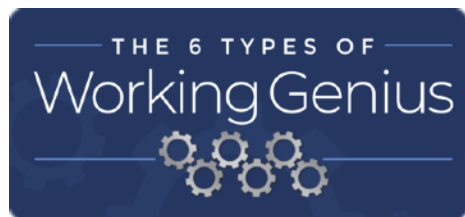




CONFIDENT COMMUNICATORS, LLC
 Communications Training for Leaders, Managers & Teams

TRAINING CATALOG



Trusted Model

Simple and sound, the model has been used for more than 20 years to help teams rethink their approach to teamwork.



Personalized and Transformative Experience

Personalized insights are brought to life with powerful activities to help teams translate learnings into everyday practices.



Team Communications With 5 Behaviors of A Cohesive Team™

Teamwork is your greatest competitive advantage. Combine Patrick Lencioni's model for teamwork with personalized insights from the DiSC® Assessment, to discover your team's hidden agendas and sources of communication breakdown. Increase trust, develop conflict norms, help everyone commit to decisions, model and practice accountability (including giving feedback), and focus everyone on achieving results.

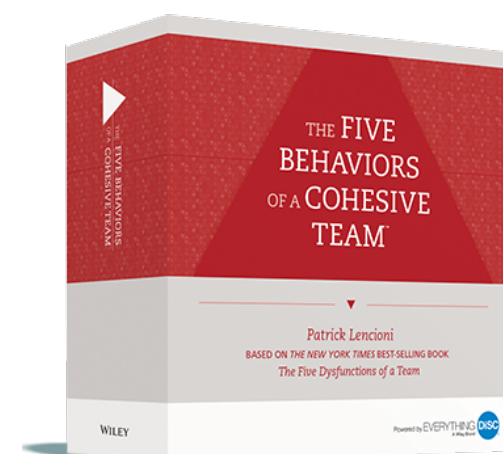
Audience: Teams of up to 15 people, **Duration:** 6 workshops

