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Human Interface

Training
Catalogue

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Contact Information:

Katie Greene

Sr. Consultant

kgreenuemaninterface@gmail.com

Victoria Chisholm

Jr. Consultant

vchisholmhumaninterface@gmail.com

Who We Are

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We focus on the employee experience. We do that by enhancing both the individual & organization. We are a skilled third party that delivers insights, immediate impact and organizational training that creates sustainable change. We draw on our extensive expertise & passion to create transformational learning experiences.

Our vision is to actively support organizations and define best practice.



Consulting
Services



Corporate
Training

"We want to help show your organization's true hue..."

Consulting Services



We want to help show your organizations true hue..."



Attracting & Retaining Top Talent

We can work with your Human Resource team to understand & react to organizational data, link it to current workforce trends and develop a strategy to ensure you're not only attracting the top talent but retaining your current talent.



Workforce Development

We help organizations build & grow a sustainable workforce. We develop programs that ensure employees are ready to train for the positions they apply for and grow throughout an organization.



Task & Talent Management

Talent management is the investment in the development efforts by generating internal opportunities that build on employee strengths and align with company values. We can help ensure you have the right strategy & people in place to ensure optimal performance.

Training Courses Offered



Courses Offered Alphabetically

- Are You Leading Inwardly Or Outwardly
- Benefits Of An Engaged Employee
- Building Teamwork & Collaboration
- Building Trust
- Building A Responsible Community Presence
- Business Negotiation & Tactics
- Conflict Management
- Coaching vs. Criticizing
- Delegation & Empowerment
- Developing Performance
- Diversity & Inclusion
- Emotional Intelligence
- Generations In The Workplace
- Giving & Receiving Critical Feedback
- Harnessing The Power Of Communication
- Human Resources 101 - Entry Level Management
- Improving Workplace Culture
- I'm Hear For You
- Leadership Styles & Theory Decoded
- Leading Culture
- Leading Change
- Living Our Organizations Vision & Mission
- Multitasking Holding You Back? Be More Present At Work
- New To Leadership 101
- Our New Norm COVID 19
- Power Of Influence
- Power Of Self Awareness - DISC + Values Part 1
- Power Of Self Awareness - DISC + Values Part 2
- Professionalism In The Workplace
- Situational Based Learning - SBL
- Time & Energy Management
- The Influence Of Human Performance On Safety
- The Truth About Unconscious Bias
- The Power Of Thank You
- The Truth About Unconscious Bias
- Understanding Our Stakeholders
- What Is Employee Engagement
- Women In Industry
- Working With Uncertainty
- Workplace Ethics

Legend:

Platform:

IP = In - Person Training

EL = eLearning/Virtual

Workshop Length:

M = Mini Session (1 - 2.5 hours)

H = Half Day Session (3 - 4.5 hours)

F= Full Day Session (5 - 8 hours)

DELIVERING RESULTS THROUGH TRAINING



Are You Leading Inwardly Or Outwardly

This workshop is targeted toward understanding your unique leadership style. When we understand how we lead we can truly reach our leadership potential. This workshop provides the foundation for understanding the differences & similarities with leading outwardly or inwardly. By understanding this and exposing leaders to this learning they will be more aware and able to grow as the future of your organization.

Outline of Topics Covered

- Styles Of A Leader Who Leads Inwardly
- Styles Of A Leader Who Leads Outwardly
- Awareness & Growth

Platform - IP & EL

Workshop Length - H

Benefits Of An Engaged Employee

Leaders have a key role in ensuring teams are working collaboratively and effectively. Managers have a direct influence over their team and or department. They have the ability to create a common purpose and drive teamwork. Through connection, recognition, and collaboration, they have the power to drive synergy and harmony. Ask yourself as a leader, “Am I driving collaboration?”, or “Do I get caught in creating and promoting silos?” Let's breakdown those barriers and create a unified vision to foster creativity as well as maximize each team member's productivity.

