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KATE SIEGEL CONSULTING

COURSE CATALOG

LEADERSHIP	MANAGEMENT
BUSINESS SKILLS	COMMUNICATION
CHANGE	MOTIVATION
SELF-AWARENESS	BURNOUT
FEEDBACK	PERSONAL SKILLS
PRESENTATIONS	CUSTOM COURSES

LEADERSHIP

Cultivating a Growth Mindset

Creating a Culture of Accountability

Driving Engagement

Embracing Change

Enhancing Emotional Intelligence

Goal Setting that Works at Work

Having Difficult Conversations

Holding the Line

Influential Leadership

It Takes All Types

Leading Others

Listening with Intent

Navigating Conflict

No More Excuses: Creating Accountability

Powerful Feedback

Reducing Conflict

Recognize, Empower, Engage

Situational Leadership

Storytelling

TypeTalk: One Message, Many Styles

Understanding Your Conflict Style

Why Don't You Just Trust Me?

MANAGEMENT

Delegating Effectively

Driving Engagement

Goal Setting that Works at Work

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Listening with Intent

Manage Like a Boss

Managing Up

Navigating Conflict

No More Excuses: Creating Accountability

Powerful Feedback

Retaining Talent

Setting Performance Expectations

Strategic Decision Making

What to Expect When You're Directing

BUSINESS SKILLS

Client Service: Assessing the Situation

Client Service: Communicating Your Proposal

Client Service: Making Recommendations

Fearless Presentations

Giving Creative Feedback

Goal Setting that Works at Work

How to Say "No"

Listening with Intent

Making Meetings Work

Managing Stress

Managing Up

Mastering Professional Pushback

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Presentation Skills

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Taking Charge of Your Career

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Time Management: Interruptions & Multitasking

Time Management: Perfectionism & Procrastination

Time Management: Urgency

TypeTalk: One Message, Many Styles

Understanding Your Conflict Style

Useful 360° Feedback

Why Don't You Just Trust Me?

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COMMUNICATION

Client Service: Communicating Your Proposal

Conflict-Free Communication

Eliminating Communication Breakdown

How to Say "No"

Listening with Intent

Mastering Professional Pushback: Trust, Influence & Strategic Partnership

Navigating Conflict

Storytelling

TypeTalk: One Message, Many Styles

CHANGE

Being a Change Agent

Cultivating a Growth Mindset

Embracing Change

Making It Up As You Go

Leading Change Strategically

Managing Resistance & Motivation

Managing Stress

MOTIVATION

Comparison Detox

Cultivating a Growth Mindset

Empowered Boundaries

Influential Leadership

Living & Leading with Purpose

Making It Up As You Go

Recognize, Empower, Engage

Saboteur Schmaboteur: Laughing Your Way to Mental Fitness

SELF-AWARENESS

Comparison Detox

Cultivating a Growth Mindset

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

Enhancing Emotional Intelligence

Goal Setting that Works at Work

Guiding Principles: Personal Values at Work

Having Difficult Conversations

It Takes All Types (MBTI)

Listening with Intent

Managing Stress

TypeTalk: One Message, Many Styles

Understanding Your Conflict Style

Why Don't You Just Trust Me?

BURNOUT

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PRESENTATION SKILLS

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CUSTOM COURSES

I specialize in creating custom courses, either by adapting existing courses into something specialized for your organization, or by writing and designing something from scratch.

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.

Through reflection, guided exercises, and group discussion, attendees will leave with a clearer understanding of how to stop comparing themselves to others and to start leading a happier life. This course is ideal for anyone looking to lead, live, and work with more energy, clarity, and joy.

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 session, 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.

Creating a Culture of Accountability

Accountability isn't a single action – it's a culture built through clarity, consistency, and shared ownership. This session gives leaders and teams the tools to set expectations that stick, follow through on commitments, and create an environment where everyone holds themselves – and each other – to high standards.

Participants will learn how to set realistic expectations that are clear, achievable, and aligned, they'll explore how to uphold others' expectations (even if they disagree with them), and they'll gain tools for creating a team dynamic where accountability is the norm.

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

How many painful Zoom or Teams presentations have you suffered through? This course shows participants how to structure content for the unique challenges of remote delivery and equips them with best practices to design compelling visuals, craft a clear narrative, apply adult learning principles, and elevate engagement in virtual environments.