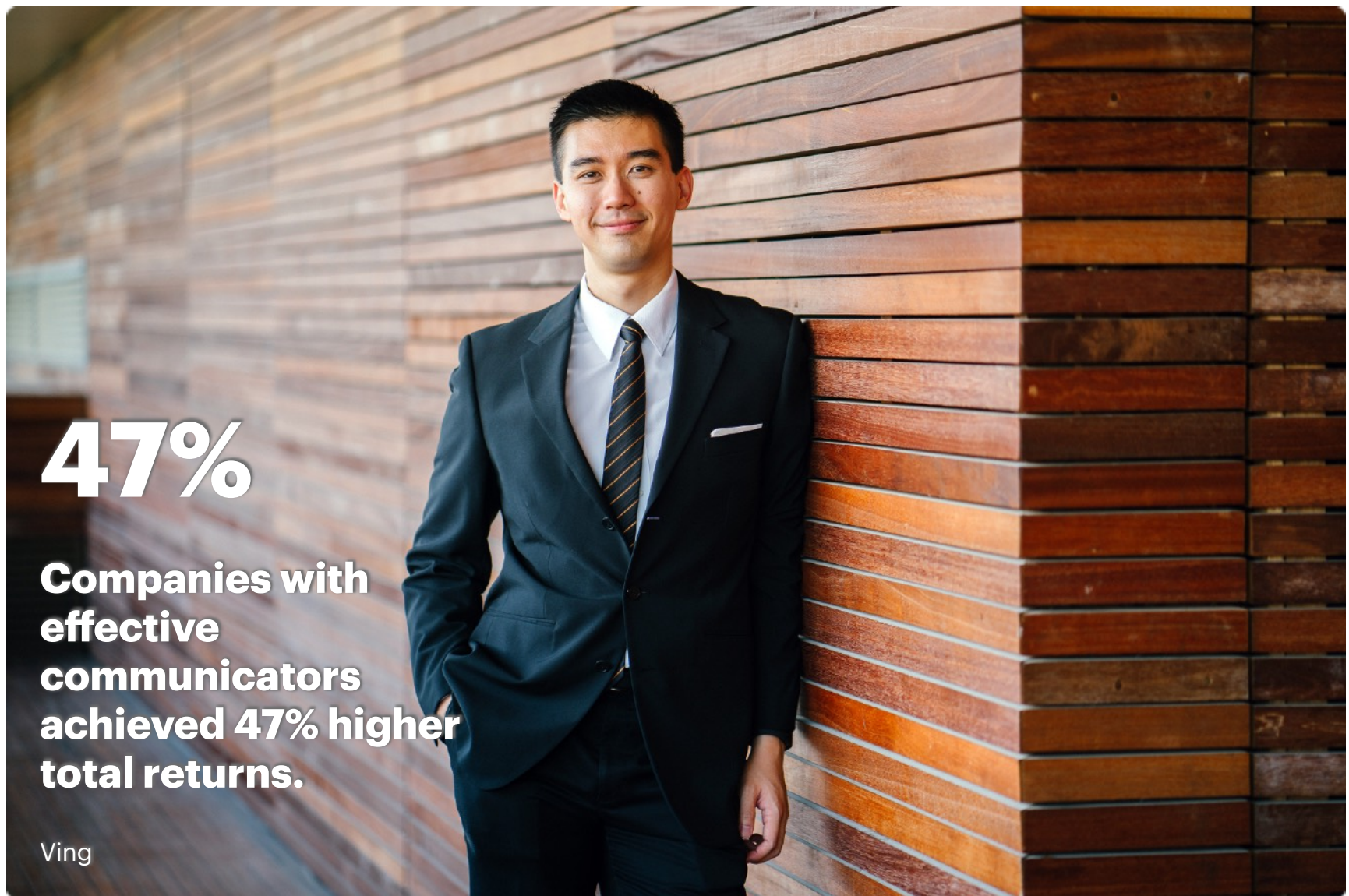
Includes

- Planning session with team leads
- 5 Behaviors™ assessments (with basic DiSC® styles)
- Individual and team reports
- Six 75-minute, engaging workshops
- Followup recommendations

Workshop Sessions

- Team DiSC® Styles
- Building Trust
- Mastering Conflict
- Achieving Commitment,
- Embracing Accountability, and
- Focusing on Results





Improving Workplace Communications With DiSC®

Build more effective relationships at work. Learn in-depth self-discovery, appreciation for differences in work styles, and communications strategies for successful interactions. Suitable for teams and company-wide training.

Audience: Teams or organizations, **Duration:** 3 workshops

Includes

- DiSC® Workplace Assessment & access to Catalyst™
- Consultation with leadership
- 3 interactive workshops
- Videos, articles, podcasts, exercises, and more
- Followup recommendations

Workshop Sessions

- What Drives You
- You & Other Styles
- Build Better Relationships





#1

Communication is the top-rated skill sought by hiring managers (even higher than teamwork)

MBA.com

Crucial Conversations

At the heart of healthy and high-performance organizations are people willing and able to hold Crucial Conversations®. Learn the nine critical skills of getting unstuck, mastering my stories, start with heart, state my path, make it safe, learn to look, seek mutual purpose, explore others' paths, and move to action.

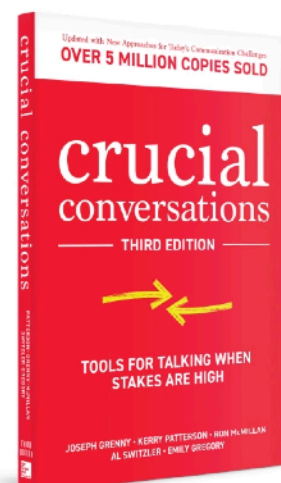
Audience: Teams or organizations, **Duration:** 3 workshops

