

Deliver

extraordinary performance
AI integrated

Introduction

Droste has 20 years of award-winning and proven success that you and your company can leverage to succeed. We've worked with organizations of all sizes, across 27 countries, and from individual contributors and first-time managers to C-suite executives.

When experience and results matter, Droste delivers quality expertise. We have a deep and diverse team of over 90 highly certified coaches and facilitators across the globe.

Our commitment is to give your organization a competitive advantage by building a healthy organization, leaders, teams, and individuals that drive bottom-line results.

Catalog Overview

Why Droste

- AI Integrated Leadership and Team Development
- Exclusive Leadership Impact System™
- Clients
- Awards
- Memberships

Services

- Leadership Coaching
- Leadership Development
- Team Development
- Assessments for Leaders, Employees, Teams
- Culture Enhancement
- Organizational Development
- Custom Training Development

Courses

- Impactful learning programs for:
 - Executives
 - Senior Leaders
 - Mid-Level Leaders
 - First-Time Leaders
 - Emerging Leaders
 - Individual Contributors
- Additional learning components such as:
 - Individual Coaching
 - Executive Sponsorship
 - Alignment Sessions
 - Capstone Projects
 - Reflection Sessions
 - Peer Feedback
 - Journaling
 - Pre- and Post-Learner Assessment

You can watch videos and review case studies from leaders describing **our approach and its impact** on them and their companies by scanning this code.



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Why Droste

- AI Integration
- Leadership Execution System™
- Clients
- Awards
- Memberships

AI Integrated Leadership and Team Development

Turn AI capability into better leadership and execution.

Your leaders need to decide where AI helps, challenge its output, and apply it responsibly. Droste embeds those capabilities throughout leadership and team development, coaching, and organizational solutions.

Built into the work your leaders do

Prepare for coaching conversations. Test plans and assumptions. Explore decisions and workflow improvements. Participants practice relevant AI integrated applications against real leadership challenges.

Four questions guide every application

What changes? How does AI affect effective leadership practice?
What improves? Where can it strengthen insight, quality, or execution?
What risks arise? Verify outputs; address privacy, bias, and governance.
Who owns the outcome? Leaders retain judgment and accountability.

Reinforced after training and measured on the job

Our Leadership Execution System™ connects learning to workplace application, manager reinforcement, and measurement. The goal is observable behavior change and stronger business performance.

Start with the business outcome you need

Talk with Droste about your leadership priorities and where responsible AI use could improve execution.

drostegroup.com | 877.550.5100



Leadership Execution System (LES)™

ENSURE YOUR TRAINING AND COACHING IS EFFECTIVE.

80% of Training and Coaching Fails. Droste's LES™ Ensures Near 100% Success.

The ugly reality is that 80% of one-time learning and coaching events fail to achieve the desired change in performance—a waste of time and costs. And the 20% that do succeed only improve performance 40-50% of what was needed.

This can be overcome by using the Leadership Execution System™. When applied, nearly 100% of learning succeeds, improving performance to 90-100% of desired levels.

Droste is one of the very few companies with expertise in and the ability to successfully implement this small but complex model for your training & coaching.



Leadership Coaching



Leadership Development



Team Development



Leader Assessment

Droste Can Help You Do It or Do It for You

You have the choice to either have Droste help you implement these limited number of critical tasks yourself, or we can do them for you.

LES™ Aligns with Change Management Best Practices

The purpose of all training is to affect change. It is no surprise then that the LES™ aligns with the latest Change Management research and best practices such as ADKAR and key sponsorship, training, coaching, resistance, and key sponsor plans.

Our Valued Clients

As a trusted strategic business partner, we're proud to serve a diverse portfolio of clients who drive innovation and excellence in their industries. Our clients range from global corporations to specialized industry leaders, each committed to empowering their teams, enhancing productivity, and fostering a culture of continuous improvement. By tailoring our solutions to meet each client's unique needs, we help them tackle industry-specific challenges, build strong leadership pipelines, and create impactful, lasting change.

Our partnerships with these visionary companies are a testament to our dedication to delivering measurable results and lasting impact. Below are just some of the organizations we're honored to support on their journey to success.



Awards

Recognition of Our Impact on Our Clients

Diamond Award for Outstanding Achievement and Commitment to Optimizing Organizational Culture and Teamwork
Wiley



Silver Award Best Use of a Blended Learning
Brandon Hall



Top 20 Custom Content Development
Companies
Training Industry



L&D Best Practice Awards— Recruiting and Hiring / Hiring Manager
Vista Equity Partners



L&D Best Practice Award Finalist—Sales
Vista Equity Partners



L&D Best Practice Award Nominees—Sales, Engineering, Organizational Health, NHO
Vista Equity Partners



Top 125 Training Industry Award—1st Place
Training Industry



Top 125 Training Industry Award—3rd Place
Training Industry



Top 125 Training Industry Award—4th Place
Training Industry



Top 125 Training Industry Award—4th Place
Training Industry



Top 125 Training Industry Award—4th Place
Training Industry



Top 125 Training Industry Award—4th Place
Training Industry



Top 100 Training Industry Award—6th Place
Training Industry



Top 100 Training Industry—14th Place
Training Industry



Note: Awards won by Managing Partner and teams.



Memberships and Associations

Training

- Association for Talent Development (ATD)



- Training Industry, Inc.



- International Society for Performance Improvement (ISPI)



- Society for Human Resource Management (SHRM)



Coaching

- Association of Coach Training Organizations (ACTO)



- International Coaching Federation (ICF)



- Center for Credentialing & Education (CCE)



- Society of Consulting Psychology (SCP) – Division 13 of the APA



Business

- Automotive Women's Alliance Foundation (AWAF)



- Chambers of Commerce



Leadership Coaching



Leadership Development



DROSTE



Team Development



Leader Assessment

Services

- Leadership Coaching
- Leadership Development
- Team Development
- Assessments for Leaders, Teams, Employees
- Culture Enhancement
- Organizational Development
- Custom Training Development

Leadership Coaching

Our leadership coaching program is grounded in a cognitive behavioral approach.

We use current 'real life' events to help the leader understand their internal drivers for processing the world around them and practice new behaviors that deliver better and sustainable results.



Leadership Coaching for Every Situation

Development focused on behavior change to improve overall performance and effectiveness.

Leaders need outside perspectives to guide them through challenges that come with having success measured by the performance of others. We have a deep bench of vetted and certified coaches providing leaders the opportunity to self-select their best-fit coach. Our coaching solutions can be customized to fit your specific needs.



COACHING OPTIONS

 Comprehensive Improves a leader's effectiveness in several competency areas. Key Milestones Length: 6-12 months Focus: 3 behaviors Stakeholder Interview: Up to 3 Assessment: 360 + Self Performance Metrics Action Plan Measured Outcomes Post Assess Optional	 Assimilation Helps leaders assimilate quickly into the company or new role. Accelerates the ability to deliver results successfully. Key Milestones Length: 6-9 months Focus: 3 behaviors Stakeholder Interview: Up to 6 Assessment: Self Performance Metrics Action Plan Measured Outcomes Post Assess Optional	 Targeted Improves a leader's effectiveness in one defined competency area. Key Milestones Length: 4 months Focus: 1 behavior Stakeholder Interview: 1 Assessment: Self Action Plan Measured Outcomes Post Assess: None
 Talent Fit Assists an individual and organization in determining a path forward when the individual is not performing. Key Milestones Length: 4-6 months Focus: Situational Stakeholder Interview: None Assessment: Situational Action Plan Measured Outcomes Post Assess: Situational	 DYAD Strengthens the alignment and synergies between two people to improve their working relationship and overall performance. Key Milestones Length: 2-3 months Focus: Situational Stakeholder Interview: Situational Assessment: Situational Action Plan Post Assess: None	 Legacy Coaching Supports leaders who are retiring from a key role with the legacy they want to leave behind and successfully transfer the needed knowledge to a successor. Key Milestones Length: 6-9 months Focus: Situational Stakeholder Interview: None Assessment: Situational Action Plan Post Assess: None

Leadership Development

WHEN EXPERIENCE AND RESULTS MATTER

Droste Has a History of Delivering Quality Solutions

Our in-person and virtual workshops are highly facilitative and impactful. We actively engage learners so that they can apply their new skills immediately.

Our experienced facilitators use a coaching approach to learning and know how to leverage learning moments to maximize a learner's experience.

SOLUTIONS THAT FIT YOUR NEEDS

Customized Programs for All Levels of Leadership

Based on our vast global experience working with leaders at all levels, we have designed leadership development programs for targeted groups such as senior, high-potential, first-level, or new leaders. We can also design a learning journey optimized for your leaders' needs.

Senior Executives

This immersion learning environment maximizes the effectiveness of your senior leaders to create a competitive advantage. This program includes agility, growth mindset, and courageous leadership to drive executive alignment and a healthy culture.

Program Components

- One-to-One Coaching
- Cohort-Based Team Building
- Behavioral Assessments
- Learning Journals
- Action Planning
- Strategy Alignment and Advancement
- Meeting Rhythms and Discipline

Mid-Level Leaders

With a focus on vision, alignment and execution, this program accelerates the development of high-potential leaders to rise to challenges and seize opportunities.

Program Components

- Peer Roundtables
- Executive Leadership Sponsorship
- Behavioral Assessments
- Learning Journals
- Action Planning
- Between-session practice and experiential learning activities
- Capstone Project



First-Level & New Leaders

This targeted learning program builds critical leadership competencies essential to leading others and building high-performing teams.

Program Components

- Group Coaching
- Senior Leadership Sponsorship
- Behavioral Assessments
- Learning Journals
- Action Planning
- Between-session practice
- Experiential Learning Activities
- Leadership Interviews

DEVELOP EXTRAORDINARY LEADERSHIP THROUGH LEARNING

Customized Programs for All Levels of Leadership

Leadership Competencies

Each of our courses is mapped to one or more of six competency focus areas. We understand that leaders need to be proficient in all six competencies to ensure success in their roles. Analyzing the needs of your workforce through the framework of these competency areas will help you navigate this course catalog and select the right content for your learners.



Team Development

HEALTHY TEAMS ARE A TRUE COMPETITIVE ADVANTAGE.

Droste's experienced team coaches will work with you to provide a customized road map based on your team's needs.

Teamwork isn't just nice to have, it's a strategic necessity. As teams evolve and become more diverse, digital, and dispersed, teamwork becomes more complex. Building effective teams is both an art and a science.

Droste has been successfully developing high-performing teams since 2005. Our approach is a process, not an event. Hence, we tailor processes based on where the team is now. We start by building self-awareness, both on the individual and team levels, to gain alignment around shared goals. Our process systematically identifies issues blocking a team's effectiveness. We transform the team's culture and create alignment and energy around what we call the **three Ps: purpose, prospection, and passion.**

The result? Teams make better decisions faster, members are more engaged, and the organization has better results.

To quickly and accurately assess a team's functionality, we use world-class diagnostic tools.

The Five Behaviors™ model (based on Patrick Lencioni's best-selling book *The Five Dysfunctions of a Cohesive Team*) trains participants to gain a better understanding of themselves, the personalities on their team, and how they can effectively work together. This program has a simple goal: to facilitate a learning experience that helps teams and organizations discover what it takes to build a truly cohesive and effective team.

The Hogan Team Report assesses a team's strengths, weaknesses, and culture, and provides insight into team dynamics by aggregating team members' individual personality assessment scores. The results will reveal the values that drive team motivation, the unofficial roles teammates assign to themselves, and potential vulnerabilities that can undermine team performance during times of stress and pressure. Designed as a team effectiveness tool, the Hogan Team Report will evaluate your current team structure, identify your ideal team composition, and help pinpoint changes needed to enhance team performance.



The Five Behaviors® Model



TRUST One Another

When team members are genuinely transparent and honest with one another, it forms a safe environment that creates and builds vulnerability-based trust.

Engage in CONFLICT Around Ideas

With trust, team members are able to engage in unfiltered, constructive debate of ideas.

COMMIT to Decisions

When team members are able to offer opinions and debate ideas, they feel heard and respected, and will be more likely to commit to decisions

Hold One Another ACCOUNTABLE

Once everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.

Focus on Achieving Collective RESULTS

The ultimate goal is the achievement of results, unlocked through implementing the model's principles of Trust, Conflict, Commitment, and Accountability.



Leadership Coaching



Leadership Development

DROSTE



Team Development



Leader Assessment

Assessments for Leaders, Teams, and Employees

THE COST OF A BAD OR MEDIOCRE HIRE IS ASTRONOMICAL.

Healthy organizations know success begins with selecting and promoting the right people.

We can help you define and assess leader behaviors to hire, identify, and retain high-performing leaders.

We provide full-service leader assessment programs that give you objective, reliable, and accurate information to assess how well a candidate fits specific jobs in your organization.

Hiring and Selection Assessment

Our expertise in psychological assessments for leaders, from CEOs to managers, will help you make hiring decisions with confidence every time. Through a combination of job analysis, candidate assessment, and interviewing strategies, we provide you with insights of a candidate's 'fit' for the job and organizational culture.



Assessment for Potential

Understanding the future potential of leaders is a critical part of long-term planning. It's about moving beyond simple feedback to a more analytical process. Our virtual or in-person assessment centers are designed to put people in realistic, demanding scenarios. Run by trained experts, we use a variety of objective assessments and experiential exercises to objectively observe and measure high potentials' performance against important leadership competencies that are essential for leadership success within your organization.

360 Degree Assessment

Leadership success is measured by the impact they have on the people around them. That's why it's critical to a leader's success that they get 360-degree feedback. They need to understand the impact their actions have on their direct reports, peers, stakeholders, and managers. Finding the right-fit 360 tool is important and what works for one organization may not for another. This is why Droste offers 360 options and will consult on the best tool for you. Droste provides customized 360 tools based on your competencies or uses one of a variety of validated best-in-practice third-party tools. In addition to the feedback session, we also create group-based and individual development plans.

