being a “bad communicator.” But that can lead to conflict and resentment and does nothing to resolve the miscommunication. In this course, we focus on the elements of communication you can control -- what you say, how you say it, what you hear, and how you interpret it - to make sure you're not contributing to conflict and mixed messages.

Crush Your Virtual Presentations

Remote presentations come with unique challenges — but they also offer huge opportunities to shine. In this energizing course, you'll learn how to command attention, boost engagement, and deliver powerful messages

over Zoom, Teams, or any virtual platform. You'll put your skills into action with two live practice presentations and get invaluable feedback from your peers. Walk away ready to present with confidence, connect with your audience, and stand out in every virtual room!

Cultivating a Growth Mindset

Rooted in the pioneering research of Dr. Carol Dweck, this course delves into the distinctions between fixed and growth mindsets and offers practical strategies for fostering a growth-oriented perspective - one in which you believe that mistakes are learning opportunities and not failures - especially in the face of change.

Delegating Effectively

Effective delegation requires that you assign duties, grant authority, and create responsibility for completing the project. This course overcomes barriers to delegation and teaches a five-step process for effectively getting work done through someone else.

Designing Winning Virtual Presentations

This course looks at how to structure your presentation for the unique challenges of presenting remotely. Participants learn best practices for designing and enhancing engagement.

Driving Engagement

Employee engagement requires a mix of factors, but two of them – motivation and recognition – are the most critical. This course looks at what it takes to stoke employee motivation, and how to

go about recognizing employees regularly and creatively.

Eliminating Communication Breakdown

Feeling helpless in the face of poor communication? This course will help you take control! In it, learners identify the barriers to good communication and create an action plan to overcome them. Then they'll learn tips for sharing information in a way that ensures it's delivered, and for addressing assumptions that get in the way of true clarity.

Embracing Change

Change is all around us. This session gives you the mindset and strategies you need to thrive in a world where change is constant. Whether you're facing organizational shifts, new leadership, evolving roles, or industry disruption, this course equips you with practical tools and techniques to stay flexible, focused, and confident in the face of uncertainty.

Using a self-assessment tool, you'll learn six common ways people naturally resist change — and how to recognize and navigate those reactions in yourself and others. You'll learn how to overcome resistance, build resilience, and help yourself and your team move forward with clarity and purpose.

Empowered Boundaries (Setting Boundaries)

We all allow others to interact with us in ways we wish they wouldn't. So what's our role in that? This program looks at how to strengthen your boundaries by examining seven different types of

boundaries and identifying what needs your attention and reinforcement.

Enhancing Emotional Intelligence (EQ)

Managing your emotions is a critical life skill, but not one that comes easily for everyone, especially those with a strong inner critic. This session dives into improving Self-Awareness and Self-Management and listening and responding with empathy to help you better handle your emotions in all areas of your life.

Fearless Presentations

This course organizes your ideas and helps communicate key points quickly, easily, and fearlessly. It uses five major organizing strategies and shares tips for using voices and bodies effectively. It includes practice presentations and valuable peer feedback.

Finding Purpose

What gets you out of bed in the morning? What lights you up? What needs in the world are you drawn to meet? Whether you've never thought about your purpose or are reconnecting to your personal north star, this session helps you weave your passions, talents, and dreams into your purpose.

Giving Creative Feedback

This course lays the groundwork for effective relationships with creative partners and encourages participants to focus on powerful feedback instead of subjective direction.

Goal Setting that Works at Work

Setting goals is key to achieving results, but it only works if everyone is bought in to the process. In this course you'll differentiate your big picture goals from the milestone goals along the way. You'll dig into the SMART model, create powerful action plans, and get introduced to a series of tools to help you get more of what you want out of work and life.

Guiding Principles: Personal Values at Work

While often operating under the radar, your personal values play a pivotal role in guiding decisions, shaping careers, and influencing interpersonal dynamics. This course explores understanding, articulating, and integrating your core values into the workplace.

Having Difficult Conversations

This course offers a five-step process to keep tense conversations from plunging off the deep end. You'll practice delivering tough information, and feel more confident in your ability to address problems.

Improv for Presenters

Improvisation isn't just for fun -- it's actually an art form that can profoundly change you. This course will help make you a better listener, team player, and thinker.

Influential Leadership

Effective leaders get their good ideas heard, accepted, and enacted, whether they have direct reports or not. Participants overcome barriers to influence, improve their persuasion skills, and implement key influencing strategies to gain the

commitment of even the most skeptical coworkers and partners.

It Takes All Types

The Myers-Briggs Type Indicator (MBTI) is a personality model that explains how and why people understand and approach the world in such different ways. This information can be a powerful tool in selling your work, communicating with your clients, or building relationships with your teammates.