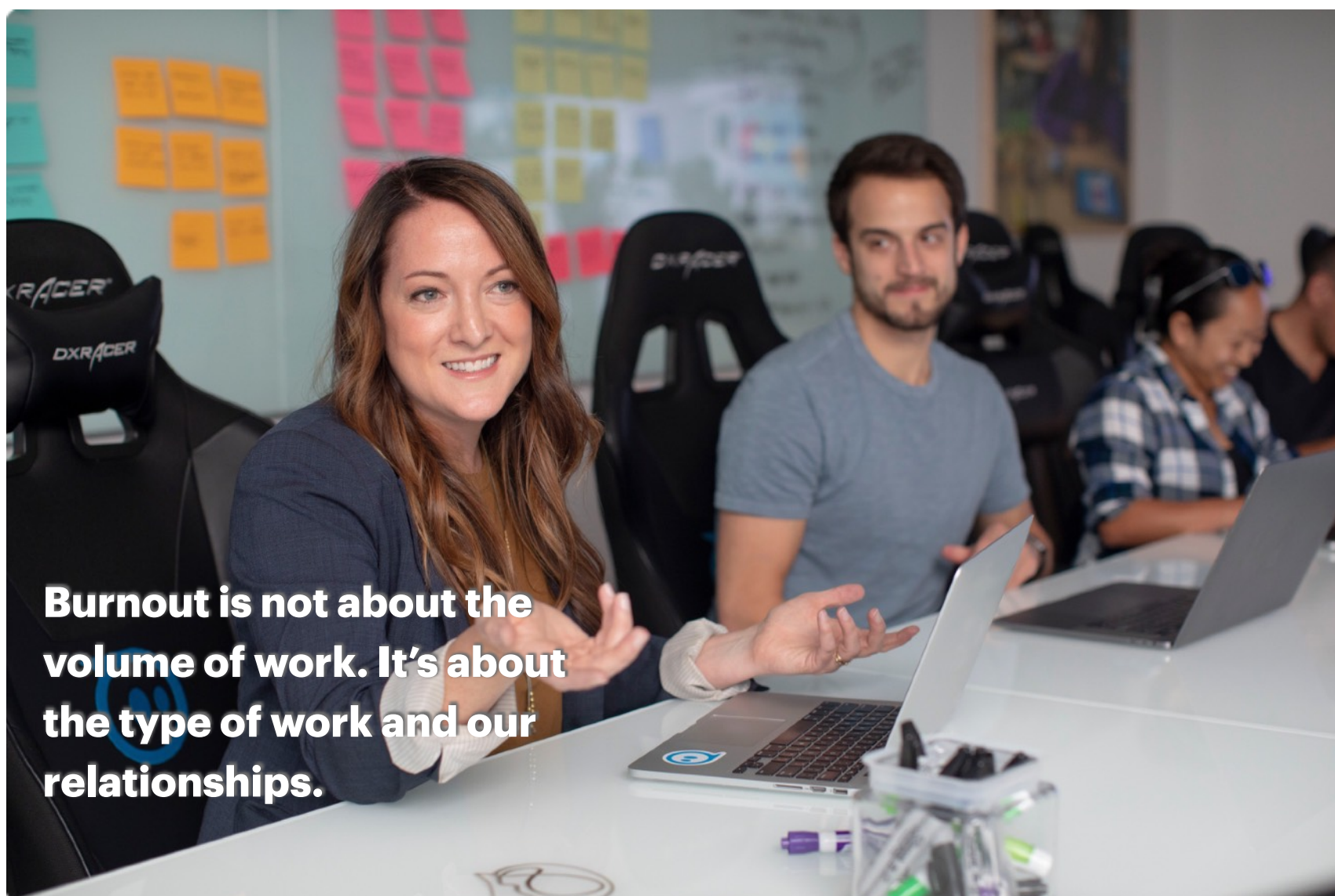
Includes

- Copy of the book
- 3 interactive workshops
- Videos, articles, podcasts, exercises, and other materials
- Practice, group activities & coaching

Workshop Topics

- Mastering Crucial Conversations®
- Before opening your mouth
- Learn to look & make it safe
- State my path & explore others' paths
- Move to action & advice for tough cases





Burnout is not about the volume of work. It's about the type of work and our relationships.

The 6 Types of Working Genius

People who understand their “zones of genius” show up to work happier, are more effective, and play well with others. This assessment and workshop helps individuals to be more innovative, strategic, effective...and happy. Benefits include: Understand the impact of your energy at work; clarify which types of work give joy and energy and which types are draining and difficult; avoid making unfair and inaccurate judgments about one another’s motivation; alleviate guilt about struggles people have with certain types of work; improve dialogue and directives in team meetings; make quick and concrete adjustments to roles and responsibilities; and get more done in less time.

Audience: Teams or individuals, **Duration:** 3 workshops

Includes

- Individual & team assessments
- 3 interactive workshops
- Videos, articles, podcasts, exercises, and other materials
- Team map
- Action plan

Workshop Topics

- The 6 Types of Working Genius Overview
- Guilt and Judgment
- Three Stages of Work
- Responsive vs Disruptive
- The Altitude of Geniuses
- Team Mapping
- The Genius of Meetings
- Meeting Norms





69%

Of managers are not comfortable communicating with employees in general.

HR Technologist

Management Communications With DiSC®

Increase the effectiveness of anyone in a management role. Participants deepen their understanding of themselves, their direct reports, and their own managers using the DiSC® model, while learning how their management style influences their approach to decision-making, time management, and problem solving. Participants walk away with concrete strategies to help them bring out the best in themselves and others.

Audience: Managers, or management teams, **Duration:** 6 workshops

Includes

- DiSC® Workplace Assessment
- DiSC® Management Assessment
- 6 interactive workshops
- Videos, articles, podcasts, exercises, and more
- Coaching & practice
- Followup recommendations

Workshop Sessions

- Your Management Style
- People Reading
- Direct & Delegate
- Motivation
- Develop Talent
- Manage Up





47%

Companies whose leaders possess effective communication skills have a 47% higher return.

Bumble

Leadership Communications With DiSC® & 5 Behaviors™

Connect unique leadership styles to real-world demands. Participants learn best practices and an actionable path toward more effective leadership – using the Vision, Alignment, and Execution model. Understand how your leadership tendencies influence your effectiveness in specific leadership situations, including building trust, engaging in healthy conflict, gaining commitment, ensuring accountability, and focusing on results.

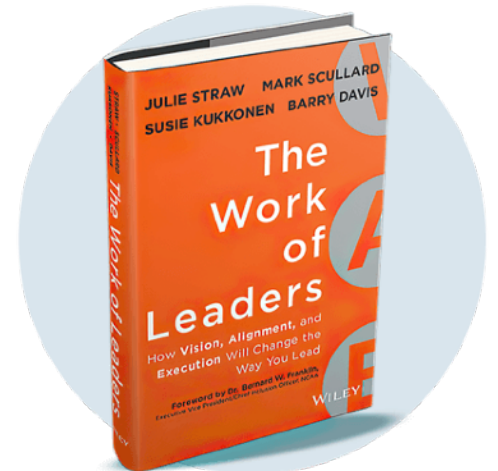
Audience: Directors & VPs, **Duration:** 6 workshops

Includes

- DiSC® Leadership Assessment
- 5 Behaviors™ Personal Development Assessment
- 5 Workshops, including takeaway videos, articles, podcasts, exercises, and more
- Copy of The Work of Leaders book
- Coaching
- Followup recommendations

Workshop Sessions

- Introduction
- Vision
- Alignment
- Execution
- Action Planning
- Implementing the 5 Behaviors™





97%

Of leaders agree that developing emotional intelligence is crucial to building an agile workforce.