NOTE: Team and employee assessments also available.



Culture Enhancement

Build a Winning Culture for Your Company

Culture affects all performance and business metrics in your company every day. It is the shared beliefs, attitudes, mindsets, habits, and customs that drive how you and your people behave at work. It's about what's inside of them and how it relates to serving your customers, mission, revenue, bottom line—and most of all, each other. Droste has an exclusive strategic business partnership with the 50-year-old culture enhancement provider that is best-in-class as is proven by data—**Excellent Cultures**—and which has worked with some of the largest and best companies in the world. **Contact Droste to start enhancing your culture today.**

Like an iceberg, the real drivers of business culture lie below the surface. And nothing changes until those change.



Business Impact

- Microsoft's Dave Jaworski—Dead Last to #1 Beating Plan Every Month
- Toyota's Jack Hollis—#27 to #1 Employee Engagement
- America's #1 Triathlete—US Naval Academy Grad Tim O'Donnell
- Coast Property Management's Tom Hoban—225% ROI, Best Place to Work & Diversity Awards
- GM Nameplate's Paul Michaels—Three-Time Boeing Supplier of the Year
- Toyota's Jack Hollis—Puerto Rico's 95% Engagement & Record Market Share
- GM / Delphi United Auto Workers—\$5.5 Million cost Savings, 60% Reduction in Scrap, Grievances Down 76%
- Schneider National—Sales Up 27%, Accidents Down 50%, Employee Retention Up, \$24 Million Annual Cost Savings
- Lynden Transport's Paul Grimaldi—Employee Engagement Up 29%, Employee Retention Up 330%, \$3.7 Million Cost Savings
- Toyota's Jack Hollis—The Scion Story Engagement from #10 to #1
- Lynden Transport's Jered Post—Employee Retention Up 330%, Union Grievances Down from 5-7 Weekly to 1-2 Per Year

Any Culture Can Be Transformed When These Critical Elements Exist.

- Senior leader(s) committed to fund and lead the process by personal example.
- Clear measurable data profile of your ideal and existing culture.
- Leadership team committed to putting skin in the game.
- Customized Excellent Cultures proven process strategy deployed as directed.



You can watch videos from these leaders describing **our approach to enhancing culture and its impact** on them and their companies by scanning this code.



There are Four Steps to Change Your Culture:

1. Measure & Benchmark
2. Equip & Empower Change
3. Change How Leaders Lead
4. Operationalize and Sustain

Confidential Diagnostic Assessments & Interviews

A simple online confidential questionnaire draws out each of your participating leaders' and/or employees' views of what they perceive as your ideal desired organizational culture goals, objectives, and perceived obstacles to achieving them. A short confidential interview is conducted with a representative sample of the participating group. These responses are summarized and confidentially delivered first to your senior leadership and then to your entire team as part of the agenda for an upcoming workshop.

Organizational Culture MRI Process

- Your participants will complete an anonymous online assessment defining both their visions of the ideal culture they want to work in as well as its current state.
- A proprietary algorithm scientifically norms your data against a global database of constructive benchmarks of excellent corporate cultures. Results identify the basis for producing scalable cost savings and revenue increases when appropriately applied.
- Data summary is delivered in both comparative metrics as well as colorful graphic depictions. Resulting metrics are benchmarked to provide actionable criteria as the basis for designing your customized transformation strategy.

The Strategic Culture Assessment & Strategy Development Workshop

- A highly interactive and customized onsite meeting with your designated leadership team in a morning-through-working-lunch format.
- Private overview meeting with senior leader(s) to review diagnostic findings and set objectives for the larger leadership team meeting.
- Larger Overall Team Meeting - Review and Discuss:
 - Confidential feedback & interview summary
 - Organizational Culture MRI results
 - Your team's culture goals & business case return on investment
- Interactive robust dialogue resulting in consensus on your team's desired High Performance Culture Goals, Perceived Obstacles to overcome, and Behaviors to Change enroute to your desired Excellent Culture, plus resulting cost savings and revenue increases.
- Discussion of potential next steps in the strategic implementation of your desired Excellent Culture.
- Private meeting with senior leader(s) to review team meeting feedback and evaluate next steps strategy based on assessment findings and team responses.

Expected Outcomes

- Clearly defined, measurable ideal culture that will deliver optimum performance.
- Data gap analysis comparing your existing culture against the ideal.
- Obstacles to achieving your ideal culture.
- Needed changes to achieve your ideal culture.
- Impact that achieving your ideal culture will make to your bottom line.
- Proven strategy components to achieving your ideal culture.
- Data profile indicating leadership team's readiness to change (how much skin they are willing to put into ensuring your successful transformation).
- Strategy discussion to achieve your ideal culture and maximize your resulting ROI.



Organizational Development (AKA Performance Improvement)

ENSURE YOUR TRAINING & COACHING IS EFFECTIVE.

Critical to Everything You and Your Company Does

All performance within a company can be reduced to an action and an outcome (i.e., the result of that action). Each can be measured and has a business/financial impact. One hundred percent of all the various actions that all company employees and leaders complete each day fall within Organizational Development's area of influence (aka Performance Consulting, Organizational Effectiveness, etc.)—the purpose of which is to continually improve those actions/outcomes, resulting in improved performance and business/financial metrics.

Our Approach

At Droste, we understand that every organization is unique. Our customized approach combines proven OD methodologies with deep industry insights to create tailored solutions that drive measurable outcomes for your company.



1. Assessment and Diagnosis

We start by conducting a comprehensive assessment of your organization's current state, using tools like surveys, interviews, and focus groups to gather insights into your strengths, challenges, and areas of opportunity.

2. Strategic Planning and Goal Setting

Working closely with leadership, we help establish clear, actionable goals and identify the most effective strategies to achieve them. This includes setting benchmarks and success metrics for tracking progress.

3. Customized Solutions

We design targeted solutions that address your specific needs, all grounded in organizational psychology and best practices.

4. Implementation and Change Management

Our experienced OD consultants work alongside your team to implement solutions, ensuring that change is managed smoothly, and that all team members are engaged and prepared to embrace new processes.

5. Evaluation and Continuous Improvement

We believe in the importance of measuring success. Post-implementation evaluations allow us to measure impact, make adjustments, and ensure your organization remains on track to meet its goals.



Leadership Coaching



Leadership Development



Team Development



Leader Assessment

Practical Process

Organizational Development is the well-defined practice of:

1. Measuring the current performance.
2. Comparing it to the best that can be done (i.e., benchmarking).
3. Identifying the performance gap.
4. Identifying the possible cause(s) of that gap.
5. Identifying the possible performance solutions (called 'interventions' within the OD practice) that will address those causes.
6. Implementing the performance solutions.
7. Re-measuring the performance—to make sure the performance is improved, the gap is closed, and the solutions were the correct ones!

NOTE: A regular company-wide audit can first be conducted to identify the biggest potential gaps that have the largest potential impact. This can prioritize which to put through the process first, second, etc.

Extensive Impact

An example of the huge impact of organizational development is as follows. Just one generation or so ago the Big Three automotive producers controlled the US auto market. When approached to implement organizational development processes, they initially declined. In contrast, these processes were immediately implemented by their foreign counterparts. Within a generation, due to its implementation by foreign competition, the Big Three had just a small lead in only one of the auto industry segments—light trucks. One of the Big Three was foreign-owned, one threatened bankruptcy, and one announced layoffs and plant closings.

Start Your Organizational Transformation Today

Organizational Development is an investment in the future success of your business. Contact us today to learn more about how Droste can partner with you to enhance your organization's effectiveness, build a resilient culture, and drive lasting positive change



Key Organizational Development Solutions

Our Organizational Development services span a range of areas essential to organizational health and success. These include solutions for the entire enterprise, a specific business unit, team, leader level, or individual—and range from strategic to tactical.

Total Organization/ Business Unit	Team	Individual	Other
Strategic Planning /Alignment: ❖ Mission ❖ Vision ❖ Goals ❖ Plans ❖ Success measures	Roles Clarification	Meeting facilitation	Job Aids/Quick Reference Guides
Corporate Communications	Team Assessment	Classroom Facilitation	Meeting Design/Effectiveness
Culture Transformation	Team Skill Development	Coaching	Experiential Learning Design
Organization Design/Effectiveness: ❖ Work Redesign ❖ Reengineering ❖ Structural Change	Team Building	Goal Setting/Alignment	Instructional Design and Development
Change Navigation	Job Descriptions/Adaptation	Performance Appraisal	Assessment Design and Feedback
Quality/Productivity Systems	Distributed/Virtual Teams	Life/Career Planning	Technical Writing (Procedures Documentation)
Survey Design and Feedback	Strategic Alignment		CBT/Online Learning Development
Recognition and Reward Systems	Conflict Resolution		Performance Consulting
Knowledge Management	High Performance Transition		Data Gathering and Analysis
Succession Planning Systems	Process Improvement		Project Management
Development Planning Systems	Problem Solving		Mortgage Industry Knowledge
Leadership Development Training	Change Navigation		
Technical and Professional Training	Meeting Facilitation		
Competency Design			
Work Flow Analysis			
Conflict Resolution			

Custom Training Development

CUSTOMIZED TRAINING DEVELOPMENT SERVICES USING PERFORMANCE-DRIVEN INSTRUCTIONAL DESIGN.

Unlock the Full Potential of Your Workforce With Tailored Training Solutions

In today's dynamic business environment, one-size-fits-all training simply doesn't deliver the results modern organizations need. At Droste, we specialize in developing customized training programs that align with your specific business objectives, culture, and operational needs. With years of experience serving industries like automotive, manufacturing, technology, and more, our goal is to drive measurable improvements in performance and productivity by providing personalized learning experiences that make a real difference.



Why Choose Custom Training Development?

- **Address Unique Challenges:** Whether you're tackling compliance issues, scaling leadership capacity, or improving operational efficiency, we design solutions to address your exact needs.
- **Boost Engagement:** Customized content resonates more with learners, leading to higher engagement, better knowledge retention, and more effective implementation on the job.
- **Align With Company Goals:** Training that reflects your company's goals, values, and processes ensures that every learning activity contributes directly to organizational success.



Our Approach to Custom Training Development

Our team of training experts follows a proven, consultative approach to create impactful learning solutions using ADDIE, SAM, Line-of-Site Maps, and other instructional design models and tools.

1. **Needs Assessment and Goal Setting**

We begin by thoroughly assessing your organization's needs, challenges, and objectives. Through collaboration with stakeholders, we identify learning gaps, desired outcomes, and metrics.

2. **Content Customization and Design**

Using insights from the needs assessment, we design curriculum and content that's engaging, relevant, and adaptable to various learning styles. From case studies and role-playing scenarios to hands-on activities, every module is built with your team in mind.

3. **Delivery Flexibility**

We offer multiple delivery options to fit your schedule and preferences, whether that's instructor-led, virtual training, on-the-job coaching, or blended learning solutions.

4. **Measurement and Continuous Improvement**

Our training doesn't stop with delivery. We provide comprehensive assessments and follow-up sessions to measure the impact, identify areas for improvement, and ensure sustained performance gains.

Specialized Training Services for B2B Clients

Droste is a trusted partner for businesses across diverse sectors, providing training solutions for the following and more.

- **Leadership Development:** Equip your leaders with the skills needed to inspire teams and drive change.
- **Employee Development:** Foster growth and engagement by providing employees with the skills they need to excel in their roles and advance within the organization.
- **Product Training:** Empower your employees, clients, or partners with in-depth knowledge of your products and services.
- **Compliance Training:** Protect your business with training that ensures regulatory compliance.
- **Technical Skills Training:** Keep your workforce skilled in the latest tools, technologies, and methodologies.
- **Safety Training:** Minimize workplace hazards and improve safety practices with targeted training programs.
- **Sales and Customer Service Training:** Empower your teams with the knowledge and skills they need to enhance client relationships and boost sales.



Courses

Droste is known for our highly facilitative approach to both classroom and virtual training. Based on our vast experience working with leaders globally since 2005, we use a coaching approach to leverage learning moments to maximize a learner's experience.

Our content is designed so the learner can apply new behaviors immediately. As a best practice, Droste's workshops include pre-work (e.g., assessment, self-reflection questions, articles), practice assignments, peer learning, action planning, and post resources including job aids for the learner's manager to promote coaching conversations. We use a cognitive behavioral learning model, as illustrated below, to help learners practice new behaviors. For the change to be sustainable, our workshops include a high level of practice, application, reflection, and actionable commitments.



Our individual workshops in this catalog can be combined to create impactful learning programs for:

- Executives
- Senior Leaders
- Mid-Level Leaders
- First-Time Leaders
- Emerging Leaders
- Individual Contributors

Our leadership programs are designed in a series of multi-day sessions, either in-person, virtual, or a hybrid of both. Each program can be expanded to include additional learning components such as:

- Individual Coaching
- Executive Sponsorship
- Alignment Sessions
- Capstone Projects
- Reflection Sessions
- Peer Feedback
- Journaling
- Pre and Post-Learner Assessment

Leadership Competencies

Each of our courses is mapped to one or more competency focus areas. We understand that leaders need to be proficient in all six of these competencies to ensure success in their roles. Analyzing the needs of your workforce through the framework of these competency areas will help you navigate this course catalog and select the right content for your learners.