Outline of Topics Covered

- What Is Employee Engagement
- How To Be Present At Work
- Benefits For The Employee & Organization

Platform - IP & EL

Workshop Length - M, H & F

DELIVERING RESULTS THROUGH TRAINING



Building A Responsible Community Presence

Organizations that have a community presence develop a connection and a sense of engagement amongst the community. Community involvement is key to creating a social footprint as well as establishing your brand as one that is community aware. Furthermore, it sends a positive message and creates a sense of pride & purpose amongst your employees.

Outline of Topics Covered

- Identifying Causes That Align To Both The Employee & Organization's Values
- Importance Of A Community Footprint
- Four Types Of Corporate Social Responsibility

Platform - IP & EL

Workshop Length - M, H & F

Building Teamwork & Collaboration

Both leaders and individual contributors play a key role in ensuring teams work collaboratively and effectively. Through connection, recognition and collaboration, we all have the power and influence to drive synergy and harmony. Together we will learn how to create a common purpose and drive teamwork. Let's breakdown the potential barriers to create a unified vision that maximizes every team member's strengths.

Outline of Topics Covered

- Foundation Of Collaboration
- Understanding The Importance Of Blindspots
- Strategy To Breakdown Team Silos
- Creating Unity Within A Team & Navigating Peer Conflict

Platform - IP & EL

Workshop Length - M, H & F

DELIVERING RESULTS THROUGH TRAINING



Building Trust

Why is trust amongst team members so important? What does it actually mean to trust your colleague? Having trust is a key indicator of an effective team, without it you are creating a culture of fear that hinders both growth & innovation. If you are able to foster a strong sense of trust the benefits are endless. Trust is the fundamental building block of a team, department and organization as a whole.

Outline of Topics Covered

- 10 Ways to Build Trust in the Workplace
- Why Workplace Trust Is So Important
- Trust Takes Time
- *Speed Of Trust* - Stephen Covey

Platform - IP & EL

Workshop Length - M, H & F

Business Negotiation & Tactics

Understanding current business strategy and being equipped with the proper techniques and tactics will propel your business acumen. Negotiation is a delicate balance of give & take and learning to strike this balance is key. This course will dive into the top five negotiation strategies as well as the tactics to implement during a negotiation.

Outline of Topics Covered

- 5 Important Business Negotiation Strategies
- Top 10 Tactics To Implement During A Negotiation
- Practice Session

Platform - IP & EL

Workshop Length - M, H & F

DELIVERING RESULTS THROUGH TRAINING



Coaching vs. Criticizing

What is the difference between offering someone advice, constructive feedback, or criticism? How do you create a “coach like” workplace environment? In this workshop participants learn different ways to approach feedback. We outline what works, what to avoid, as well as, needed elements to change your workplace culture from criticism to coaching.

Outline of Topics Covered

- Explore the Different Ways You Can Offer Feedback
- The Power Of Our Words
- What Is Your Non-Verbal Language Saying
- How To Create A Coaching Environment

Platform - IP & EL

Workshop Length - M, H & F

Conflict Management

Regardless of where you are in your career having strong conflict management skills is a necessity for success. You can never avoid or eliminate conflict, however you can understand and mitigate it. Learning those skills are essential to keeping professional relationships moving forward. This workshop focuses on the causes of conflict, how to handle conflict, and the outcomes of successfully managing conflict.

Outline of Topics Covered

- The 5 Conflict Handling Modes
- Common Causes Of Conflict
- Facts About Conflict Management
- Benefits & Consequences Of Conflict

Platform - IP & EL

Workshop Length - M, H & F

DELIVERING RESULTS THROUGH TRAINING



Delegation & Motivation

Understanding how to effectively delegate and motivate your team is essential to your success as a leader. It is necessary not only for those in leadership positions but individuals contributors as well. You will learn to understand what motivates people and how to delegate work as well as to promote ownership amongst your team.