John Wiley and Sons, Inc.

Emotional Intelligence With DiSC®

Create a more emotionally intelligent, agile workforce. By combining the personalized insights of DiSC® with active emotional intelligence, Everything DiSC® Agile EQ™ teaches participants to read the emotional and interpersonal requirements of a situation and respond appropriately. Participants will learn how to meet the demands of any situation with empathy.

Audience: Employees who should improve empathy, listening, or tact, **Duration:** 4 workshops

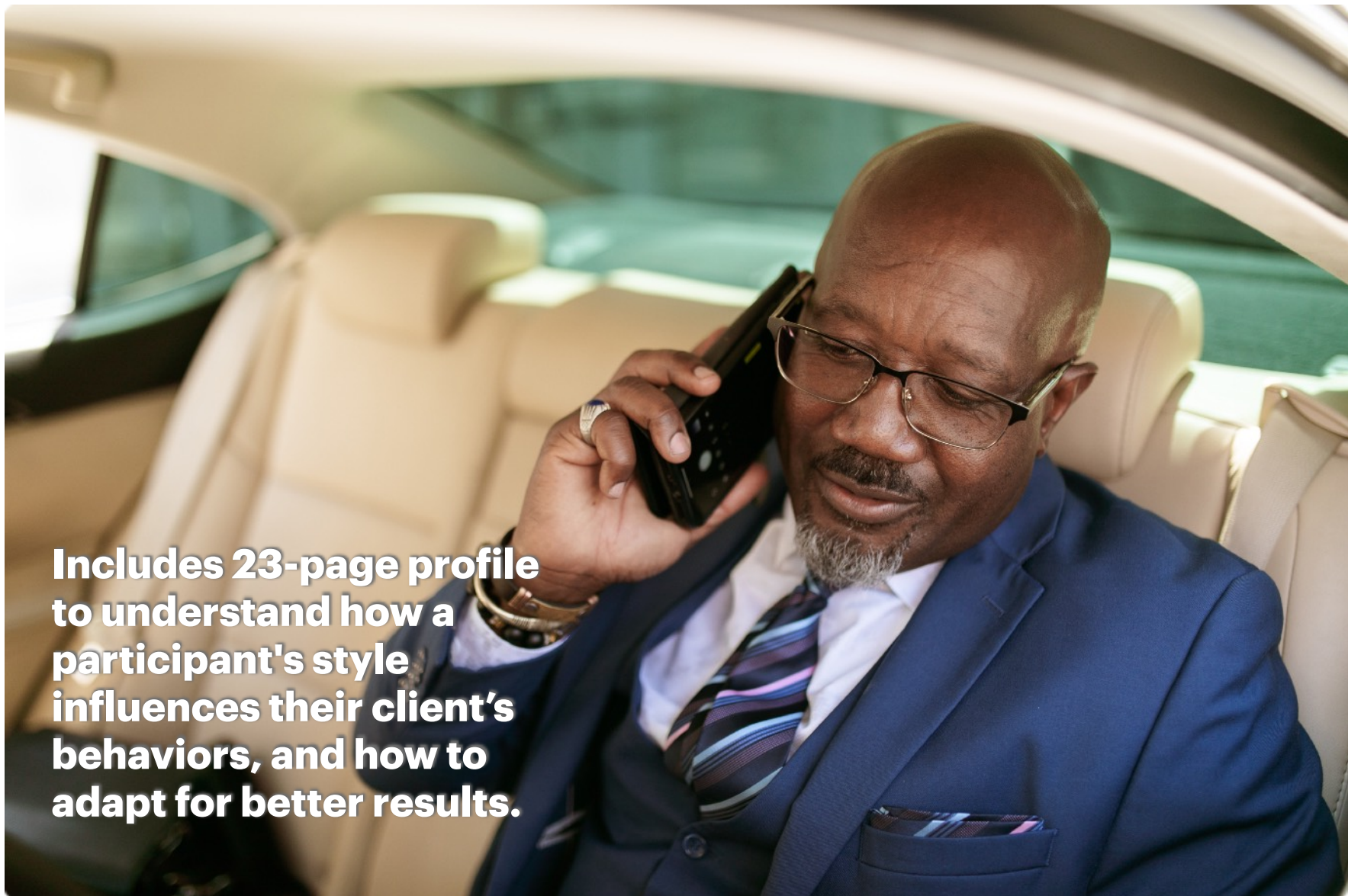
Includes

- Planning session
- DiSC® Workplace Assessment
- DiSC® Agile EQ™ Assessment
- 3 Workshops, including takeaway videos, articles, podcasts, exercises, and more
- Followup recommendations

Workshop Sessions

- Getting Started
- Your EQ Strengths
- Beyond Your Comfort Zone
- Developing Your EQ





Includes 23-page profile to understand how a participant's style influences their client's behaviors, and how to adapt for better results.