1	Self-Awareness	Understand yourself and how your behavior is perceived by others
2	Relating	Work well with all individuals, up, across, and down the organizational chain by building strong, trust-based relationships
3	Thinking	Critically think and solve problems required in your organization across functions and geographies
4	Working	Efficiently and effectively manage workload for maximum results and personal balance
5	Leading	Understand the important role of leadership and effectively lead others
6	Teaming	Build cohesive, productive teams



Competency by Course

Course	Self-Awareness	Relating	Thinking	Working	Leading	Teaming
AIQ Advantage™	✓	✓	✓	✓	✓	✓
Accountability at Work		✓		✓	✓	
Change Management		✓	✓	✓	✓	✓
Coaching Skills for Leaders	✓	✓			✓	✓
Coaching Skills for Coaches	✓	✓			✓	✓
Collaborating for Organizational Impact	✓	✓		✓	✓	✓
Communicating with Impact		✓		✓	✓	✓
Conflict Management	✓	✓			✓	✓
Courageous Leadership	✓	✓			✓	
Customer Focus: Dazzle ALL Your Customers	✓	✓		✓	✓	✓
Decision Quality	✓		✓	✓	✓	
Delegating for Success		✓		z✓	✓	
Delegation and Accountability		✓		✓	✓	
Developing Others	✓	✓	✓	✓	✓	✓
Drive for Results	✓	✓	✓	✓	✓	✓
Effective Feedback		✓			✓	✓
Emotional Intelligence: Building Healthy Relationships	✓	✓		✓	✓	✓
Everything DiSC® 2.0	✓	✓	✓	✓	✓	✓
Everything DiSC® Agile EQ	✓	✓		✓	✓	✓
Everything DiSC® Management	✓	✓			✓	
Everything DiSC® Productive Conflict	✓	✓		✓		
Everything DiSC® Sales	✓	✓		✓		
Everything DiSC Workplace®	✓	✓	✓	✓	✓	✓
Everything DiSC Workplace® Certification	✓	✓	✓	✓	✓	✓
Exercising Influence	✓	✓	✓		✓	✓
The Five Behaviors of a Cohesive Team	✓	✓				✓

Competency by Course cont'd

Course	Self-Awareness	Relating	Thinking	Working	Leading	Teaming
The Five Behaviors—Personal Development™	✓	✓				✓
The Great Workplace	✓	✓			✓	✓
Impactful Presentations		✓		✓		
Inclusion in the Workplace	✓	✓			✓	
Interviewing with Confidence		✓		✓	✓	
The Leadership Challenge	✓	✓			✓	✓
Leading Across Generations		✓			✓	
Leading in a Matrix	✓	✓		✓	✓	✓
Leading Teams	✓	✓			✓	✓
Listening: The Power of Not Speaking	✓	✓			✓	✓
Mindfulness: Reduce Stress and Increase Focus	✓	✓	✓	✓	✓	✓
Mindset for Leaders	✓	✓	✓		✓	✓
Motivating Others: Coaching to Action	✓	✓		✓	✓	✓
Myers-Briggs Type Indicator® and Team Building	✓	✓				✓
Negotiation Strategies for Success	✓	✓	✓	✓	✓	
Performance Management		✓	✓		✓	
Priority Setting: Getting Stuff Done	✓		✓	✓		✓
Public Speaking	✓	✓	✓		✓	
Servant Leadership	✓	✓		✓	✓	✓
Team Effectiveness Using Hogan	✓	✓				✓
Teams and Trust	✓	✓			✓	✓
Time Mastery	✓			✓	✓	
Trust-Based Leadership	✓	✓			✓	✓
Understanding Cultures for Effective Communication	✓	✓				✓
Vision, Alignment, and Execution: The Work of Leaders	✓	✓	✓		✓	✓

Courses by Topic

Accountability

- Accountability at Work
- Delegation and Accountability
- The Five Behaviors of a Cohesive Team
- The Five Behaviors—Personal Development
- Performance Management

Alignment

- Five Behaviors of a Cohesive Team
- Leading Teams
- Vision, Alignment, and Execution: The Work of Leaders

Change Management

- Change Management

Coaching

- Coaching Skills for Leaders
- Coaching Skills for Coaches
- Listening: The Power Not to Speak
- Mindfulness: Reduce Stress and Increase Focus
- Motivating Others: Coaching to Action

Collaboration

- Collaborating for Organizational Impact
- Servant Leadership

Communication

- Communicating with Impact
- Emotional Intelligence: Building Healthy Relationships
- Impactful Presentations
- Listening: The Power of Not Speaking
- Understanding Cultures for Effective Communication

Conflict

- Conflict Management
- Emotional Intelligence: Building Healthy Relationships
- Everything DiSC® Productive Conflict
- The Five Behaviors of a Cohesive Team

Delegation

- Delegating for Success
- Delegation and Accountability

Diversity and Inclusion

- Emotional Intelligence: Building Healthy Relationships
- Inclusion in the Workplace
- Leading Across Generations
- Servant Leadership
- Understanding Cultures for Effective Communication

Emotional Intelligence

- Emotional Intelligence: Building Healthy Relationships
- Everything DiSC® Agile EQ

Feedback

- Effective Feedback

Goal Setting

- Performance Management
- Priority Setting: Getting Stuff Done

Influence

- Emotional Intelligence: Building Healthy Relationships
- Everything DiSC® Agile EQ
- Exercising Influence

Interviewing Skills

- Interviewing with Confidence

Leadership

- Courageous Leadership
- The Great Workplace
- The Leadership Challenge
- Mindset for Leaders
- Servant Leadership
- Vision, Alignment, and Execution: The Work of Leaders



Leadership Coaching



Leadership Development

DROSTE



Team Development



Leader Assessment

Matrix Organizations

- Collaborating for Organizational Impact
- Leading in a Matrix

Negotiation

- Negotiation Strategies for Success

Performance Management

- Accountability at Work
- Coaching Skills for Coaches
- Coaching Skills for Leaders
- Delegating for Success
- Delegation and Accountability
- Drive for Results
- Effective Feedback
- Performance Management
- Motivating Others: Coaching to Action

Personal Style

- Everything DiSC® 2.0
- Everything DiSC® Agile EQ
- Everything DiSC® Management
- Everything DiSC® Productive Conflict
- Everything DiSC® Sales
- Everything DiSC Workplace®
- Myers-Briggs Type Indicator® and Team Building

Presentation Skills

- Impactful Presentations
- Public Speaking

Problem Solving

- Decision Quality

Relationships

- Customer Focus: Dazzle ALL Your Customers
- Emotional Intelligence: Building Healthy Relationships
- Everything DiSC® 2.0
- Everything DiSC® Agile EQ
- Everything DiSC® Management
- Everything DiSC® Sales
- Everything DiSC Workplace®

- Inclusion in the Workplace
- Servant Leadership
- Teams and Trust
- The Trust Quotient

Strategic Leadership

- Decision Quality
- Vision, Alignment, and Execution: The Work of Leaders

Team Dynamics

- The Five Behaviors of a Cohesive Team
- The Five Behaviors—Personal Development
- Inclusion in the Workplace
- Leading Teams
- Myers-Briggs Type Indicator® and Team Building
- Team Effectiveness Using Hogan
- Teams and Trust

Team Leadership

- The Great Workplace
- The Leadership Challenge
- Leading Across Generations
- Mindset for Leaders
- Vision, Alignment, and Execution: The Work of Leaders

Time Management

- Priority Setting: Getting Stuff Done
- Time Mastery

Trust

- The Five Behaviors of a Cohesive Team
- The Five Behaviors—Personal Development
- The Great Workplace
- Teams and Trust
- Trust-Based Leadership

Vision

- Vision, Alignment, and Execution: The Work of Leaders



Additional Available Courses

The previously shared courses are the most requested. However, Droste also delivers an extensive curriculum of other impactful courses as well.

- Accelerating Team Productivity
- Activating Change Individual
- Activating Change Leader
- Addressing Emotions at Work
- Admired Leaders
- Bridging Strategy to Outcomes
- Building And Sustaining a Quality Culture
- Building Resilience
- Building Team Pride and Purpose
- Business Simulation: Acumen
- Change Leadership
- Clarifying Performance Expectations
- Clarifying Performance Objectives
- Coaching Others for Top Performance
- Conducting Performance Review
- Connecting with Others
- Conscious Leadership Program
- Correcting Performance Problems
- Creating Work Life Alignment
- Critical Thinking
- Delegating for Shared Success
- Developing Others
- Developing Team Agility
- Employee Engagement
- Expressing Yourself
- Facilitating for Results
- Finance For Non-Financial Professionals
- Giving Recognition
- Identifying Work Priorities
- Leading Innovation
- Leading Virtual Teams
- Leading With Agility
- Listening in a Hectic World
- Managing Safety Self-Awareness
- Managing the Performance of Others
- Managing Your Priorities
- Maximizing Your Supervisory Potential
- Meeting the Challenge of Stellar Service
- Moving from Conflict to Collaboration
- Negotiating Resources for Your Team
- Personal Strategies for Navigating Change
- Planning for Performance Discussions
- Principles and Qualities of Genuine Leadership
- Problem Solving Results
- Productive Conflict Management
- Professional Sales Coaching
- Professional Selling Skills
- Providing Constructive Feedback
- Resolving Conflicts with Your Peers
- Resolving Conflicts Within Your Team
- Speaking to Influence Others
- Strategic Planning
- Strategic Thinking
- The Hallmarks of Supervisory Success

Course Descriptions

The remainder of this catalog provides a one-page description. Each description contains course overviews and objectives, outlines the length of the course, identifies assessments taken (if applicable), provides video information, and lists the course length.



For more information on any of these courses, contact Droste at <https://drostegroup.com/contact/> or US (877) 550-5100 | Intl 1 (248) 687-1858 or scan this code.



Each course supports one or more of the six leadership learning competencies:

- Self-Awareness
- Relating
- Thinking
- Working
- Leading
- Teaming

Included in our course descriptions are tables indicating which competencies are supported. You'll find this information helpful in determining which courses to select once you've completed our Competency Diagnostic tool.

Leading Relating
Self-Awareness
Teaming Working Thinking



AIQ Advantage™

Build practical AI fluency through an eight-week learning journey applied to real work. Employees develop confident, responsible, repeatable AI habits, with personalized practice and feedback. Leaders gain visibility into capability growth and opportunities to improve execution.

Objectives

- Apply AI to communication, analysis, problem solving, and decisions
- Challenge assumptions and identify risks in AI-generated outputs
- Develop reusable prompts, profiles, templates, and workflows
- Identify tasks where AI can improve quality or save time
- Build AI fluency from comfort to confidence to competence

Benefits

- Practical skills reinforced through eight weeks of applied practice
- Reusable AI assets and individualized feedback
- Certification and a personalized learning report

Assessment

Participant learning reports and a Cohort Impact Report covering capability progression, decision quality, risk themes, and next steps

Format

8-week corporate cohort with live learning, personalized applied practice, feedback, and live support

Minimum: 7 participants | Ideal: 10–15

Business Impact

Improve work quality and make effective AI use repeatable across teams.

Broader AI research benchmark: in an experiment involving professional writing tasks, AI users completed work in **40%** less time and produced outputs rated **18%** higher in quality. Results depend on the task and human review.

AI Integration

AI is the core of the learning journey. Participants apply it to their own work, receive personalized feedback, and develop reusable assets. Practice emphasizes sound judgment, useful decision support, and recognizing risk.



Accountability at Work

A key element of performance management involves holding employees accountable for results. Effective leaders expect accountability in all aspects of employee performance, from day-to-day actions and decisions to the achievement of long-term goals. In this course, participants will examine their current attitudes toward and approaches to accountability, beginning with their abilities to model it. They will also explore the dynamics of accountability and learn the behaviors and practices that set the foundation for a culture of accountability on a team or in an organization.

Objectives

- Discuss the importance of accountability to the success of the individual, team, and organization
- Explore the accountability/victim dynamic and the effect of intrinsic and extrinsic factors that affect accountability
- Discuss accountability from the perspective of a leader and an employee
- Review best practices for creating a culture of accountability on a team
- Create action plans to improve skills and practices for building accountability

Benefits

- Approach emphasizes participants' roles in modeling and demonstrating accountability, improving their personal performance
- Applied learnings increase leader effectiveness in assessing and managing performance
- Both individual and organizational performance are enhanced when accountability leads to the achievement of goals and objectives

Assessment

Self-assessment (in participant guide)

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Delegating for Success Drive for Results Performance Management

Business Impact

Strengthen follow-through.

Broader engagement benchmark: top-quartile teams show **18%** higher sales productivity and **23%** higher profitability than bottom-quartile teams.

AI Integration

Practice conversations, clarify assignments, and draft follow-ups with approved AI and facilitator review. Leaders remain responsible. Use de-identified scenarios. Reinforce application with the Leadership Execution System™.



Change Management

The ability to change is key to survival. Change is present in every new project, every new customer, and every improvement in products or services. This course teaches the skills individuals need to navigate and lead others through times of change. Learners will take the Change Style Indicator assessment to learn their personal change readiness style. They will also learn reasons people resist change and explore the stages people go through when moving through change. Finally, learners will learn techniques to secure commitment for change when leading a project or a team. The full-day version of this course includes a business simulation that provides an opportunity to apply change management skills.

Objectives

- Understand why people resist change
- Explore the stages people typically go through to truly adopt a change
- Gain insight into your own change style
- Explore change style perceptions
- Learn techniques to gain commitment for change when leading a project
- Discuss tools useful in managing the people side of change

Benefits

- Approach explores self-awareness regarding change readiness
- Techniques address ways to handle resistance to change
- Tools enable the successful management of the people side of change

Assessment

Change Style Indicator®

Format

In-person: Full or Half day

Virtual: 4 hours (two 2-hour modules)

Business Impact

Support faster adoption and fewer implementation delays.

Research comparison: projects with excellent change management are **7x** more likely to meet objectives than those with poor change management.

AI Integration

Rehearse change conversations, explore resistance scenarios, and draft stakeholder messages. Compare AI suggestions with the course's change-management practices.

Use approved tools and de-identified scenarios with facilitator review.

See Also

Courageous Leadership

Mindset for Leaders



Coaching Skills for Leaders

Coaching is a powerful development tool that can act as a catalyst for success at all levels of an organization. A key responsibility of a leader is to contribute to the professional growth of others. Droste's Coaching Skills for Leaders program equips leaders with the practices and competencies needed to build a coaching culture. The concepts of mindset, trust, and presence are examined in the context of the Droste Coaching Process, as learners have the opportunity to practice key communication techniques and engage in self-reflection. Proven techniques for coaching challenging people are also discussed.