Outline of Topics Covered

- Why Is This Skill Important?
- Principles Of Effective Delegation For Managers
- Delegating As An Individual Contributor

Platform - IP & EL

Workshop Length - M & H

Developing For Performance

This workshop will help leaders understand that employees want meaningful work experiences that may look different than those of the past. More than ever, in today's changing workforce employees are demanding a shift toward non traditional performance management to one that aligns with their strengths, builds on their natural talents as well as shows them a pathway for growth. We want to help professionals build better relationships and understand how to effectively communicate, motivate and understand these workplace demands to ensure a high rate of organizational performance.

Outline of Topics Covered

- How To Identify Areas Of Strength & Growth
- Creating Pathways Of Learning Experiences
- The Importance Of Mentorships (Internal/External/Reverse)
- SMART & SIMPLE System For Tracking Performance

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Diversity & Inclusion

Why is diversity & inclusion so important? Focusing on what is currently in place and building on those structures will allow diversity, equity and inclusion to flourish. This course walks through the foundational principles of diversity & inclusion but also dives into the social and political landscape and how to navigate through it so your organization can be successful.

Outline of Topics Covered

- Foundational Learning
- Diversity vs. Inclusion
- Current Events

Platform - IP & EL

Workshop Length - M, H & F

Emotional Intelligence - EQ

Research shows that emotionally intelligent people are far more likely to succeed at work, but why? What is emotional intelligence and why is it so important? Emotional intelligence in its most basic form is being able to recognize emotions within ourselves and others. It is vital to our success within the workplace. This workshop will provide you with the foundational learning and strategies to become more emotionally intelligent.

Outline of Topics Covered

- What Is Emotional Intelligence?
- How To Increase Your Emotional Intelligence
- The Importance Of Emotional Intelligence In The Workplace
- EQ vs. IQ Which One Is More Valued In The Workplace

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Generations In The Workplace

Regardless of where you live or what industry you're in, we're all experiencing a dramatic generation shift in today's workplace. It is essential that every individual contributor understands the generational cohorts and how different formative experiences interact with the aging process to shape a person's view of the world & workplace. This workshop dives into the organizational benefits of understanding this concept, harnessing it & using it to improve the employer & employee relationship.

Outline of Topics Covered

- Foundational Understanding Of Each Generation
- Top Challenges Affecting Organizations Today
- Roadmap For Creating An Effective Strategy To Combat Generational Tension

Platform - IP & EL

Workshop Length - M, H & F

Giving & Receiving Critical Feedback

The skill of both giving and receiving feedback are critical to successfully operating in the professional landscape. Understanding how to navigate both giving feedback effectively and accepting critical feedback are two essential components to professional success.

Outline of Topics Covered

- 6 Steps To Effective Feedback
- Elements Of Giving & Receiving Courageous Conversations
- Practice Scenarios

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Harnessing The Power Of Communication

Can you take an idea and elevate it from an idea, or bland task to something that drives change, motivation and innovation? Whether you are a leader or an individual contributor effective communication tactics are key for your professional development and growth. We dive into the importance of body language, verbal communication and tone of voice and understand how communication is fundamental in building relationships & rapport with others.

Outline of Topics Covered

- Basics Of Communication
- Strategies For Leaders & Individual Contributors
- Communication That Drives Results
- Practice Scenarios

Platform - IP & EL

Workshop Length - M, H & F

Human Resources 101 - Entry Level Management

This course is built for entry level managers looking to understand the basics principles of the human resource world. We cover the foundational components of what a new manager will need to know. We provide guidance to new managers on HR law, support, procedures and employee relationship challenges.

Outline of Topics Covered

- 6 Introduction Knowledge
- Basic HR Law
- HR Supports
- Forms & Procedures

Platform - IP & EL

Workshop Length - M

DELIVERING RESULTS THROUGH TRAINING



Improving Workplace Culture

Having a culture that fosters employee engagement drives performance as well as business outcomes. Creating a culture of employee engagement goes beyond sending out yearly company surveys. In its essence employee engagement is a business strategy that transcends an HR initiative.