Leading Change Strategically

In the world of never-ending change, there are things you can do to make sure the changes you're implementing stick around for years to come. This session shares an 8-step process that helps you think through the change, get the right people on board, and really make it stick.

Leading Others

This course explores the differences between leading and managing, and identifies essential qualities for successful managers. It introduces four key leadership practices: Innovating, Inspiring, Enabling Others to Act, and Modeling the Way.

Listening with Intent

This course goes beyond active listening to examine three different levels of listening, and what it takes to keep yourself engaged in the conversation instead of preparing your rebuttal. Participants remove the filters that get in the way of good listening and practice listening at deeper levels.

Living & Leading with Purpose

When we're not clear on our purpose, we're at greater risk for burnout. This workshop provides you with essential knowledge and practical strategies to cultivate a sense of purpose and effectively manage burnout in your personal and professional life. You will leave the workshop equipped with practical strategies to align your actions with your purpose, play to your strengths, and prevent burnout no matter what you do.

Making It Up as You Go: The Art of Embracing Change

Life rarely sticks to the script. Plans change, curveballs fly, and sometimes all you can do is laugh, pivot, and keep moving. In this inspiring, fun-filled session, we'll draw on the lessons of improv comedy to help you navigate change, uncertainty, and those "what now?" moments with creativity, courage, and heart.

Whether you're leading a team, chasing a big idea, or just trying to figure out new technology, this session will give you the mindset—and the moves—to embrace change with confidence, creativity, and a wink.

Making Meetings Work

This course looks at how to prepare for, participate in, and follow through with meetings, sharing tips and tricks to make you more successful.

Manage Like a Boss

Great managers do more than complete tasks—they shape culture, inspire performance, and drive results. This practical, action-oriented

program sharpens your core management skills, focusing on:

- Communicating clear expectations that set your team up for success
- Setting meaningful goals that boost motivation and accountability
- Delegating to empower and engage
- Delivering STAR feedback that sparks real behavior change
- Recognizing achievements to fuel retention
- Building a team culture that motivates
- Writing fair, objective, and actionable performance reviews

Whether you're new to management or looking to refresh your skills, this course gives you the tools and confidence to lead your team to success.

Managing Resistance & Motivation

When facing consistent and seemingly endless change, how can you keep yourself motivated and help others stay engaged? This program helps you identify hidden resistance and gives you tools for keeping everyone moving forward.

Managing Stress

In this course, you learn two powerful techniques borrowed from Positive Psychology to alter, avoid, or accept stress-inducing situations. In addition, we'll share a variety of on-the-spot stress-relief techniques.

Managing Up

This course encourages you to flex your own style to match your manager's. It teaches you to get what you need from your manager,

communicating those needs in the way your manager is most likely to understand.

No More Excuses: Creating Accountability

When follow-through falls short, results—and trust—suffer. This high-impact session equips leaders to build a culture where accountability is non-negotiable and everyone owns their commitments. You'll learn how to set crystal-clear expectations, hold team members to them with confidence, and foster an environment where responsibility fuels performance, trust, and engagement. Walk away with practical tools to turn accountability from a buzzword into a team-wide habit.

Overcoming Burnout

This session helps you combat burnout and reclaim your energy and enthusiasm for life. Full of interactive exercises and valuable resources to support your journey toward a healthier, more balanced life, this course guides you to define and diagnose burnout (in yourself and others), identify and address specific causes of burnout, and commit to 1-2 actions to improve burnout.

Powerful Feedback

Well-delivered feedback can build and maintain professional relationships, manage performance, and motivate others. This course introduces a feedback template that includes the STAR Model, which focuses on objectively describing behavior to bring about lasting change. It also touches on the importance of modeling how to receive feedback well.

Retaining Talent

This course helps leaders understand their critical role in retaining top talent. They learn to identify what it takes to keep employees happy and satisfied, and how to conduct "quick check" discussions critical for retaining valuable employees.

Reducing Conflict

Do conflict situations stir up strong emotions for you or stress you out? Do you dread having those difficult conversations at work or in your home? This session will help you better understand conflict and apply some key conflict-reducing techniques. You'll get tools for appreciating your conflict strengths and weaknesses and will leave feeling more confident about addressing conflict in a more effective way.

Saboteur Schlaboteur: Laughing Your Way to Mental Fitness

Whether you call it a saboteur, gremlin, inner critic, or judge, we all have a voice inside ourselves that keeps us from reaching our full potential. This session looks at ways to set you free from that voice through laughter and acceptance instead of hard work and drudgery.