Customer Communications With DiSC®

Empower customer-facing employees with powerful tools to create customer-centric interactions and improve results. Help your sales, account, and customer service teams discover new strategies for stretching beyond their natural preferences to make external relationships more productive and successful, regardless of the customer's communication style.

Audience: Salespeople, account managers, and customer service employees.

Duration: 6 workshops

Includes

- Planning session
- DiSC® Workplace Assessment
- Everything DiSC® Sales Profile
- 6 Workshops, including takeaway videos, articles, podcasts, exercises, and more
- Followup recommendations

Workshop Topics

- Understanding Your DiSC® Sales Style
- Recognizing and Understanding Customer Buying Styles
- Adapting Your Sales Style to Your Customer's Buying Style





3x

Virtual teams are as much as 3x more likely to engage in backstabbing, gossip, undermining, passive aggression, etc.

Vital Smarts Research

Productive Conflict With DiSC®

Productive Conflict training helps improve self-awareness around conflict behaviors so participants can more effectively respond to the uncomfortable and unavoidable challenges of workplace conflict. Rather than focus on a step-by-step process for conflict resolution, this program combines the personalized insights of DiSC® with the cognitive behavioral theory to help participants recognize and transform their destructive habits into more productive responses and improve workplace relationships.

Audience: Employees on either side of conflict or destructive behaviors, **Duration:** 4 workshops

Includes

- DiSC® Workplace Assessment
- DiSC® Productive Conflict Assessment
- Planning session, DiSC Conflict Map, Comparison Report, Followup Recommendations
- 3 Workshops, including takeaway videos, articles, podcasts, exercises, and more