Objectives

- Define coaching and its role within today's organizations
- Identify the characteristics of a coaching culture
- Compare and contrast coaching, managing, and mentoring
- Discuss the coaching mindset
- Explore active listening and powerful questioning as key coaching skills
- Enable reflection and identification of coaching skills to be developed

Benefits

- Targeted skill-building enables and reinforces the development of critical coaching competencies
- Approach supports learners' abilities to both model and coach critical leadership skills

Format

In-person: Full or Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Coaching Skills for Coaches Effective Feedback
Listening: The Power of Not Speaking Motivating
Others: Coaching to Action

Business Impact

Support stronger employee capability and independent problem-solving.

Professional-coaching survey: **70%** reported better work performance; a small return-reporting company sample reported median financial returns of **7x** investment.

AI Integration

Practice coaching conversations with simulated employees. Review questions for curiosity and clarity, then refine them with facilitator feedback rather than accepting AI advice automatically.

Use approved tools and de-identified scenarios with facilitator review.



Coaching Skills for Coaches

Droste's Coaching Skills for Coaches presents a comprehensive, integrated approach to preparing leaders for success as internal coaches in their organizations. By combining a six-part workshop series with self-assessments, individual coaching sessions, self-study and reflection, and coaching practice, this program provides critical knowledge, insights, and skills that align with the competencies set forth by the International Coaching Federation (ICF). Learning topics in this six to twelve-month program include the Droste Coaching Model, mindset, presence, powerful questioning, mindfulness, personal style, emotional intelligence, ethics, trust, communication, conflict management, change management, goal setting, accountability, and commitment in the context of the coaching relationship.

Objectives

- Enable the acquisition and application of a range of coaching skills, techniques, and concepts that reflect established industry standards and competencies
- Improve self-knowledge as the foundation for skill building through assessments, personal coaching experiences, cohort relationships, and practice
- Define a point of view and personal commitment to coaching by creating an integrated plan to sustain growth and development as a coach

Benefits

- Holistic approach enables and reinforces the development of critical coaching competencies
- Skill-building supports learners' abilities to both model and coach critical leadership skills
- Learners are prepared to test for ICF coaching certification upon completion

Assessments

- CCL 360
- Everything DiSC® Workplace Profile
- Thomas Kilmann Conflict Mode Instrument
- Talent Smart Emotional Intelligence Appraisal
- MRG Individual Directions Inventory

Format

In-person: 6 full-day workshops, 15 hours of individual coaching, with additional learning activities

See Also

Coaching Skills for Leaders

Effective Feedback

Listening: The Power of Not Speaking

Business Impact

Build internal coaching capacity and reinforce development between sessions.

Professional-coaching survey: **70%** reported better work performance; a small return-reporting company sample reported median financial returns of **7x** investment.

AI Integration

Supplement coaching practice with simulated conversations and reflection prompts. Facilitators review responses against course competencies; AI does not assess certification readiness or replace individual coaching.

Use approved tools and de-identified scenarios with facilitator review.



Collaborating for Organizational Impact

An increasingly complex and global workplace demands a more sophisticated approach to collaboration to achieve success. As organizations look to move from traditional structures to new delivery models, from fixed mindsets to a focus on growth and possibility, and from variability to consistency, the ability to collaborate between individuals, teams, and functions is critical. This program explores collaboration in an environment where goals, resources, and responsibilities may align or compete. Our proprietary model presents collaboration as a process, noting how it differs from cooperation and consensus and emphasizing the necessary skills. Learners will have an opportunity to practice new skills using business scenarios and plan for application when they return to the workplace.

Objectives

- Explore the requirements for collaboration and partnership in the modern workplace
- Identify and avoid the common barriers to effective collaboration
- Determine when and how to collaborate for impact
- Discuss and apply the DRIVE™ model of collaborating for impact
- Practice and apply effective collaboration skills and approach to real business scenarios

Benefits

- Defined steps that simplify the collaboration process are practical and applicable
- Opportunity to practice collaboration in a business scenario reinforces learning

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

Business Impact

Support faster cross-functional delivery and fewer handoff failures. Broader soft-skills benchmark: a trial among Indian garment workers found **13.5%** higher productivity and **256%** net ROI eight months after training.

AI Integration

Explore a fictional cross-functional dispute, test stakeholder perspectives, and draft a collaboration plan using the DRIVE™ model as the reference for human review.

Use approved tools and de-identified scenarios with facilitator review.



Communicating with Impact

As George Bernard Shaw famously said, “The single biggest problem in communication is the illusion that it has taken place.” We spend our days exchanging messages with our colleagues and customers through words that are spoken and written as well as through our behaviors, often without giving these a second thought. At times, we deliver the message, and at times, we are on the receiving end. Communication is a complex process that requires effort from both the giver and the receiver. It is essential to the success of individuals, teams, and organizations. This course combines the theoretical with the practical to present communication as an essential business tool that builds relationships, increases productivity, and underpins results when done effectively.

Objectives

- Explore communication as a process
- Practice skills for challenging communication situations
- Explore communication techniques such as active listening, questioning, and demonstrating empathy
- Explore best practices for effective email communication
- Develop team guidelines for the use of various communication channels

Benefits

- Effective communication improves throughout the organization
- Skills for communicating clearly and effectively improve
- Team dynamics such as trust and rapport increase as communication, especially listening, is enhanced
- Individuals who are seen as effective communicators are held in high regard

Format

In-person: Full or Half day

Virtual: 6 hours (three 2-hour modules)

See Also

Emotional Intelligence

Listen: The Power Not to Speak

Understanding Cultures for Effective Communication

Business Impact

Support clearer execution and fewer misunderstandings.

Broader soft-skills benchmark: a trial among Indian garment workers found **13.5%** higher productivity and **256%** net ROI eight months after training.

AI Integration

Revise a sample email for clarity, rehearse a challenging conversation, and compare channel choices. Check whether the intended message and requested action remain accurate. Use approved tools and de-identified scenarios with facilitator review.



Conflict Management

Every person faces conflict at work. When left unmanaged, conflict creates undue stress on the individual and a loss of productivity in the organization. What makes conflict negative or positive is the way in which it is handled. This course describes five styles of conflict and how to best use each mode based on the situation. It also informs participants of their own natural conflict modes. Participants will also apply Droste's Healthy Conflict Model and learn practical tools to help them manage conflict in their own lives.

Objectives

- Define conflict
- Explain how conflict is healthy and necessary
- Describe the five styles of conflict
- Explain how your natural conflict style affects your approach to conflict
- Recognize the potential advantages and disadvantages of using different conflict modes in a given situation
- Apply Droste's Healthy Conflict Model skills and behaviors

Benefits

- Understand your natural conflict style and how to best use it
- Have more productive conversations
- Solve problems more efficiently
- Build stronger relationships

Assessment

Thomas-Kilmann Conflict Mode Instrument

Format

In-person: Full or Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Communicating with Impact Everything DiSC® Agile
EQ Everything DiSC® Productive Conflict
Listening: The Power of Not Speaking

Business Impact

Support faster resolution and less productivity lost to unresolved conflict.

Related conflict-training survey: participants receiving formal external conflict training said it helped them resolve **95%** of conflicts with positive results.

AI Integration

Rehearse conflict conversations with different responses. Compare possible approaches with the five conflict modes and Droste's Healthy Conflict Model; people choose the appropriate response.

Use approved tools and de-identified scenarios with facilitator review.



Courageous Leadership

Today's complex business challenges frequently require leaders to act with courage. This program helps learners define and understand the importance of courage in a leadership context. Learners will explore the factors that enable or limit a leader's ability to demonstrate courage in general and in the culture of their organization. They will reflect on their own mindset and behaviors and identify opportunities to break out of their "comfort zones" and act with greater courage in the workplace. The learning experience includes an opportunity for practice and concludes with action planning and personal commitment.

Objectives

- Define courageous leadership
- Explore factors that enable and limit your ability to act with courage
- Explore individual courageous leadership "zones"
- Identify opportunities to build courage capacity in yourself and others
- Apply courageous leadership practices
- Create a courageous action plan

Benefits

- Leaders develop confidence to take risks, make decisions, and advocate for new ideas and innovation
- Opportunities for self-reflection and planning enable immediate application and impact
- Organizational culture shifts to accommodate a common understanding of courage in the workplace

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Leading Teams

Coaching Skills for Leaders

Business Impact

Support earlier action on difficult issues and more confident decision-making.

Exemplary-leadership research: engagement scores were **25–50%** higher in groups whose leaders used the Five Practices more frequently.

AI Integration

Practice raising a difficult issue, challenge assumptions, and explore consequences in fictional scenarios. Review recommendations against organizational values and the leader's own judgment.

Use approved tools and de-identified scenarios with facilitator review.



Customer Focus: Dazzle ALL Your Customers

Customer focus is a part of all our roles. To be customer focused is to be dedicated to exceeding customer expectations for both your external and your internal customers. Through this course, you will seek to identify who your customers are and the opportunities to improve their customer experience. You will explore systems to identify improvements in products, services, and/or procedures. Through the Everything DiSC Workplace® assessment, you will discover the most impactful way of communicating to meet the needs of your different customers. This highly regarded tool will help build relationships based on trust and respect.

Objectives

- Explore the concept of customer focus and who your customers are
- Identify what your customers need
- Identify opportunities for output improvement
- Discover how personality style may impact your relationship with your internal and external customers
- Explore your customers' personality styles and how you may respond to them
- Create strategies to meet the needs of your internal and external customers

Benefits

- Create a plan specific to your own customers that will improve your professional and personal relationships
- Focus on the specific needs of your customers by learning what their needs are, evaluating output improvements and seeking feedback

Assessment

Everything DiSC Workplace® Profile

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Everything DiSC® Agile EQ Everything DiSC® Sales Exercising Influence

Listen: The Power of Not Speaking

Business Impact

Support stronger customer relationships and more consistent service.

Financial-services benchmark: research links a **5%** increase in customer retention to more than **25%** higher profit.

AI Integration

Practice customer conversations and draft service-improvement ideas from fictional feedback. Review accuracy and tone; do not upload customer records or assessment reports.

Use approved tools and de-identified scenarios with facilitator review.



Decision Quality

We make literally thousands of decisions each day, all of which have varying consequences. How can we increase our odds of making the best possible decisions given the resources available and the sheer volume of decisions we make? Join us for this course to discover your personal decision-making style through the Decision Style Profile and improve your ability to produce higher-quality decisions. Explore when to involve others in the decision-making process and learn the five critical decision-making factors.

Objectives

- Explore a framework for making decisions and solving problems
- Understand the hidden influences that impact making quality decisions
- Explore the five decision styles and when to use them
- Define situations where decisions should be made or delegated
- Identify decision pitfalls and how to avoid them
- Explore the impact of your personal decision-making style

Benefits

- Increased ability to identify and address core issues that drive problems and decisions
- Enhance effectiveness and confidence in the approach and execution of decisions
- Heightened awareness of personal tendencies and styles in situations that require critical thinking

Assessment

Decision Style Profile

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Drive for Results

Priority Setting: Getting Stuff Done

Business Impact

Support better decisions and less avoidable rework.

Decision-making survey: executives reporting fast decisions were **1.98x** as likely to report high-quality decisions as other respondents.

AI Integration

Compare options, surface assumptions, and challenge a draft decision rationale. Verify facts and weigh trade-offs; AI supplies alternatives while leaders retain decision authority.

Use approved tools and de-identified scenarios with facilitator review.



Delegating for Success

Every leader faces the challenge of achieving results through others. The ability to effectively delegate tasks and responsibilities is a key part of meeting that challenge. In this course, learners will examine their current attitudes toward and approaches to delegation. They will learn a process for delegating tasks and responsibilities that positions employees for success and will practice utilizing that process in a real-work situation. They will also explore the dynamics of accountability and learn the behaviors and practices that set the foundation for a culture of accountability on a team or in an organization.

Objectives

- Discuss the importance of delegation to the success of individuals, leaders, and teams
- Explore five stages of delegation and the steps that support successful delegation
- Review best practices that support success in delegation
- Create action plans to improve delegation-related skills and practices

Benefits

- Breaks down the delegation process into five distinct steps to follow in order to support success
- Emphasizes the benefits of effective delegation for both individuals and the organization
- Encourages efficient use of resources, employee development, and accountability

Assessment

Self-assessment (during workshop)

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Delegation and Accountability Performance Management

Business Impact

Support greater manager capacity and stronger employee ownership. CEO study: companies led by strong delegators generated **33%** more revenue than those led by CEOs with lower delegation talent.

AI Integration

Check a fictional delegation brief for outcomes, authority, deadlines, and support. Rehearse follow-up conversations and review the brief against the course's delegation process.

Use approved tools and de-identified scenarios with facilitator review.

Delegation and Accountability

The ability to delegate tasks and responsibilities to employees and hold them accountable for results is central to any leadership role. In both the in-person and virtual versions of this program, learners will examine practical, thoughtful approaches that promote effectiveness in both of these elements of managing performance. Self-assessments, individual reflection, group discussion, and scenario work are used to engage learners and build skills.

Objectives

- Discuss the importance of delegation and accountability to the performance of a team
- Explore five stages of delegation and the steps that support successful delegation
- Explore the accountability/victim dynamic
- Discuss accountability from the perspective of a leader and an employee
- Review best practices that support success in delegation and creating a culture of accountability on a team
- Create action plans to improve your skills and practices related to delegation and accountability

Benefits

- Establishes a culture of trust
- Develops capabilities of team members
- Improves efficiency, productivity, and time management

Assessment

Self-assessments (during workshop)

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also [Accountability at Work Delegating for Success Performance Management](#)

Business Impact

Support reliable delivery with clearer ownership.