Driving Engagement

Employee engagement requires a thoughtful blend of factors, but two of the most critical are motivation and recognition. This course explores what truly drives people to bring their best effort to work, unpacking the cultural and environmental elements that spark sustained motivation. Participants learn how to identify what different employees value, tailor approaches to diverse needs, and create conditions where motivation thrives naturally rather than needing constant external pressure.

The course also dives deeply into recognition and how to celebrate milestones and achievements in ways that feel authentic, personal, and meaningful. Through practical tools and creative strategies, participants discover how to recognize employees consistently, craft moments of appreciation that resonate, and build a culture where people feel seen, valued, and inspired to stay engaged.

Eliminating Communication Breakdown

Feeling helpless in the face of poor communication? In this course, you'll learn how to cut through confusion, address misunderstandings, and create an environment where ideas and information flow freely. We'll begin by uncovering the listening barriers that hold you back, then guide you in building a personalized action plan to overcome them.

From there, you'll master techniques for defining the true problem or need, sharing information in a way

that inspires confidence, and challenging assumptions that block understanding. By the end, you'll have the skills to lead conversations with clarity, purpose, and impact—whether you're guiding a team, collaborating with peers, or connecting one-on-one.

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

We all allow others to interact with us in ways we wish they wouldn't… but why? This program explores how and why we sometimes tolerate interactions that don't align with our values, limits, or well-being, and what we can do about it.
Participants examine seven distinct types of boundaries, assess whether their own are healthy, porous, or rigid, and gain practical tools to strengthen them. The session culminates in a personalized action plan to reinforce boundary gaps, communicate limits clearly, and maintain boundaries with confidence and consistency, at work, home and play.

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.

Filled with practical applications (and not just cute theories), this program enables participants to take action to improve their emotional intelligence, and they walk away with a plan to bring more EQ to their daily lives.

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

Performance feedback and creative feedback can't be delivered the same way. The direct, straightforwardness of performance feedback can feel stifling and controlling to creatives, who are used to solving problems. This course lays the groundwork for effective relationships with creative partners (in house and in agencies) 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
When conversations get tense, will you freeze, fight, or lead? This session gives you a powerful five-step approach to navigate high-stakes moments with clarity and control. Through hands-on practice, you'll learn how to deliver tough messages without burning bridges—and feel ready for the conversations you've been avoiding.

Holding the Line: Accountability & Conflict
This session equips participants with the skills to uphold expectations and maintain accountability—even when conversations become tense.

Participants will learn how to hold others accountable in a way that is firm, fair, and constructive. They'll practice recognizing and anticipating their own triggers, so they can stay grounded when pressure rises. Focusing on the use of emotional regulation and intentional language, participants will learn to keep the conversation productive. Finally, they'll flex into different conflict modes so they can choose the approach that best fits the moment.

How to Say No
Saying "no" is more than a moment of refusal—it's a decision-making process, a communication skill, and a leadership behavior. This course teaches a simple, practical process for declining requests without damaging relationships. Participants learn what to do before deciding – clarify the request, consult with their team, and evaluate the request, not the person – so their "no" is grounded in clarity and alignment.

Then they'll practice using influence and negotiation tools to communicate effectively, and offering alternative solutions that preserve trust and collaboration. By the end of the course, participants will be able to confidently say "no" in a way that protects priorities, maintains credibility, and strengthens partnerships.

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
Great leaders don't just manage — they inspire. This high-impact course helps participants step confidently into leadership by revealing what sets true leaders apart from managers. They'll discover five proven practices — esteem, empathy, involvement, sharing, and support — that unlock trust, motivation, and performance. Whether you're leading a team of two or twenty, this session delivers the tools to lead with clarity, confidence, and heart.

Listening with Intent
This course goes beyond traditional "active listening" by introducing three distinct levels of listening—and the skills it takes to stay truly present. Participants learn how to recognize and remove the mental filters, assumptions, and defensiveness that can quietly block understanding.

Through guided practice, real-time feedback, and structured listening drills, participants strengthen their ability to stay engaged instead of preparing a rebuttal. By the end, they'll be able to listen at

deeper levels, build stronger connections, and create conversations where people feel genuinely heard.

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

The stressors in most people's lives don't just disappear, so the key to managing stress is having tools you can use in the moment while you make changes to the big picture to manage your stressors.

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 to help you better manage your emotional control and reactivity.