Workshop Sessions

- DiSC® in Conflict
- Destructive Responses
- Changing Your Response





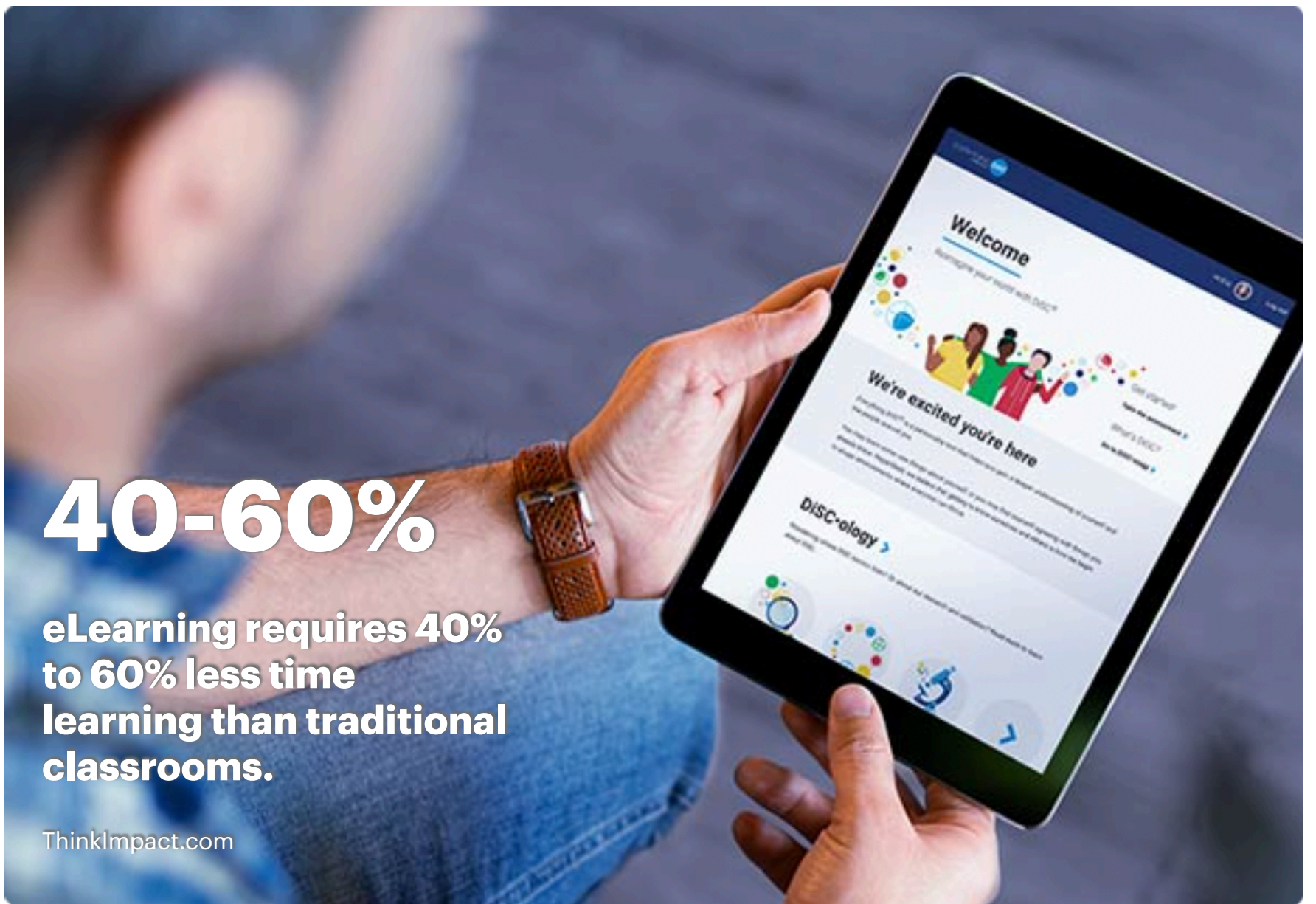
One-on-One Communications Coaching

Our customized coaching programs helps individuals learn self awareness and empathy, tackle difficult conversations, engage in productive conflict, and build executive presence – by communicating in more productive ways. Regular one-on-one coaching sessions include discussing assigned reading and activities, analyzing real-life situations, and practice. The program includes DiSC®, 5 Behavior™, and 6 Working Genius assessments, syllabus, reading materials, videos, podcasts, assignments and activities, regular mid-month checkins, ad-hoc coaching calls, conversation preparation, and ongoing support.

Coaching Sessions May Include

- Self awareness: Why do I communicate the way I do, how do others respond to me, and what do I want to change?
- Adapting to others needs, emotional intelligence, empathy, and focusing on mutual objectives when directing and delegating, motivating, developing talent, and managing up.
- Leadership communications, including holding others accountable, influencing, and giving and receiving feedback, praise, apologies, and requests.
- Conflict management, including expressing frustration, resolving differences, and dealing with difficult situations.
- Holding difficult conversations, constructively, and
- Effective meeting facilitation, cascading messages, and communicating across the project lifecycle.
- Custom topics





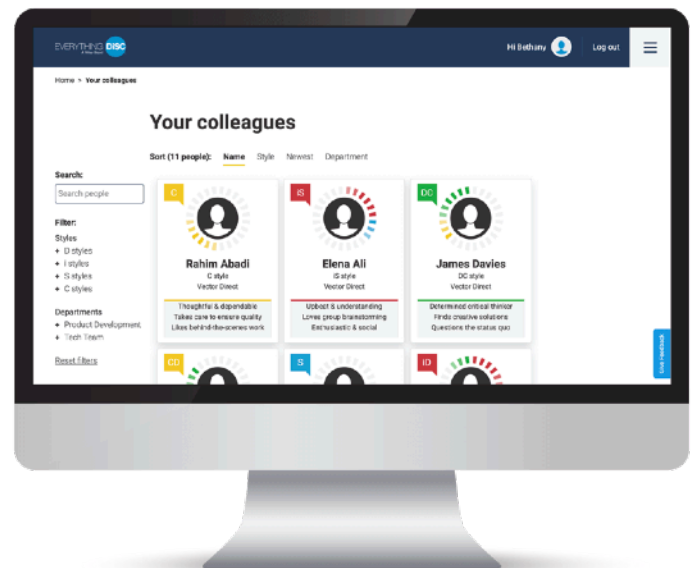
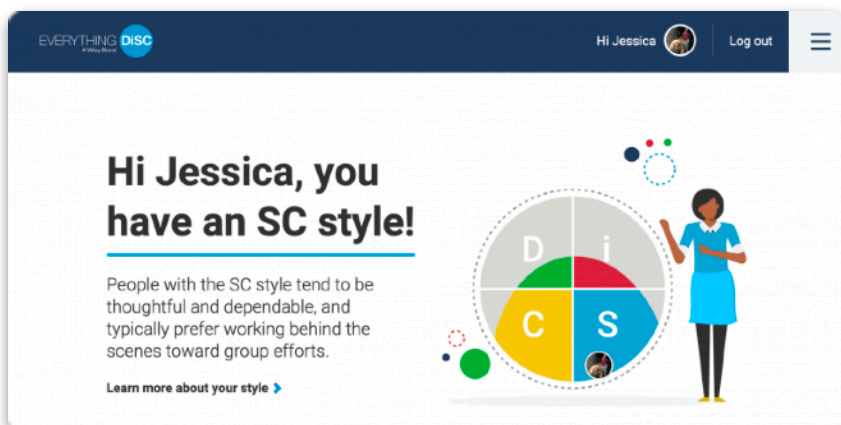
40-60%