Outline of Topics Covered

- Foundation Of Employee Engagement
- Current Workforce Analytics
- Strategy For Creating A Culture That Breathes Employee Engagement
- Research & Brainstorm Session

Platform - IP & EL

Workshop Length - M, H & F

I'm Hear For You

Being hear means that instead of being focused on what happened yesterday or what could happen tomorrow, you are simply here/hear, now. It's about getting off autopilot and becoming aware of the automatic actions and reactions you are used to, and finding a place of clarity and calm. The present moment offers peace and productivity. Learn how to stop the corporate white noise.

Outline of Topics Covered

- Are You Engaged? Is Your Peer Engaged?
- How To Value Others
- Actions Speak Louder Than Words
- What Shadow Are You Casting

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Leadership Styles & Theory Decoded

Understanding the different leadership styles and theories can help you be more effective in your role. Learning the strengths and challenges that face each leadership style can help you become a more self aware and effective leader. Once you understand your own leadership style you can unleash your leadership potential.

Outline of Topics Covered

- Foundation Of Leadership Styles
- Leadership Theory
- Why Understanding Leadership Style Is So Important

Platform - IP & EL

Workshop Length - M, H & F

Leading Change

In our current world, change is happening so frequently that learning to navigate through it can mean an organizations success relies on its ability to adapt. Having a manager that can lead a team through change is essential for that teams success as well as the organizations development & growth. We walk through how to build trust, responsibility and the least resistant model for change.

Outline of Topics Covered

- How To Build Trust
- The Pain Change
- How To Support People Through Change
- Least Resistance Model For Change
- Managers/Employee Responsibility

Platform - IP & EL

Workshop Length - M, H & F

DELIVERING RESULTS THROUGH TRAINING



Leading Culture

Without a doubt culture and leadership share a direct link. Understanding this concept is key to growing your organization with a culture of positivity, growth and viability. All leaders imprint culture on the team members they lead, which means your leaders have a direct impact on the cultural message being sent to their employees. This course goes through the overarching concept of business culture and the role leadership plays.

Outline of Topics Covered

- Business Culture- Positive & Negative
- Organic Growth
- Leadership Survey/Professional Feedback
- Growth Plan

Platform - IP & EL

Workshop Length - M & H

Living Your Organizations Vision & Mission

As a society we have created buzz around organizational vision and mission. But what does that really mean? An organization's vision and mission really boil down to their organizational purpose. Every employee must understand his or her role in executing their purpose to achieve collective results.

Outline of Topics Covered

- Organization's Mission & Vision Statement
- Professionally Living These Truths
- Evidence Of Organizational Values
- Outcomes - Improved Culture

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Multitasking Holding You Back? Be More Present At Work

The concept of being present in your professional or personal life isn't anything new. However, it often comes with great difficulty. We review the basics of multitasking and provide you with strategies to be more present in both your work and home life.

Outline of Topics Covered

- Understanding The Concept Of Multitasking
- Understand Why As A Society We Struggle With Multitasking
- Learning To Be More Present & Mindful

Platform - IP & EL

Workshop Length - M & H

New To Leadership - 101

This workshop is geared toward future leaders or professionals that are new to the leadership role. We provide each attendee with the fundamentals to help them become a more effective leader and manager. This workshop is the first step into exposing both new and future managers to the fundamental leadership skills necessary to enhance your organization and drive productivity. We focus on the following topics: human resource basics, effective communication, managing conflict, coaching and feedback, leading engaging meetings along with presentation skills, professionalism, followership and performance management.