CEO study: companies led by strong delegators generated **33%** more revenue than those led by CEOs with lower delegation talent.

AI Integration

Practice a delegation conversation, test an assignment for ambiguity, and draft a follow-up plan. Review the output against the delegation stages and accountability practices. Use approved tools and de-identified scenarios with facilitator review.



Developing Others

Developing Others™ is a hands-on leadership course designed to equip leaders with the skills to help employees expand their capabilities and tackle new challenges with confidence. This program enables leaders to engage in developmental conversations that promote independent problem-solving and decision-making. Participants will learn a six-step process for identifying growth opportunities, confirming readiness, clarifying situations, generating solutions, gaining commitment to action, and providing ongoing support. By emphasizing inquiry over instruction, leaders will foster trust, build capability, and cultivate a culture of continuous learning—benefiting individuals, teams, and the organization.

Objectives

- Describe the role of a manager in developing others.
- Explain how developing others can benefit those being developed, the manager, and the overall organization.
- Recognize the challenges faced in developing others.
- Identify opportunities to develop the skills and capabilities of others.
- Demonstrate a set of key actions for developing others.
- Demonstrate a variety of listening and asking techniques that will help others feel confident in their own decisions.
- Conduct focused development conversations with others that result in professional development and growth.

Benefits

- Gain practical skills for building the confidence and capabilities of their team members
- Create a culture of trust, learning, and collaboration within their teams
- Enhance leadership effectiveness by shifting from “telling” to “coaching and empowering.”
- Improve employee engagement and retention by supporting career development
- Increase team productivity through better delegation and independent problem-solving
- Strengthen relationships with team members by fostering open, growth-focused conversations

Format

In-person: Half day

Virtual: 4 hours

Business Impact

Support stronger internal talent pipelines and more independent problem-solving.

Related strengths-feedback studies: managers receiving feedback led units with **12.5%** higher productivity and **8.9%** higher profitability than no-feedback comparison units.

AI Integration

Rehearse development conversations using fictional employee situations. Refine questions and action plans against the six-step process, keeping development decisions with the manager and employee.

Use approved tools and de-identified scenarios with facilitator review.



Drive for Results

On one side, you identify what is most important and go after it with laser-like focus. On the other side you encourage others and motivate them to achieve goals. Can you drive for organizational results *and* increase employee engagement? The answer is yes. This course will guide you in identifying day-to-day actions and achievements of long-term goals, examining your current attitude and approaches to accountability, and setting a foundation for a culture of accountability and drive for results in your organization.

Objectives

- Explore what it means to drive results and the impact it can have on your team
- Discover the five success factors of obtaining consistent and sustainable results
- Create an action plan for achieving the next result for you or your team
- Discover that results may be a product or output, but it is done through people

Benefits

- Results are the end game; it is people who achieve consistent and sustainable results. Create a custom formula for yourself and your team by exploring the five success factors of obtaining results.
- Driving for results is done at all levels, regardless of title. In this course, explore the impact of peers holding one another accountable and providing feedback.

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also [Accountability at Work](#) [Decision Quality](#)
[Delegating for Success](#)

[Motivating Other: Coaching to Action](#) [Performance Management](#)

[Priority Setting: Getting Stuff Done](#)

Business Impact

Support more consistent achievement of priority goals.

Broader engagement benchmark: top-quartile teams show **14%** higher production productivity and **32%** fewer defects than bottom-quartile teams.

AI Integration

Test a results plan for unclear priorities, rehearse a barrier-removal conversation, and draft progress questions. Leaders verify assumptions and decide which actions fit the business.

Use approved tools and de-identified scenarios with facilitator review.



Effective Feedback

The practice of giving and receiving feedback often and well is of considerable benefit to both the individual and the organization. Despite its importance, the feedback process is often seen as daunting and potentially uncomfortable. This course addresses the apprehensions and motivations associated with feedback and presents the feedback process as invaluable, rewarding, and critical to cultivating a healthy workplace culture. It emphasizes the skills and best practices that promote a productive feedback experience, and it uses communication models and techniques that learners can use to plan and engage in their own feedback conversations.

Objectives

- Understand the reasons people avoid feedback situations
- Increase awareness of the importance of giving and receiving feedback often and well
- Learn skills to improve the ability to give and receive feedback at all levels of an organization
- Practice giving feedback using simple but effective models and techniques
- Create a plan to solicit feedback

Benefits

- Increased dialog across the organization, leading to surfacing and resolving problems
- Improved skills and tools that support the creation of a feedback culture at any organization
- Barriers to exchanging honest, clear, specific, actionable feedback are addressed and removed
- Feedback becomes a key to individual development and continuous improvement at all levels of the organization

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Performance Management

Business Impact

Support earlier correction of performance gaps and less repeat rework.

Related strengths-feedback studies: managers receiving feedback led units with **12.5%** higher productivity and **8.9%** higher profitability than no-feedback comparison units.

AI Integration

Rehearse feedback conversations and revise examples for specificity and actionable next steps. Use fictional situations; facilitators review tone, assumptions, and alignment with the course model.

Use approved tools and de-identified scenarios with facilitator review.



Emotional Intelligence: Building Healthy Relationships

Researchers and business experts agree that people with high emotional intelligence are consistently the top performers in their organizations. They're more resilient and flexible when things get tough, and they're held in the highest regard by their bosses, peers, co-workers, and others. This course explores the four core EQ skill categories: awareness, control, social, and relationships. It provides practical knowledge and skills that help individuals become fluent in understanding the language of emotions. Learners gain the ability to respond more appropriately to their world and eliminate the stress and frustration that often come from working with others.

Objectives

- Define emotional intelligence
- Understand the advantages of strong EQ
- Explore strategies to develop EQ
- Align your intentions with your impact

Benefits

- Learn techniques and strategies to manage emotional reactions
- Increase ability to connect with others
- Improve relationships and make better business decisions

Assessment

In workshop

Format

In-person: Half or full day

Virtual: 4 hours (two 2-hour modules)

See Also

Everything DiSC® Agile EQ

Business Impact

Support steadier leadership under pressure and healthier work relationships.

Emotional-intelligence research: job-performance correlations averaged **0.30** for personality-based EI and **0.22** for ability-based EI. These are correlations, not percentage gains.

AI Integration

Explore alternative responses to emotionally charged situations and reflect on assumptions. AI supports scenario practice, while people interpret emotions and make interpersonal decisions.

Use approved tools and de-identified scenarios with facilitator review.



Everything DiSC® 2.0

You've experienced an Everything DiSC® workshop. But have you thoroughly cracked the code on why you and others think how you think and do what you do? There is more to explore. This DiSC 2.0 experience is for people who have taken and have access to an Everything DiSC Workplace® assessment and have participated in a workshop experience. This course builds on that foundational information and digs deeper into the needs of each DiSC style. Participants will learn how to use DiSC to improve relationships, resolve unproductive conflict, and influence others to understand their culture through the DiSC lens.

Objectives

- Develop further understanding of applying DiSC in personal interactions
- Improve interactions by applying adaptable behaviors
- Understand group culture from the perspective of DiSC
- Create a plan for using DiSC to resolve conflict and influence others

Benefits

- Move from “doing DiSC” to “using DiSC” by discovering and applying your own personal and professional experience and examining the positive outcomes that can result
- Recognize how to navigate through your team and organizational culture by recognizing what the culture favors
- Become a person of influence using DiSC tools to appeal to the individual or group with whom you would like to gain agreement

Assessment

Everything DiSC Workplace®

Prerequisite

Participant in an Everything DiSC® workshop experience

Format

In-person: Full day

Virtual: 6 hours (three 2-hour modules)

Business Impact

Support practical use of DiSC insights in everyday collaboration.

Broader trust survey: top-quartile organizations' employees reported **50%** higher productivity and **76%** greater engagement than bottom-quartile peers.

AI Integration

Supplement practice with fictional communication scenarios. Explore alternative approaches without uploading DiSC reports, assigning personality types, or replacing the licensed assessment or facilitator interpretation.

Use approved tools and de-identified scenarios with facilitator review.



Everything DiSC® Agile EQ

Everything DiSC® Agile EQ helps learners explore the concept of emotional intelligence and the ability to stretch beyond one's comfort zone to adopt the optimal response in a given situation. It helps participants understand the need for and value of a variety of responses by practicing new ways to stretch to those responses that might initially feel uncomfortable. This workshop will help learners become better at navigating different workplace challenges and interactions to build stronger relationships.

Objectives

- Develop an understanding of Agile EQ
- Develop an understanding of your own DiSC style
- Learn about Agile EQ mindsets and which may be most natural for you
- Gain understanding and appreciation of other EQ mindsets
- Understand the value of shifting to less comfortable mindsets
- Create an action plan for stretching to another mindset

Benefits

- Navigate professional and personal challenges by recognizing there may be a different approach and utilizing this stretch mindset to have a better outcome
- Recognize that other people may not think/act/process in the same way you do and that it isn't wrong or right, just different

Assessment

Everything DiSC® Agile EQ

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Building Effective Relationships with Emotional Intelligence Emotional Intelligence

Business Impact

Support more adaptable responses and fewer unproductive reactions. Related DiSC survey: participants receiving DiSC training reported they improved their communications to the point **95%** result in the desired business outcome.

AI Integration

Supplement practice by exploring alternative responses to a fictional workplace challenge. Review suggestions against Agile EQ learning; AI does not score or interpret the licensed assessment. Use approved tools and de-identified scenarios with facilitator review.



Everything DiSC® Management

Everything DiSC® Management teaches learners how to read the styles of the people they manage. The result is managers who adapt their styles to manage more effectively. This course focuses on your DiSC Management Style, directing and delegating, motivating, developing others, and working with your manager.

Objectives

- Discover your DiSC Management Style by completing an online assessment
- Recognize the DiSC styles of people you manage
- Identify strengths and challenges when directing and delegating
- Discover how your DiSC style affects the motivation of others and how to adapt
- Learn about your natural style of developing others and how to accommodate other style preferences using DiSC
- Learn how to modify your approach to meet the needs and preferences of your manager

Benefits

- A better understanding of yourself, your boss, and your employees
- Proven methods on how to adapt your management style to meet the needs of others

Assessment

Everything DiSC® Management

Format

In-person: Full day

Virtual: 4 hours (two 2-hour modules)

Business Impact

Support management practices that better fit employee needs.

Related strengths-feedback studies: managers receiving feedback led units with **12.5%** higher productivity and **8.9%** higher profitability than no-feedback comparison units.

AI Integration

Supplement practice by rehearsing management conversations with fictional employees. Compare communication approaches; facilitators guide application without uploading profiles or using AI to assign DiSC styles.

Use approved tools and de-identified scenarios with facilitator review.



Everything DiSC® Productive Conflict

Everything DiSC® Productive Conflict teaches learners about their personal conflict management styles so they can approach conflict situations in a productive way. Learners increase their self-awareness regarding productive and destructive conflict behaviors and learn how to effectively respond to conflict in the workplace. Droste's full-day Productive Conflict course combines DiSC content with a conflict model that breaks down a healthy conflict conversation and allows for planning, practice, and feedback.

Objectives

- Explore the destructive and productive conflict behaviors of each DiSC style
- Understand how to manage your response to conflict situations
- Discover communication strategies when engaging in productive conflict with colleagues

Benefits

- Increased self-awareness of personal conflict behaviors
- Improved work relationships and productive conflict situations

Assessment

Everything DiSC® Productive Conflict

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Conflict Management

Business Impact

Support more constructive disagreement and faster problem resolution.

Related conflict-training survey: participants receiving formal external conflict training said it helped them resolve **95%** of conflicts with positive results

AI Integration

Supplement practice by reframing a fictional conflict and testing alternative responses. Review assumptions against course concepts; AI does not score or replace the licensed assessment. Use approved tools and de-identified scenarios with facilitator review.



Everything DiSC® Sales

Everything DiSC® Sales teaches learners how to read their customers' styles. The result is salespeople who adapt their styles to connect better and close more sales. This course focuses on three vital areas: understanding your DiSC Sales Style, recognizing and understanding customer buying styles, and adapting your sales style to your customer's buying style.

Objectives

- Discover your DiSC Sales style, priorities, strengths, and challenges
- Recognize and understand your customers' buying styles
- Adapt your sales style to your customers' buying styles

Benefits

- A better understanding of yourself and your customers
- Improved sales relationships

Assessment

Everything DiSC® Sales

Format

In-person: Full or Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Customer Focus: Dazzle ALL Your Customers

Business Impact

Support stronger customer conversations and sales relationships.

Financial-services benchmark: research links a **5%** increase in customer retention to more than **25%** higher profit.

AI Integration

Supplement practice by rehearsing fictional discovery calls and adapting messages to stated customer needs.

Verify claims; do not infer customer personality types or upload assessment reports.

Use approved tools and de-identified scenarios with facilitator review.



Everything DiSC Workplace®

Everything DiSC Workplace® can be used with everyone in an organization, regardless of title or role, to improve the quality of the workplace. Using online pre-work, engaging facilitation with contemporary video, and online follow-up, the result is a personalized learning experience. Learners understand and appreciate the styles of the people they work with. The result is more effective and productive working relationships.

Objectives

- Discover your DiSC Style
- Understand other styles
- Build more effective relationships

Benefits

- A better understanding of yourself and those you work with
- A discovery of the similarities and differences among the DiSC styles

Assessment

Everything DiSC Workplace®

Format

In-person: Full or Half day

Virtual: 4 hours (two 2-hour modules)

Business Impact

Support smoother working relationships and fewer communication breakdowns. Broader trust survey: top-quartile organizations' employees reported **50%** higher productivity and **76%** greater engagement than bottom-quartile peers.

AI Integration

Supplement practice with fictional workplace conversations and alternative communication approaches. Facilitators guide application; AI does not assign DiSC types or score the licensed assessment. Use approved tools and de-identified scenarios with facilitator review.