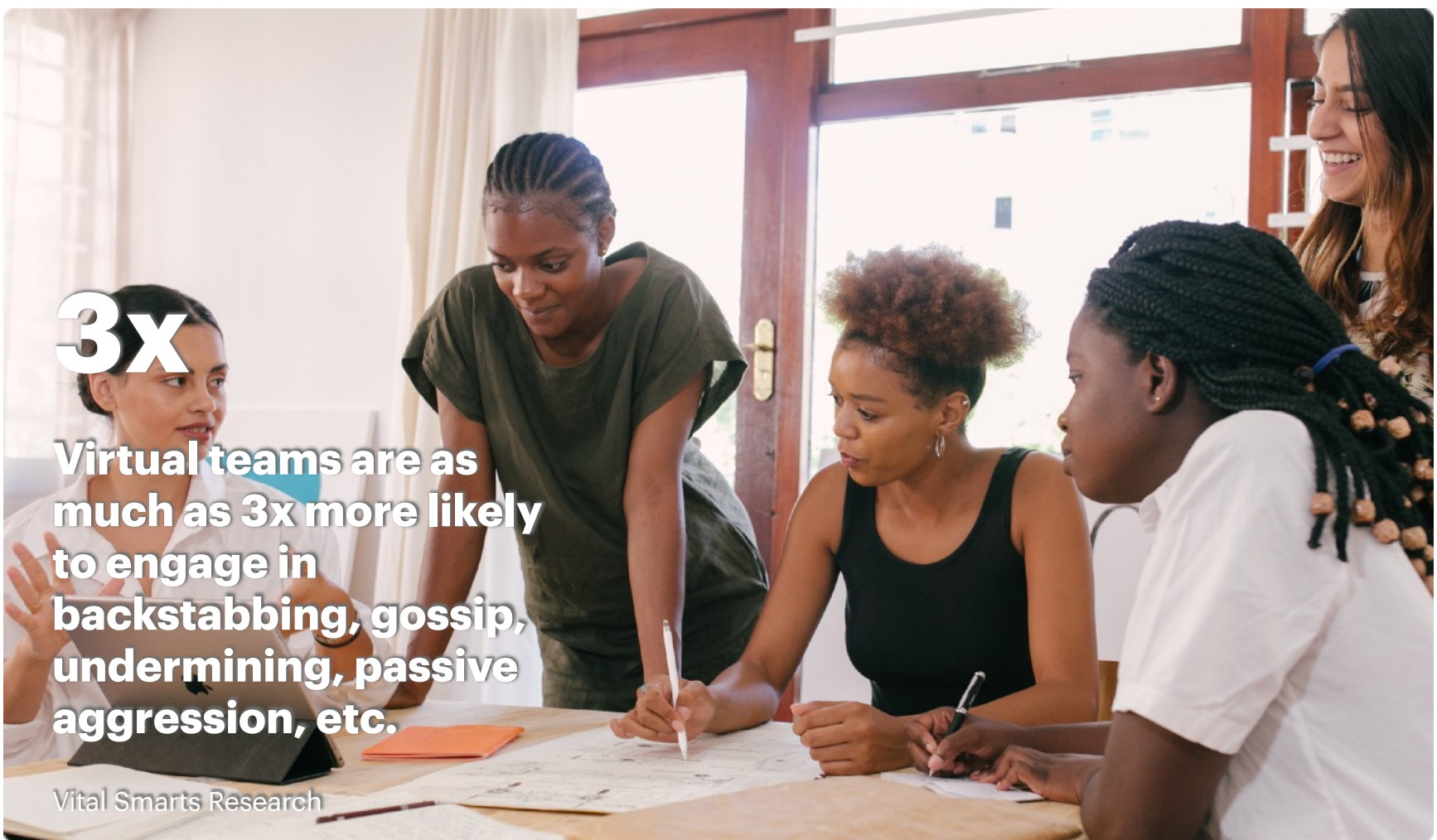
eLearning requires 40%
to 60% less time
learning than traditional
classrooms.

ThinkImpact.com

The Catalyst™ e-Learning Platform

View the DiSC® styles of everyone in your organization, and access learning on demand. The Catalyst™ Learning Platform makes it easier for organizations to integrate DiSC® into their work on an ongoing basis. It connects your entire organization in a single, personalized space, so learners gain insight into their own and their colleagues' DiSC® styles, and gain actionable strategies for working better across styles. Includes a company directory of DiSC® profiles and library of customized training videos, podcasts, articles, and other resources on communication, emotional intelligence, conflict resolution, management strategies, and more.





3x

Virtual teams are as much as 3x more likely to engage in backstabbing, gossip, undermining, passive aggression, etc.

Vital Smarts Research

Other Workshops & Presentations

Effective Meetings

Run highly productive, efficient, energizing meetings. Create your own blueprint to eliminate waste and frustration among your teams, and create environments of engagement and passion.

Accountability

This workshop helps individuals learn more effectively ways to give and receive feedback, advice, criticism, direction, genuine apologies, and praise; find mutual objectives; and make requests that foster trust. Practice holding each other accountable.

Leadership Influence

Based on Robert Cialdini's best-selling book *Influence*, this workshop teaches leaders to persuade with communication techniques such as contrasting, reciprocation, commitment and consistency, social proof, liking, authority, and scarcity.

Effective Employee Reviews

Help managers care personally and challenge directly during employee reviews. Includes a customizable form, guidelines, and process.

Other Workshops & Presentations, Continued

The Four Communication Styles

Based on the DiSC behavioral assessment this presentation teaches participants how to identify the four basic communication styles, and how to communicate more effectively with each of them.

Overcoming Your Executive Team's Communication Dysfunction

How well does your team communicate? This presentation, based on Patrick Lencioni's best-selling 5 Dysfunctions of a Team, shares tools and strategies to overcome team dysfunction and build a more cohesive team.

Customer Relationship Communications

Based on our DiSC Sales & Customer Relationships workshops, this presentation helps anyone in a sales or customer service position identify their customer's communication style, and adapt for more successful customer relationships.