Outline of Topics Covered

- Common Challenges Of New Managers
- Possible Negative Blindspots
- Workplace Simulation
- Impact Of Trust On Management Effectiveness

Platform - IP & EL

Workshop Length - M, H & F

DELIVERING RESULTS THROUGH TRAINING



Our New Norm - COVID 19

Many of us are struggling with the negative effects of working from home - isolation, lack of motivation and productivity just to name a few. Together we will discover ways to create healthy home supports that address your emotional, social, mental and physical needs as well as understand how 4 emotions become the cornerstone to our overall well being.

Outline of Topics Covered

- What Are Your Core Values
- Affecting Mental, Emotional & Physical Health
- Resiliency vs. Wellbeing
- How To Maintain Team Morale During COVID 19

Platform - IP & EL

Workshop Length - M

Power Of Influence

Understanding that influence is a competency which means that you have the ability to have a positive impact on those around you. You hold the power to be positive, engaging, & motivating. However, you also have the the ability to negative influence whether you are a leader or an individual contributor. Learn how to cast the right shadow.

Outline of Topics Covered

- What Is The Power Of Influence?
- Positive & Negative Influence
- What Shadow Are You Casting?
- Do The RIGHT Thing RIGHT Now!

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Power Of Self Awareness - DISC + Values Part 1

This workshop provides training on the overall concept of DISC + Values. We review the foundational understanding of DISC and the research behind this behavioural tool. DISC is a self assessment tool used to measure individual tendencies, preferences and behaviour. This is a preemptive session to the below DISC + Values Part 2.

Outline of Topics Covered

- DISC Overview
- Foundational Concepts
- Foundational Awareness

Platform - IP & EL

Workshop Length - M

Power Of Self Awareness - DISC + Values Part 2

This workshop provides professional DISC + Values behavioral coaching support for both individuals, teams & organizations. We will help your employees understand and develop their talents. By identifying your talents and strengths you will go beyond simply just foundational awareness but identify strategies for success. By harnessing this learning you will achieve professional awareness, build better relationships & understand motivations for you to use in your professional and personal life.

Note - Participants will have to complete an online DISC assessment prior to the workshop that provides them with a personalized 35 page report.

Outline of Topics Covered

- Assessment Walkthrough
- Understanding Your Motivations & Behaviours
- Personal & Professional Relationships

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Professionalism In The Workplace

Current research suggests that soft skills are just as important as hard skills. Have you brushed up on your soft skills lately? Do soft skills change over time? Regardless of your position within an organization, soft skills are key to your overall professional trajectory. Understanding how to professionally communicate and interact with others is the foundation of your workplace success.

Outline of Topics Covered

- Workplace Professionalism - What It Is & What It Isn't
- Why It's Important
- Written Communication, Verbal Communication, Behaviors

Platform - IP & EL

Workshop Length - M & H

Scenario Based Learning (SBL)

Gain practice and skills on how to handle difficult real life workplace situations. Each attendee is placed into random teams and together they will collectively decide how best to handle a situation that is presented to them. This is a fun interactive session that offers everyone something to gleam. This workshop helps organizations build cross departmental teams, increases conversational awareness, and most of all, participants leave with the skill of how to better approach any situation under the lens of win-win.

Outline of Topics Covered

- Increase Your Ability To Create Win - Win Situations For Yourself & Others
- Learn How To Be Heard & Hear Others

Platform - IP

Workshop Length - H

DELIVERING RESULTS THROUGH TRAINING



The Influence Of Human Performance On Safety

What is human performance within safety? Human performance is defined as the human capabilities and limitations that impact one's safety in the workplace. Human performance is critical to creating and maintaining a safe work environment. We all perform better and create a safer workplace if learning remains at the center of all reportables.

Outline of Topics Covered

- Strategies To Building Best Practices
- Human Performance On Safety Basics
- Understanding The Large Influence Human Performance

Platform - IP & EL

Workshop Length - M & H

The Power Of Thank You

Gratitude is not only polite but also powerful. It's not a secret that being thankful can affect your mood in a positive way. But studies have seen an association between gratitude and a person's well-being. Both employees and businesses benefit from harnessing this power. Join us to learn about the science and benefits behind a simple thank you.