Based on the groundbreaking work of Shirzad Chamine, author of Positive Intelligence, this session looks at the 10 different ways your saboteur can show up, and what you can do to keep it from driving you nuts.

Setting Performance Expectations

Strong performance starts with clarity — and as a manager, you're the one who sets the stage.

This course gives you a step-by-step framework for defining and communicating performance expectations that drive results. You'll learn how to clearly explain why each role exists, identify the four key areas every employee should focus on, and describe what "good" looks like in practical, meaningful terms.

We'll also cover how to set focused, motivating goals that align with team and organizational priorities, so employees know exactly what they're working toward and how success will be measured. By the end of this session, you'll be equipped to create a shared understanding of expectations that boosts accountability, engagement, and performance across your team.

Sharing Feedback

Whether it's delivering annual performance feedback or simply talking to Aunt Suzy about what happened at Thanksgiving, feedback conversations can be easier if you've got some tools and support. This session helps you craft the right thing to say and identify the right way to say it.

Situational Leadership: Adapting Your Leadership Style for Success

Flexing your style to meet the situation is a key leadership trait. This session equips you with the Situational Leadership® framework, enabling you to adapt your leadership style based on the needs, skill levels, and motivation of your team members. By learning to assess different situations and apply the most effective leadership approach, you'll become a more agile, effective, and influential leader.

Storytelling

The ability to tell a good story is crucial in today's world, where attention spans are shrinking and people are so easily distracted. This course looks at the five key structures in a good story and gets participants to practice telling stories in a structured yet creative way that can be applied to a wide variety of situations.

Strategic Decision Making

To make better decisions, we must avoid the most common decision-making traps. Being aware of these traps helps, but won't guarantee that we'll avoid them. The five-step process taught in this class can help us widen our perspectives to make better, bolder decisions.

Taking Charge of Your Career

Nobody cares about your career as much as you do and this course gives you the tools to navigate your career future. Looking at your level of initiative, career conversations, and common promotion barriers, this session empowers you to get to the next level.

Time Management: Getting & Staying Organized

Disorganization is a major cause of lost employee time, re-work, and lack of accountability. This course helps overcome those challenges by streamlining paper and digital filing, using your physical space creatively, and building quality, prioritized to-do lists.

Time Management: Interruptions & Multitasking

Are your unconscious habits or endless emails getting in your way? In this course, you'll learn to increase productivity while decreasing stress. Focused on handling interruptions and working in a focused way, this course improves your efficiency and keeps you moving forward.

Time Management: Perfectionism & Procrastination

Perfectionism and procrastination are the two mental killers of efficiency. Learn tools for managing perfectionism and creating work that meets or exceeds standards without killing you in the process. Identify ways to motivate yourself and overcome three main reasons for procrastination. Taking this course will help set you back on track!

Time Management: Urgency

Do you live in a world where everything is urgent and you move from one fire to the next without planning ahead? This course helps you differentiate between urgency and importance using the Eisenhower Matrix. You'll learn how to prioritize tasks efficiently, reduce stress, and increase productivity by focusing on what truly matters rather than just reacting to urgent demands.

TypeTalk: One Message, Many Styles

Strong communication is the foundation of effective leadership and teamwork. This program uses the DISC model to help you understand different communication styles—Dominance, Influence, Steadiness, and Conscientiousness—

and how to adapt your approach for stronger, more productive interactions. You'll learn to:

- Recognize your own DISC style and its strengths and challenges
- Quickly identify others' communication preferences
- Tailor your messaging to build trust, clarity, and alignment
- Navigate conflict and misunderstandings with greater ease
- Foster a collaborative, inclusive environment where everyone feels heard

Whether you're leading a team, working cross-functionally, or strengthening client relationships, this program equips you with practical tools to communicate with clarity, empathy, and confidence.

Understanding Your Conflict Style

Anytime we want something other than what someone else wants, there's conflict. How we handle that conflict, however, is what solves or extends the problem. In this course, participants learn and understand the five major conflict-handling modes, as well as their own approaches to conflict and how to work with the conflict styles of others.

Useful 360° Feedback

360° feedback is a powerful gift we give our peers, but if it's not well written, it doesn't help. This course helps you identify what's worthy of feedback, and gives you tools for writing a 360° report that can help your peers achieve greater success.

What to Expect When You're Directing

When your people don't know what you expect from them, how can they ever meet your expectations? This course looks at what managers need to do to make it clear to their direct reports what their role requires, and how well it should be done.

Why Don't You Just Trust Me?

This course reveals your four trust cores, and what you can do to build them, as well as thirteen different behaviors you can practice to build more trust with others. There are no trust falls or ropes courses in this session -- just practical advice on how to repair broken trust and overcome others' suspicions.