Difficult Conversations

Based on the best-selling book Crucial Conversations, this presentation helps participants learn the skills to talk when the stakes are high, including preparing for high-stakes situations, transforming anger and hurt feelings into powerful dialogue, making it safe to talk about almost anything, and being persuasive, not abrasive.

Communicating Across Four Workplace Generations

Boomers, Gen X, Millennials, and Gen Z all communicate differently and sometimes don't understand each other. This panel discussion with four members of your audience can help bridge the gap between generational communication expectations and blind spots.

Building Community & Connection In A Hybrid Workplace

Learn to read body language in virtual meetings, connect with co-workers in a disconnected world, and strategies to build culture in virtual and hybrid workplaces.

Burnout is Not About Volume Of Work

Based on Patrick Lencioni's newest book, The 6 Types of Working Genius, this presentation helps people and teams identify the type of work that brings them joy and energy vs. that leads to frustration and burnout, plus how to better communicate across the six phases of work, no matter your "genius."

Assessments

The Everything DiSC® Assessment provides participants with valuable insights that unlock engagement and inspire effective collaboration. Explore the priorities that drive behavior, learn what comes naturally and what might be challenging when interacting with others, and gain actionable strategies to strengthen interpersonal interactions at all levels in the workplace.

- DiSC® Workplace Assessment
- DiSC® Management Profile
- DiSC® Leadership Profile
- DiSC® Conflict Profile
- DiSC® Agile EQ Profile
- DiSC® Productive Conflict Profile
- DiSC® Sales Profile
- DiSC® Group Culture Report

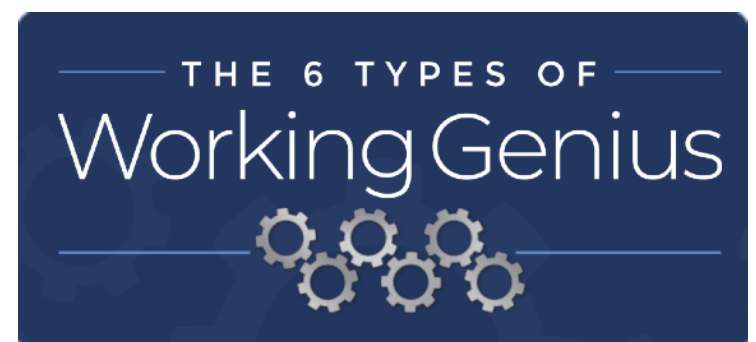


The 5 Behaviors Of a Cohesive Team™ Assessment can identify your team's unique dynamics and communications challenges. Clearly identify your team's hidden agendas and sources of communication breakdown, as well as the behaviors needed to excel, connect, and produce at a higher level. Use data to quantify and measure your team's level of trust, creative conflict, commitment, accountability, and of course, results.



- 5 Behaviors of a Cohesive Team™ Assessment
- 5 Behaviors™ Personal Leadership Development Profile
- 5 Behaviors™ Team Report
- 5 Behaviors™ Team Progress Report

The Working Genius Assessment helps individuals and teams discover their unique strengths and challenges, unlocking a new level of productivity, collaboration, and success. Unlike other popular workplace assessments, Working Genius identifies and harnesses an individual's natural abilities that energize and engage them at work. It helps teams identify gaps, challenges, and solutions across the three phases of work: ideation, activation, and implementation.



Certifications & Train The Trainer

Many of the tools and workshops above can be brought in-house, so your Human Resource or Learning & Development staff can improve teamwork, communication, and employee commitment.

Deliver Your Own Assessments

- EPIC™ accounts allow your organization to administer all DiSC® and 5 Behaviors™ Assessments, Profiles & Reports and manage your organization's access to Catalyst™

Everything DiSC® Training, Materials & Certification

- Everything DiSC® Workplace & Catalyst™ Facilitation Kit & Training
- Everything DiSC® Workplace Certification
- Everything DiSC® Essentials
- Everything DiSC® Management Facilitation Kit & Training
- Everything DiSC® Productive Conflict Facilitation Kit & Training
- Everything DiSC® Agile EQ™ Facilitation Kit & Training
- Everything DiSC® Work of Leaders Facilitation Kit & Training
- Classroom Aids & Marketing Materials, including 8 Dimensions of Leadership Book, Everything DiSC® Manual, The Work of Leaders book, DiSC® buttons, DiSC® floor graphics, Quick DiSC® card game, mugs, pens, and more

5 Behaviors™ Training, Materials & Certification

- 5 Behaviors™ Team Development Facilitation Kit & Training
- 5 Behaviors™ Personal Development Facilitation Kit & Training
- 5 Behaviors™ Facilitator Accreditation
- Classroom Aids & Marketing Materials, including takeaway cards, pens, pocket folders, stress pyramids, the 5 Dysfunctions of a Team book, and more

Facilitation Kits include PowerPoint presentations, videos, worksheets, graphics, templates, supplemental materials, and detailed instructor guides.



FACILITATOR ACCREDITATION





"Extremely impactful. I will continue to draw upon the skills I learned in this workshop for years to come."



"I have already observed dividends in my personal and professional life."



"The overviews and bite size chapters was manageable with my current workload."



"I immediately shared the principles with my project team."



For More Information

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