Everything DiSC Workplace® Certification

This virtual program provides facilitators and coaches with the skills they need to competently and confidently deliver the Everything DiSC Workplace® program. Whether they utilize Everything DiSC Workplace® in the classroom or as part of a one-on-one coaching session, facilitators at all levels have much to gain from becoming certified in the program. The certification workshop combines online prework with virtual classroom learning to prepare learners to administer and discuss DiSC results with individuals and teams.

Objectives

- Gain expertise in the Everything DiSC® model and the supporting research
- Develop the ability to use (e.g., facilitate, debrief, coach) the Everything DiSC Workplace® reports
- Learn to customize the program to meet the needs of an individual, team, or organization

Benefits

- Supports a detailed understanding of how the assessment is built and what it does—and does not—measure
- Enables the program to be customized according to individual or organizational goals
- Allows opportunities for facilitation practice and feedback to improve effectiveness

Assessment

Everything DiSC Workplace®

Format

Virtual: Two weeks mix of self-directed work and 4 live sessions, 2 hours each.

Business Impact

Support more consistent facilitation and stronger internal delivery capacity.

Related strengths-feedback studies: managers receiving feedback led units with **12.5%** higher productivity and **8.9%** higher profitability than no-feedback comparison units.

AI Integration

Supplement facilitator preparation with fictional questions and practice scenarios outside the licensed curriculum. AI does not replace required certification activities, assessment scoring, or qualified interpretation.

Use approved tools and de-identified scenarios with facilitator review.



Exercising Influence

The ability to influence is part skill, part art, and wholly critical to success in the workplace. This course will help you build your ability to exercise influence by recognizing and exploring your own preferred influence style and understanding how to call upon other influence styles when the situation calls for it. By recognizing and utilizing different styles you will be a positive force when pursuing results and will be able to use your influence to achieve win-win outcomes.

Objectives

- Define and explore influence
- Explore why influence matters
- Understand your preferred influence style and how it affects your relationships with others
- Explore the five styles of influence
- Practice modifying your preferred style to best meet a situation

Benefits

- Be a compelling positive force when pursuing results
- Use influence to achieve win-win outcomes
- Inspire people with your overall makeup rather than just external actions

Assessment

Influence Style Indicator (optional)

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Everything DiSC® Agile EQ

Building Effective Relationships with Emotional Intelligence

Business Impact

Support faster stakeholder commitment and smoother execution without formal authority. Change-sponsorship benchmark: **79%** of projects with extremely effective sponsors met objectives, versus **27%** with extremely ineffective sponsors.

AI Integration

Rehearse a stakeholder conversation and compare influence approaches for a fictional initiative. Review reasoning, tone, and ethical boundaries before selecting an approach.

Use approved tools and de-identified scenarios with facilitator review.



The Five Behaviors of a Cohesive Team™

Using activities, video review, and discussion, an intact team is led through the powerful Five Behaviors of a Cohesive Team™ model, learning and practicing the behaviors that will make the team more cohesive and improve its performance. This workshop improves learners' abilities to apply the Five Fundamentals, which build on one another to create a strong team: building trust, mastering conflict, achieving commitment, embracing accountability, and focusing on results.

Objectives

- Discover the value of a cohesive, functional team
- Become familiar with the five behaviors of a cohesive team
- Review team's summary ratings

Benefits

- Obtain practical advice for overcoming the obstacles that prevent teamwork in the office
- Learn what it takes for a team to become cohesive
- Learn how to improve team effectiveness through strengthened leadership roles

Assessment

The Five Behaviors of a Cohesive Team™

Format

In-person: 1-5 days

Virtual: 6 hours (three 2-hour modules)

See Also

The Five Behaviors—Personal Development
Leading Teams
Team Effectiveness Using Hogan

Business Impact

Support stronger intact-team execution and clearer shared accountability.

Team-development case: one construction company reported over **50%** revenue growth after implementing the Five Behaviors; a single-company example.

AI Integration

Supplement practice with fictional team disagreements and commitment conversations.

Facilitators connect responses to the Five Behaviors; AI does not score assessments or diagnose actual teammates.

Use approved tools and de-identified scenarios with facilitator review.



The Five Behaviors—Personal Development™

This program focuses on making individuals better teammates using the team-development process described in Patrick Lencioni's best-selling book *The Five Dysfunctions of a Team*. Anchored in individual assessments based on the Everything DiSC® model, The Five Behaviors—Personal Development™ helps individuals better understand and internalize the principles of The Five Behaviors of a Cohesive Team™ and provides a common language that can be used in organizations. Through individual work, video review, and group discussion, learners build a level of self-awareness and skill that will enhance personal effectiveness as team members.

Objectives

- Learn about The Five Behaviors of a Cohesive Team® model and why it matters
- Learn about individual tendencies for each of the five behaviors
- Take steps to start becoming a better teammate

Benefits

- Obtain practical advice for improving the ability to work in a team setting
- Learn how to support the behaviors that lead to team cohesiveness
- Because the program is designed specifically for individuals, learners do not need to be part of the same team

Assessment

The Five Behaviors Personal Development™

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

The Five Behaviors of a Cohesive Team Leading Teams

Team Effectiveness Using Hogan

Business Impact

Support more effective contributions across teams.

Broader engagement benchmark: top-quartile teams show **14%** higher production productivity and **23%** higher profitability than bottom-quartile teams.

AI Integration

Supplement practice by exploring fictional team situations and drafting personal behavior commitments. Facilitators connect examples to the Five Behaviors without uploading assessment reports or automating interpretation.

Use approved tools and de-identified scenarios with facilitator review.



The Great Workplace

Based on many years of research and training conducted at the Great Place to Work® Institute—producers of the FORTUNE 100 Best Companies to Work For® Annual List—The Great Workplace: Building Trust and Inspiring Performance Workshop provides managers with a set of powerful, effective exercises that will help them understand the conceptual and practical considerations of creating a high-trust work environment.

Objectives

- Define a Great Place to Work
- Assess how your behavior creates or detracts from your ability to create a high-trust environment
- Analyze best practices for each of the five dimensions in the Great Place to Work Model and consider whether those practices are reflected in your own teams and organizations
- Review and discuss case studies of specific organizations that use best practices

Benefits

- An understanding of the essential elements of a Great Place to Work®, especially the crucial role of trust
- An understanding of the key role that managers play in building a great workplace
- Identify opportunities for ways managers can make change within their scope of responsibility
- Tools that can be used to make a positive impact in improving the workplace

Assessment

The Great Workplace Self-Assessment (available in paper or online version)

Format

In-person: Full day

Virtual: 6 hours (three 2-hour sessions or two 3-hour sessions)

Business Impact

Support a workplace where trust and engagement enable performance. Broader trust survey: top-quartile organizations' employees reported **50%** higher productivity and **76%** greater engagement than bottom-quartile peers.

AI Integration

Explore fictional employee experiences and draft questions for a workplace-improvement discussion. Check suggestions against course concepts; keep employee records and survey responses out of prompts.

Use approved tools and de-identified scenarios with facilitator review.



Impactful Presentations

Whether giving a presentation is an occasional task or a routine responsibility, leaders are expected to shine while informing, educating, or making a case in front of an audience. Presentation skills increase a leader's influence. This course teaches learners how to develop and deliver a presentation that is impactful and compelling, no matter its purpose. Learners will learn how to plan and organize a presentation and apply best practices for engaging an audience, utilizing visuals, maintaining an appropriate energy level, and making a call to action.

Objectives

- Understand the benefits of making presentations effective and engaging
- Apply a four-step process for creating a presentation
- Explore approaches for effectively preparing and structuring your presentation
- Practice techniques for delivering clear, confident presentations
- Learn strategies for engaging an audience and managing challenging situations
- Create an action plan for applying techniques, practices, and insights

Benefits

- Imparts an understanding of how to create variety, interest, and emphasis in presentations
- Presents a structured approach to developing a powerful presentation
- Addresses techniques for handling tough questions and troublemakers

Format

In-person: Full or Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Public Speaking

Business Impact

Support clearer proposals and faster audience understanding.

Broader soft-skills benchmark: a trial among Indian garment workers found **13.5%** higher productivity and **256%** net ROI eight months after training.

AI Integration

Test a presentation outline, simulate tough audience questions, and revise messages for clarity. Verify all facts and preserve the presenter's voice and accountability for content.

Use approved tools and de-identified scenarios with facilitator review.



Inclusion in the Workplace

Inclusion has become a priority for many organizations for good reason: companies that adopt inclusive practices outperform those who do not. Inclusion means actively involving every employee's ideas, knowledge, perspectives, approaches, and styles to maximize individual and business success. Droste's Inclusion in the Workplace program allows learners to explore inclusion as an important element of organizational success, and to review the characteristics and best practices of inclusive leaders and organizations. Learners discuss the nature and impact of unconscious bias on behavior and learn ways to mitigate its effects. Finally, learners leave with an action plan for increasing their own effectiveness as inclusive leaders.

Objectives

- Define the concept of inclusion in the workplace
- Discuss the workforce trends and realities that make inclusion an important element of organizational success
- Explore the nature and impact of unconscious bias on behavior
- Review the characteristics and best practices of inclusive leaders and organizations
- Create action plans for increasing effectiveness as inclusive leaders

Benefits

- Increased awareness of the role and impact of inclusion on individuals, teams, and the organization
- Increased self-awareness of personal biases and tendencies and how they affect workplace behavior so these can be addressed
- Practices for improving inclusivity are immediately applicable and impactful

Assessment

Self-assessment (in participant guide)

Format

In-person: Full of Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Building Effective Relationships with Emotional Intelligence; Everything DiSC Agile EQ; Understanding Cultures for Effective Communication

Business Impact

Support broader participation and stronger access to team contributions.

Broader belonging research: high versus low belonging was linked to **56%** higher job performance, **50%** lower turnover risk, and **75%** fewer sick days.

AI Integration

Review fictional meeting scenarios for exclusion risks and rehearse inclusive responses. Challenge AI assumptions and stereotypes; facilitators guide reflection rather than AI evaluating individuals. Use approved tools and de-identified scenarios with facilitator review.



Interviewing with Confidence

In any organization, selecting the right person for the right job is a challenge. Successfully meeting that challenge helps your organization keep turnover low, morale high, and achieve results. Leaders can take the first step in that direction by conducting candidate interviews effectively and with confidence. This class teaches learners how to assess the competencies necessary to be successful in a job and how to ask appropriate, targeted interview questions that elicit meaningful responses.

Objectives

- Discuss the interview process
- Explore the importance of clarifying needs and competencies
- Explain various questioning techniques using the STAR technique
- Explore legal issues, topics to avoid, interviewing pitfalls, and documenting best practices
- Practice and get feedback on interview techniques

Benefits

- A targeted approach to determining competencies and fit
- A proven process for conducting interviews
- Legal dos and don'ts of questions you can and cannot ask in an interview

Format

In-person: Half day

Business Impact

Support more consistent evidence-based hiring decisions.

Hiring research: mean job-performance prediction correlations were **0.42** for structured interviews versus **0.19** for unstructured interviews; these are not percentage gains.

AI Integration

Draft competency-based questions for a fictional role and rehearse structured interviews. Human reviewers check relevance and fairness; AI does not rank candidates or make hiring decisions.

Use approved tools and de-identified scenarios with facilitator review.

The Leadership Challenge

Based on the best-selling and award-winning book, *The Leadership Challenge* by James M. Kouzes and Barry Z. Posner, this workshop demystifies leadership development and approaches it as a measurable, learnable, and teachable set of behaviors. It establishes a unique underlying philosophy that leadership is everyone's business.

Objectives

- Establish principles concerning the way people (constituents, peers, colleagues, and customers) should be treated
- Create a vision that inspires others
- Learn to search for opportunities by seizing the initiative and looking outward for innovative ways to improve
- Discover ways to collaborate by building trust and facilitating relationships
- Recognize contributions by showing appreciation for individual excellence

Benefits

- Proven methods that lead to effective leadership behaviors
- An inspired vision to be shared with colleagues
- Best practices for collaboration and recognition

Assessment

- Leadership Practices Inventory (LPI) – Self and Observers
- LPI 360 (online version, includes self-assessment and unlimited observer assessments)

Format

In-person: 1-5 days

Virtual: 6 hours (three 2-hour sessions or two 3-hour sessions)

Business Impact

Support more consistent leadership behaviors and shared execution. Exemplary-leadership research: engagement scores were **25–50%** higher in groups whose leaders used the Five Practices more frequently.

AI Integration

Supplement practice by exploring fictional leadership situations and refining action-plan questions. Facilitators connect responses to the Five Practices; AI does not score or interpret LPI results. Use approved tools and de-identified scenarios with facilitator review.



Leading Across Generations

In today's workplace, it is common to find four generations represented in the employee population. This multigenerational environment presents both challenges and opportunities for managers as they work to keep all employees engaged, motivated, and performing at a high level. Leading Across Generations explores the behaviors, work habits, values, cultural expectations and other styles and preferences employees of all ages bring to their professions, affecting how they communicate, interact, and learn both as individuals and in teams. This program also shows managers how to move beyond stereotypes and labels to cultivate a dynamic of inclusiveness and respect for the strengths that workers from all generations bring to the organization.

Objectives

- Explain the various generations found in the modern workplace
- Discuss the historical and cultural touchstones that have shaped each generation and how those experiences shape workplace behavior
- Understand the dangers of generalizations, assumptions, and stereotypes
- Discuss changes in priorities and sources of motivation throughout an individual's career arc
- Examine ways to leverage individual strengths and values as opportunities for the organization

Benefits

- Improved engagement of workers of all ages
- Increased awareness and sensitivity to generational differences in the workforce
- Enhanced innovation, problem-solving, and interpersonal relationships
- Improved productivity
- Supports workforce retention

Format

In-person: Full day

Virtual: 4 hours (two 2-hour modules)

See Also

Inclusion in the Workplace

Business Impact

Support stronger collaboration and retention across age groups.