Managing Up

No two people are exactly alike, and that makes itself obvious when working with your manager. This course help you identify your manager's preferences and encourages you to flex your own style to match theirs, where it makes sense. You'll learn powerful techniques for getting what you need from your manager, communicating those needs in the way your manager is most likely to understand.

Mastering Professional Pushback: Trust, Influence, and Strategic Partnership

Great partners don't just execute—they guide. Professional pushback is the skill of respectfully challenging others in service of better outcomes. It's something our clients actively pay us to do—and when done well, it elevates the quality of every project, relationship, and decision.

In this course, participants will learn how to confidently deliver professional pushback that is both welcomed and impactful. Because pushback only works when trust exists, the course then focuses

on building relational trust - the credibility, reliability, and rapport that allow your guidance to land. And finally, the course explores how to deepen influence so you can guide clients and partners more effectively.

Navigating Conflict

At work, we're tasked not with eliminating conflict, but managing it effectively. This session helps participants build the internal stability and communication skills needed to move through tense moments with clarity and control. The course begins with techniques for anticipating your triggers — recognizing the situations, behaviors, or tones that tend to set you off. By understanding these patterns, participants learn how to pause, ground themselves, and respond instead of react, choosing intentional language and rational detachment that keeps conversations productive rather than escalating tension.

Participants then learn how to de-escalate challenging interactions using the LEAP model (Listen, Empathize, Agree, Partner). This practical framework gives them a step-by-step method for reducing defensiveness, rebuilding connection, and guiding conversations toward shared solutions. By the end of the session, participants will be able to navigate conflict with confidence, composure, and a toolkit that supports healthier, more effective dialogue.

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

Feeling drained or disengaged? This session helps you recognize and overcome burnout so you can restore your energy, focus, and enthusiasm for work and life. Through interactive exercises and practical tools, you'll learn to define and diagnose burnout — in yourself and others — pinpoint its root causes, and explore strategies to address them. You'll leave with clear, achievable actions to build resilience and sustain a healthier, more balanced rhythm day-to-day.

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.

The Purpose Cure for Burnout

When burnout strikes, it's easy to lose sight of what drives you. This course helps you reconnect with your sense of purpose — the deeper "why" that fuels motivation, resilience, and fulfillment. You'll start by redefining what purpose and success mean to you, then uncover the personal values and character strengths that give your life direction and energy.

Through self-assessments and reflection, you'll explore your unique intelligences and see how they align with your roles at work and at home. Finally, you'll bring it all together by creating a personalized purpose statement — a practical tool you can use to stay grounded, energized, and burnout-free.

Recognize, Empower, Engage

In today's dynamic workplace, meaningful engagement doesn't happen by chance—it's driven by intentional leadership that recognizes contributions, empowers individuals, and fosters a sense of purpose. This session is designed to help leaders and teams understand the science behind motivation and how recognition plays a pivotal role in sustaining high performance.

Participants will learn how to create a culture where people feel seen, valued, and motivated to do their best work. Through interactive discussions, real-world examples, and actionable tools, attendees will discover strategies to go beyond generic praise and foster a workplace that thrives. Whether you lead a team or contribute to one, this course equips you to

build stronger connections and drive meaningful impact across your organization.

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.

Retaining Talent

No one likes to see their top performers leave, especially when the departure is preventable. This course helps leaders understand their critical role in retaining top talent. You'll learn to identify what it takes to keep employees happy and satisfied, and how to conduct "quick check" discussions critical for retaining valuable employees.

Saboteur Schmaboteur: 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 four tenets of great storytelling and five key components of a good story. With lots of practice telling stories in a structured yet creative way, participants learn skills that can be applied to a wide variety of situations where stories make all the difference.

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 drains time, increases rework, and undermines accountability. This course gives you practical strategies to turn that around. You'll learn how to streamline both paper and digital filing systems, make the most of your physical workspace, and build high-quality, prioritized to-do lists that keep you focused and in control.

Time Management: Interruptions & Multitasking

If interruptions and multitasking are slowing you down, this course can help. Through practical tools and realistic strategies, you'll learn how to protect your focus, manage incoming demands, and minimize the hidden costs of switching tasks. We'll explore how to create conditions for deep, uninterrupted work, set boundaries that support productivity, and build habits that keep you in control of your day. By the end, you'll be equipped to work more efficiently, reduce stress, and maintain steady progress on the tasks that matter most.

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.