Broader belonging research: high versus low belonging was linked to **56%** higher job performance and **50%** lower turnover risk.

AI Integration

Practice conversations about work preferences using fictional employees. Test messages for clarity and assumptions; focus on individual needs rather than AI-generated age or generational stereotypes.

Use approved tools and de-identified scenarios with facilitator review.



Leading in a Matrix

Leading in a matrix organization presents unique demands and challenges. Without effective leadership in this highly complex environment, the competition for resources and a lack of role clarity can jeopardize accountability and trust. Success in a matrix requires particular attention to certain key skills, including collaboration, decision making, conflict resolution, communication, influence, and performance management, often applied in new ways. In this program, learners will explore the matrix structure, its function and importance, and its impact on how individuals work and how leaders get results.

Objectives

- Define and explore the shifts required for leading in a matrix organization
- Explore key elements to making a matrix work and the skills that support these elements

Benefits

- Intimidation and skepticism about leading in a matrix structure are addressed and mitigated
- Emphasis on applying existing competencies and skills in new ways demystifies the matrix structure
- Application of discoveries and best practices results in immediate organizational impact

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

Business Impact

Support faster coordination when authority and priorities are shared. Decision-making survey: executives reporting fast decisions were **1.98x** as likely to report high-quality decisions as other respondents.

AI Integration

Map a fictional stakeholder situation, rehearse competing-priority conversations, and draft alignment questions. Verify authority and responsibilities before applying any suggested action. Use approved tools and de-identified scenarios with facilitator review.



Leading Teams

As a leader of a team, it is up to you to have your team work together and show results. Whether you are new to team leadership or have been at it for a while, getting a diverse group of people to produce excellent outcomes can be challenging. Add to that the shift in dynamics between different teams or even with a change of one or two team members. Whether leading a team and standing shoulder to shoulder with them each day or working virtually or even across global time zones, how do you bring out the best in the people on your team?

Objectives

- Identify clear goals for your team and how best to communicate them
- Explore leadership challenges and opportunities to address them
- Discover the best practices in team leadership and apply them to your team
- Explore creating a motivating environment and buy-in for team expectations

Benefits

- Applying the concepts in this course will provide the leader and the team clarity in expectations of what their successful team looks like
- Approach emphasizes specific input and feedback from all team members, encouraging buy-in
- Skills and practices are applicable to leaders of any type of team at any level

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

The Five Behaviors of a Cohesive Team Team Effectiveness Using Hogan

Business Impact

Support clearer team direction and more reliable execution.

Team-development case: one construction company reported over **50%** revenue growth after implementing the Five Behaviors; a single-company example.

AI Integration

Test a fictional team charter for unclear expectations, rehearse alignment conversations, and draft review questions. Leaders and team members decide which commitments to adopt.

Use approved tools and de-identified scenarios with facilitator review.



Listening: The Power of Not Speaking

Listening is not about simply being quiet; listening is a critical skill. Active listening helps make connections between ideas and information. It can help us change our perspective and challenge assumptions. Listening demonstrates appreciation that can enhance our work relationships. Conversely, poor listening negatively impacts productivity and working relationships. This course will guide you through developing an understanding of the importance of listening, exploring listening and communication models, and recognizing listening as a conflict improvement strategy.

Objectives

- Explore the difference between hearing and attentive and active listening
- Discover the impact of non-verbal communication
- Understand how listening impacts work and relationships
- Discover types of questions that encourage the speaker
- Explore listening strategies that help to gain more information and improve conflict

Benefits

- Active listening improves relationships and has a significant impact on culture and morale
- The right questions lead to better decisions and fewer mistakes
- Solve problems and improve conflict situations

Format

In-person: Half day

In-Virtual: 4 hours (two 2-hour modules)

See Also:

Communicating with Impact

Business Impact

Support better decisions and fewer misunderstandings.

Broader dialogue research: daily versus annual manager feedback was linked to **3.6x** greater likelihood of strong motivation to do outstanding work.

AI Integration

Practice listening in simulated conversations and compare follow-up questions. Review whether each response checks understanding before advising; avoid uploading recordings or private employee conversations.

Use approved tools and de-identified scenarios with facilitator review.



Mindfulness: Reduce Stress and Increase Focus

It seems that there is a lot coming at us all the time; it's stressful. Mindfulness is the ability to be present and not overly reactive or overwhelmed by what is happening in our lives. Join us for this course as we learn what mindfulness is, and how, in short pauses, we can gain a sense of control, reduce our stress, and create focus. Anyone can do this. Mindfulness simply brings awareness and purpose into everything we do. This course will also focus on resiliency and help create an environment that can be helpful to those around you.

Objectives

- Identify mindfulness and relevant practices to reduce stress and increase focus
- Explore what mindfulness is and its impact on you and those around you
- Create a personalized plan that extends well beyond this class

Benefits

- By regularly committing to simple mindfulness exercises many studies indicate a reduction in stress
- Being intentional or mindful creates an improvement in working memory.
- Develop an increased ability to focus and suppress distracting information.
- Be recognized as a person who can focus and maintain their visible stress level, which are traits people look to in steadfast leadership

Format

In-person: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Emotional Intelligence Mindset for Leaders

Business Impact

Support steadier focus and more deliberate responses under pressure. Call-center study: participants in an eight-week mindfulness program reported **31%** lower stress and **28%** higher vitality one year later.

AI Integration

Draft a reflection routine and explore ways to protect attention using fictional schedules. Facilitators guide practice; AI does not provide mental-health diagnosis or treatment.

Use approved tools and de-identified scenarios with facilitator review.



Mindset for Leaders

Mindset is a critical element of a leader's success. Skill building only translates to behavior change when filtered through a healthy mindset. It determines the way we think about, approach, and interpret situations in the workplace and directly influences the quality of our actions, decisions, and relationships. Cultivating a mindset that enhances effectiveness and enables success must be a priority for any genuine leader. This course enables learners to examine the leadership mindset as a concept (e.g., fixed vs. growth), as a manifestation of their personal values and experiences, and as the product of organizational culture. Learners also consider the impact of their mindset as leaders on individuals and the organization and conclude by crafting a galvanizing, powerful, and personal mindset statement.

Objectives

- Deeply explore the concept of the leadership mindset and its impact on individuals and organizations
- Connect the dimensions of the leadership mindset to personal values and organizational competencies
- Synthesize learnings and individual insights to craft a personal mindset statement

Benefits

- Increased self-awareness
- Improved effectiveness, productivity, and engagement
- Better relationships and organizational culture

Format

In-person: Full or Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Mindfulness: Reduce Stress and Increase Focus

Business Impact

Support stronger learning, adaptability, and leadership relationships.

Growth-versus-fixed-mindset cultures: employees expressed **47%** greater agreement on organizational trust and were **34%** more likely to feel ownership and commitment.

AI Integration

Challenge assumptions in a fictional leadership situation and refine a personal reflection prompt. Leaders evaluate alternatives against their values and choose their own mindset commitments.

Use approved tools and de-identified scenarios with facilitator review.



Myers-Briggs Type Indicator® and Team Building

The Myers-Briggs Type Indicator® (MBTI) is a nonjudgmental instrument that helps individuals and teams to understand themselves and others in a way that is value-oriented versus evaluative. MBTI provides an indication of preferences. The preferences refer to gathering energy or processing thoughts, being detail-oriented versus big-picture-focused in gathering information, being objective or subjective in decision-making, and being structured or go-with-the-flow in orienting one's lifestyle. In this course, learners will complete a 95-question instrument and identify a four-letter MBTI type. Learners will receive a personalized report based on their responses.

Objectives

- Value individual preference types
- Integrate this information into how we work as a team and with others
 - Conduct meetings more effectively
 - Resolve conflicts effectively
 - Break workflow bottlenecks
 - Further our careers
 - Reduce stress levels
 - Make better decisions
 - Increase communication effectiveness
- Implement a strategy to build team appreciation and productivity

Benefits

- A greater understanding of why we do the things we do
- Techniques for working with other MBTI preference types
- Understanding of MBTI and team dynamics

Assessment

Myers-Briggs Type Indicator®, Self-Scorable Form M

Format

In-person: Half day

Note: Myers-Briggs Type Indicator®, MBTI, the MBTI logo, and Introduction to Type are trademarks or registered trademarks of the Myers-Briggs Type Indicator Trust in the United States and other countries.

Business Impact

Support greater appreciation of working preferences and smoother teamwork.

Broader trust survey: top-quartile organizations' employees reported **50%** higher productivity and **76%** greater engagement than bottom-quartile peers.

AI Integration

Supplement practice with fictional team situations and alternative communication approaches. AI does not assign MBTI types, interpret individual reports, or use personality preferences for hiring decisions. Use approved tools and de-identified scenarios with facilitator review.



Motivating Others: Coaching to Action

Motivation represents a crucial challenge for many organizations. Well over half of employees are not engaged (Gallup 2014, 2018). Motivation issues are not because of an uninspired team member; rather, motivation is driven by the environment created for the team. This course will guide you through identifying motivational issues so you can create a climate where people want to do their best. Through your coaching, those around you will feel empowered, share ownership, and feel like their work is important, regardless of whether they are your peers or your direct reports.

Objectives

- Explore what it means to create a motivating environment
- Discover the impact of personality style on what is motivating
- Discuss how Diversity, Equity, and Inclusion impact motivation
- Explore intrinsic and extrinsic factors of motivation
- Discuss what is motivating to you
- Identify strategies to create a motivating environment to those around you

Benefits

- Motivating others is the work of the team, not just leaders. Through this course, you will explore creating a motivating environment for peers, direct reports, and even those to whom you report
- Motivation is not one-size-fits-all. Create motivational strategies at a personal level

Format

In-person: Half day

Virtual: 4 Hours (two 2-hour modules)

See Also

Accountability at Work Coaching Skills for Leaders

Priority Setting: Getting Stuff Done

Business Impact

Support stronger ownership and commitment to work.

Broader dialogue research: daily versus annual manager feedback was linked to **3.6x** greater likelihood of strong motivation to do outstanding work.

AI Integration

Rehearse coaching conversations about a fictional employee's motivation and explore open questions. People validate individual needs; AI does not infer motives from employee records.

Use approved tools and de-identified scenarios with facilitator review.



Negotiation Strategies for Success

Bringing about the response you want from others, and in a way that both sides come out ahead, is the heart of negotiation. Whether it's allocating resources for your team, funding a new initiative, or requesting a change to an accepted policy or procedure, negotiation is an essential skill that involves systematic structures and techniques. When put into practice, these techniques yield your best possibility for a mutually winning outcome. Learn to navigate the structures, how emotion impacts negotiation, and focus on solving a problem or achieving solutions that both parties find beneficial.

Objectives

- Define negotiation as a structured process
- Understand the emotional side of negotiation and the emotions that derail a successful negotiation
- Identify similarities and differences between negotiation, influence, persuasion, and manipulation
- Explore negotiation best practices
- Practice skills for arriving at mutually beneficial solutions

Benefits

- Develop an effective plan for any negotiation
- Recognize the important role of empathy in a negotiation process
- Identify when to walk away from a negotiation
- Resolve small differences before they escalate

Format

In-person: Half day

Virtual: 4 Hours (two 2-hour modules)

See Also Decision Quality Drive for Results

**Everything DiSC® Agile RQ Everything DiSC® Sales
Exercising Influence**

Business Impact

Support better agreements and fewer costly escalations.

Negotiation experiment: MBA teams discussing shared goals before bargaining achieved **9%** higher joint gains than teams that began bargaining immediately.

AI Integration

Rehearse a fictional negotiation, compare trade-offs, and test a preparation plan. Verify assumptions and constraints; negotiators retain authority over concessions and commitments.

Use approved tools and de-identified scenarios with facilitator review.



Performance Management

In this full-day course, learners will learn what effective performance management looks like in the modern workplace and why it's necessary for setting their employees up for success. Using Droste's SOAP model, learners will take a deep dive into the four steps to execute an impactful performance-management process. Learners will learn how to set and align goals, observe behavior to get results, assess and evaluate performance, provide feedback, and establish the next steps. This course also emphasizes the skills and best practices that promote a productive feedback experience and uses a simple model and actionable techniques that learners can use to plan and engage in successful feedback conversations as part of their performance-management process.

Objectives

- Discuss how and why organizations are evolving their approaches to managing performance
- Explore an approach to setting goals and objectives that supports those of the larger organization
- Write SMART goals
- Discuss and apply the SOAP model of managing performance
- Improve the ability to give performance feedback at all levels

Benefits

- Clearly defined performance-management process for use immediately outside the classroom
- Hands-on practice executing the performance-management process through role plays and case studies
- Simple but effective model for giving feedback enables more effective communication and clarity on performance strengths and deficits

Format

In-person: Half day

Virtual: 4 Hours (two 2-hour modules)

See Also [Accountability at Work Drive for Results Effective Feedback](#)

Business Impact

Support clearer expectations and earlier action on performance gaps. Related strengths-feedback studies: managers receiving feedback led units with **12.5%** higher productivity and **8.9%** higher profitability than no-feedback comparison units.

AI Integration

Refine fictional SMART goals and rehearse performance conversations using the SOAP model. Managers verify evidence; AI does not rate employees or decide employment outcomes.

Use approved tools and de-identified scenarios with facilitator review.



Priority Setting: Getting Stuff Done

“I have a million things to do.” You probably don’t have a million things, but does it feel that way sometimes? In this course discover ways to approach your to-do list that will make the biggest impact. Are there some things on your list that don’t belong, and should either be on someone else’s list or be removed entirely? This course will guide you through identifying those things that do belong on your list and determining what comes first. We will explore decision-making models and the situations where they are most appropriate. We will also look at the importance of protecting your time and saying no.

Objectives

- Discover methods to prioritize your daily work
- Explore models for solving problems
- Analyze risks and gaps in projects
- Explore ways to minimize distractions
- Identify the differences between your priorities and other people’s priorities
- Understand that multitasking is a myth

Benefits

- Systems for getting things done are personal. You will see new ideas that you may choose to build into your own system
- Practical, personal, impactful tools for organizing your days, your projects, and solving problems are immediately applicable

Format

In-person: Half day

Virtual: 4 Hours (two 2-hour modules)

See Also [Accountability at Work](#) [Decision Quality](#)
[Delegating for Success](#)

Business Impact

Support more time on high-value work and fewer missed priorities. Broader soft-skills benchmark: a trial among Indian garment workers found **13.5%** higher productivity and **256%** net ROI eight months after training.

AI Integration

Compare priorities using a fictional task list and test trade-offs against stated goals. Verify dependencies and deadlines; people decide what to stop, delegate, or do next. Use approved tools and de-identified scenarios with facilitator review.

Public Speaking

While public speaking may seem terrifying, it can also be extremely beneficial. When you can effectively speak at meetings or give presentations or even share your thoughts, you may be perceived as a better leader than those who remain silent. If the thought of speaking in front of groups makes you uncomfortable, there are steps you can take to become more polished and less fearful. This course provides tips and tactics for preparing presentations, both face to face and virtually. Explore how to prepare your presentation and keep your audience's attention, and even leave with tips to calm those nerves. This course includes a group session and a 1:1 coaching session.

Objectives

- Analyze your presentation strengths to build on and challenges to overcome
- Analyze unique audiences and identify their needs
- Design a presentation using structures provided in the course
- Create a brief video for your own self-assessment
- Evaluate techniques to confront performance anxiety, mannerisms, and other distractions
- Exercise strategies that keep your audience engaged

Benefits

- Increase personal and professional development at all levels
- Increase confidence speaking in large and small groups, in person and virtually
- Connect with others in the pursuit of transferring information, persuading, or sharing emotions

Format

In-person: Full or Half day

Virtual: 4 hours (two 2-hour modules)

Optional coaching session per learner

See Also:

Communicating with Impact Emotional Intelligence

Business Impact

Support clearer communication and greater participation in important discussions.

Broader soft-skills benchmark: a trial among Indian garment workers found **13.5%** higher productivity and **256%** net ROI eight months after training.

AI Integration

Draft a speech outline, simulate audience questions, and compare ways to simplify a message. Verify facts and use facilitator feedback to preserve the speaker's own voice. Use approved tools and de-identified scenarios with facilitator review.



Servant Leadership

In his 1970 essay, Robert K. Greenleaf described the "servant leader" as someone who desires first to serve and then to lead. It's someone whose primary concern is to help others realize their aspirations and achieve their greatest potential. Research indicates effective, successful leaders are those with strong character and the ability to lead with courage, humility, and compassion. Fortunately, character is not something we are just "born with." It can be developed over time. In this program, learners will have the opportunity to explore seven dimensions of leadership associated with strong character through case studies and examples.

This workshop helps learners enhance their credibility and consider the power of both perception and experience as they build a culture of service leadership. Learners discover how to shape an environment of support where everyone feels a sense of value and purpose – and where organizational success is bound to naturally transpire as a result.

Objectives

- Gain an understanding of the unique servant leadership approach as a leadership style
- Explore the advantages, challenges, and paradoxes inherent in adopting a servant leadership approach
- Analyze servant leadership principles and how to apply them, and identify areas for further personal development
- Develop the ability to inspire, motivate, and engage people to do their best work

Benefits

- Improve interpersonal confidence by demonstrating courage, humility, and compassion
- Enhance trusting relationships through authenticity, integrity, and accountability
- Build a healthy organizational culture with high employee engagement and low turnover
- Create leadership attributes to attract top talent to your organization

Assessment

None

Format

In-person: Half or full day

Virtual: 4 hours (two 2-hour modules)

See Also

**Courageous Leadership,
Emotional Intelligence: Building Healthy
Relationships Everything DiSC® Agile EQ
Leadership Challenge**

L

Business Impact

Support stronger trust, employee development, and commitment. Broader trust survey: top-quartile organizations' employees reported **50%** higher productivity and **76%** greater engagement than bottom-quartile peers.

AI Integration

Explore a fictional leadership dilemma and rehearse a service-focused conversation. Compare responses with servant-leadership principles; human judgment determines what employees actually need.

Use approved tools and de-identified scenarios with facilitator review.



Team Effectiveness Using Hogan

Even high-performing teams are susceptible to all types of dysfunction, from infighting to apathy. Teams and leaders must identify and correct potential fracture lines before they hinder performance.

The first step in this process is understanding your team's strengths, weaknesses, and culture. Hogan's Team Report provides insight into team dynamics by aggregating team members' individual personality assessment scores. The results will reveal the values that drive team motivation, the unofficial roles teammates assign to themselves, and potential vulnerabilities that can undermine team performance during times of stress and pressure. Designed as a team effectiveness tool, the Hogan Team Report will evaluate your current team structure, identify your ideal team composition, and help pinpoint the changes needed to enhance team performance.

The training also incorporates exercises and team discussions to give the team opportunities to find significant strengths, challenges, and ways to reach an improved and productive teamwork strategy. All teams have their unique needs and functionality; we will adapt the process to fit the team, the business challenge, and the organizational context.

Objectives

- Understand team roles based on personality and values
- Pinpoint team derailers and barriers to success
- Highlight team culture and goal alignment
- Explore how individual scores contribute to team roles

Benefits

- Increase an intact team's evaluation of their strengths, motivational drivers, and development opportunities
- Maximize effectiveness as team members in pursuing important business objectives
- Understand the team's attributes and performance capabilities

Assessment

Hogan Team Report™

Format

In-person: 1 day

Virtual: Half-day (two 2-hour modules)

See Also

Five Behaviors of a Cohesive Team Leading Teams and Trust

The Five Behaviors - Personal Development

Business Impact

Support team decisions that address barriers before they hinder results. Broader engagement benchmark: top-quartile teams show **14%** higher production productivity and **32%** fewer defects than bottom-quartile teams.

AI Integration

Supplement practice with fictional team scenarios and action-plan questions. Qualified facilitators interpret Hogan results; AI does not receive individual reports, diagnose people, or recommend selection decisions.

Use approved tools and de-identified scenarios with facilitator review.

Teams and Trust

Droste's Teams and Trust course combines the framework of Peter Lencioni's Five Behaviors of a Cohesive Team™ model with the teachings of Charlie Green, the author of three best-selling books about trust. Lencioni emphasizes trust as the first and foundational of the Five Behaviors. Green's research, as outlined in *Trust-Based Selling* and *The Trusted Advisor*, examines trust as a fundamental element of the manager/employee relationship. The course includes a detailed self-assessment used as a diagnostic tool for leaders to understand their natural styles and how they align with the critical behaviors that build trust. It also prepares leaders to build upon trust to facilitate other key team behaviors.

Objectives

- Analyze the Trust Quotient Assessment to identify personal strengths and areas for trust development
- Explore how to create an environment of trust-based leadership by demonstrating credibility, reliability, intimacy, and self-orientation
- Explore aspects of leading cohesive teams to build trust, master conflict, achieve commitment, embrace accountability, and focus on results

Benefits

- Enables leaders' understanding of their natural leadership styles
- Provides tools for building trust with colleagues and direct reports

Assessment

Trust Quotient

Format

In-person: Half day

See Also

The Five Behaviors of a Cohesive Team Leading Teams
Team Effectiveness Using Hogan

Business Impact

Support more reliable commitments and healthier team dialogue.

Broader trust survey: top-quartile organizations' employees reported **50%** higher productivity and **76%** greater engagement than bottom-quartile peers.

AI Integration

Rehearse fictional trust-repair and commitment conversations.

Compare responses with course principles; facilitators guide reflection without uploading Trust Quotient results or private team discussions.

Use approved tools and de-identified scenarios with facilitator review.



Time Mastery

This program teaches skills and strategies for efficiently managing time and organizing work. Strategies learned include planning, note-taking, prioritizing, scheduling, responding when the day doesn't go as planned, organizing the desk, and handling paper documents and e-mail messages.

The Time Mastery Profile® completed during the workshop will assess time mastery in twelve dimensions. Improving time-management capabilities often requires a change in habits. Learners will identify the habits that need changing and develop an action plan based on the lessons learned in the session.

Objectives

- Define time management
- Assess your mastery level on 12 time-management dimensions
- Plan by using a three-step process
- Identify time wasters and what to do about them
- Prevent and control interruptions
- Organize your paperwork and e-mails

Benefits

- More efficiently manage time
- More efficiently organize workflow
- Increase productivity
- Creation of an action plan for immediately increasing time mastery

Assessment

Time Mastery Profile®

Format

In-person: Full day

Virtual: 4 hours (two 2-hour modules)

Business Impact

Support greater productive capacity and more reliable delivery.
Broader soft-skills benchmark: a trial among Indian garment workers found **13.5%** higher productivity and **256%** net ROI eight months after training.

AI Integration

Review a fictional schedule, propose alternatives, and draft interruption-management responses. People verify priorities and constraints; AI does not replace the Time Mastery assessment.

Use approved tools and de-identified scenarios with facilitator review.



Trust-Based Leadership

Trust-Based Leadership is a comprehensive, one-day workshop designed for frontline and middle managers in leadership positions. This program was created by one of the most influential writers and researchers on trust, Charlie Green. Charlie has written three best-selling books about trust, including *Trust-Based Selling* and *The Trusted Advisor*.

His latest research applies trust to the manager/employee relationship. The course includes a detailed self-assessment used as a diagnostic tool for leaders to understand their natural styles and how they align with the key behaviors that build trust.

Objectives

- Define the difference between trusting and being trustworthy
- Create an environment of trust-based leadership and demonstrate credibility, reliability, intimacy, and self-orientation
- Analyze the Trust Quotient assessment to identify personal strengths and areas for trust development
- Apply five skills that build trust: listening, risk-taking, partnership, improvising, and self-awareness
- Implement a personal plan for building trustworthiness

Benefits

- An understanding of your own natural leadership style
- Tools to build trust with those who work for you and with you

Assessment

Trust Quotient

Format

In-person: Full day

See Also

Teams and Trust

Business Impact

Support more reliable leadership relationships and earlier surfacing of concerns.

Broader trust survey: top-quartile organizations' employees reported **50%** higher productivity and **76%** greater engagement than bottom-quartile peers.

AI Integration

Rehearse a fictional trust-building conversation and review possible responses against course principles. Keep assessment reports private; facilitators guide interpretation and leaders remain responsible for action.

Use approved tools and de-identified scenarios with facilitator review.



Understanding Cultures for Effective Communication

As the world flattens and our multicultural workplaces expand, cultural competence is one of the most valuable business skills we can acquire. Culture underpins how individuals present themselves in the workplace, and knowledge of culture is critical to improving communication and relationships among our colleagues and customers. This program provides a basic understanding of culture and the specific behaviors that culture affects, particularly in a business setting. Learners will be introduced to the characteristics, values, and behaviors of high-context vs. low-context cultures and have the opportunity to practice navigating communication situations with each of these groups. Learners will also learn and apply best practices for effective cross-cultural communication, identify barriers to cross-cultural communication, and reflect on their personal cultural characteristics as well as those of their organization.

Objectives

- Define culture
- Describe how culture affects behavior
- Compare high-context/relationship-based cultures with low-context/rules-based cultures in a business setting
- Explore strategies for effective cross-cultural communication
- Explain how respecting cultural differences can lead to a reconciliation of differences

Benefits

- Techniques for “reading between the lines”
- An understanding of the general cultural assumptions and expectations of others
- Skills for bridging various communication styles
- The ability to communicate respect and empathy to global counterparts

Assessment

Self-assessment (in workshop)

Format

In-person: Full or half day

Virtual: 4 hours (two 2-hour modules)

Business Impact

Support smoother global collaboration and fewer culturally driven misunderstandings. Broader belonging research: high versus low belonging was linked to **56%** higher job performance and **50%** lower turnover risk.

AI Integration

Compare interpretations of fictional cross-cultural messages and rehearse clarifying questions. Review AI assumptions for stereotypes; confirm meaning with people rather than treating cultural generalizations as facts.

Use approved tools and de-identified scenarios with facilitator review.



Vision, Alignment, and Execution: The Work of Leaders

Based on the book, *The Work of Leaders*, by Julie Straw, Mark Scullard, Barry Davis, and Susie Kukkonen, this course uses best-practice research to teach leaders key skills to lead a group or organization to achieve business outcomes. This program provides a fundamental language and clear framework of the fundamental work of leaders: the process of creating a vision, building alignment around that vision, and championing execution of the vision.

Objectives

- Explore the drivers and best practices of visioning, alignment, and execution in a leadership context
- Increase awareness about current visioning, alignment, and execution behaviors and practice the related skills
- Provide insight and receive insight from peers related to the process
- Create a vision and an action plan for gaining alignment and successful execution
- Define the role of the champion and related behaviors

Benefits

- A crafted vision of new possibilities for the future through exploration, boldness, and testing assumptions
- Proven method to communicate with clarity, engage in dialogue, and provide inspiration, so everyone is moving in the same direction
- Champion execution through momentum, structure, and feedback to enable the group to make the vision a reality

Assessment

Everything DiSC Work of Leaders®

Format

In-person: 1-4 days

Business Impact

Support clearer strategic direction and more reliable delivery.

Change-sponsorship benchmark:

79% of projects with extremely effective sponsors met objectives, versus **27%** with extremely ineffective sponsors.

AI Integration

Test a fictional vision statement for clarity, simulate stakeholder questions, and refine an execution plan. Leaders verify assumptions and commitments; AI does not interpret Work of Leaders profiles.

Use approved tools and de-identified scenarios with facilitator review.