Outline of Topics Covered

- The Importance Of Employee Appreciation
- Brainstorm Different Ways To Show Employee Appreciation
- Challenges & Benefits

Platform - IP & EL

Workshop Length - M

DELIVERING RESULTS THROUGH TRAINING



The Truth About Unconscious Bias

Is unconscious bias occurring at your workplace? Top research says the majority of companies are experiencing unconscious bias. In society, we have so many pieces of information thrown at us everyday we create mental shortcuts to help us make quicker decisions. Are these shortcuts fuelling unconscious bias? Come learn how to identify and mitigate this issue within your organization.

Outline of Topics Covered

- Understanding Unconscious Bias
- Examples Of Unconscious Bias
- Strategies On How To Mitigate & Eliminate Unconscious Bias In The Workplace

Platform - IP & EL

Workshop Length - M, H & F

Time & Energy Management

By managing your energy, you can bring your best performance to whatever activity that comes up, whether it's being 100% present in conversations, contributing creative ideas in a meeting, or fully focusing on a critical task. You can achieve results that are far superior to the incremental gains you might get from time & energy management techniques.

Outline of Topics Covered

- How To Prioritize Work Tasks
- The 4 D's For Time Management
- Learn How To Meet Deadlines When Everything Is Considered #1

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Understanding Our Stakeholders

Having a successful stakeholder relationship means you need to understand stakeholder management. You need to identify, understand and engage your stakeholders so you can predict how they are going to react to different situations. Having your employees, especially those who work in customer service be knowledgeable about the benefits of knowing and understanding your stakeholders is necessary for an organizations sustainability.

Outline of Topics Covered

- Identifying Internal Stakeholders
- Identifying External Stakeholders
- The Benefits Of Knowing & Understanding Your Stakeholders

Platform - IP & EL

Workshop Length - M

What is Employee Engagement

Employee engagement is the emotional and mental connection an employee feels for an organization. There are different subsets to determine a team members level of engagement. Employee's are the lifeblood of an organization, so understanding the concept of engagement, measuring engagement and understanding its importance is necessary on both an individual and organizational level. Note- Team or Organizational Pulse Surveys *Gallup* can be implemented to identify organizational strengths and areas of possible growth.

Outline of Topics Covered

- What Does Engagement Mean?
- Understanding The Different Elements Of Engagement
- Individual Benefits
- Organizational Benefits

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Women In Industry

Women in male dominated industries have historically struggled to break down barriers. We will discuss common workplace challenges and the pressure facing women today. Be part of an engaging and energizing conversation to gain insight and shared experiences.

Outline of Topics Covered

- Top Challenges Facing Women In Industry Today
- Potential Workplace Challenges
- Work & Home Life Balance

Platform - IP & EL

Workshop Length - M & H

Working With Uncertainty

Are you dealing with uncertainty, if so this workshop is for you? Each one of us is naturally wired to react to uncertainty with anger and/or fear. However, on the bright side, if you know the right tricks, you can override your brain's irrational tendencies and began to handle uncertainty effectively. Join us and learn how to implement 10 essential behaviors for a more productive you.

Outline of Topics Covered

- Managing Uncertainty
- Benefits & Stress Points
- Understanding The Value Of Uncertainty
- Trusting Others During Difficult Times
- Uncertainty = Anxiety

Platform - IP & EL

Workshop Length - M & H

DELIVERING RESULTS THROUGH TRAINING



Workplace Ethics

Workplace ethics simply refers to the guiding principles of an organization. The way an organization operates is viewed by the employees, the public, as well as the stakeholders it serves. The values, moral and ethical principles that set your organizational standards need to be followed by team members at all levels of the organization. We review the foundation of ethics, why they are so important and what your organization needs to be successful.

Outline of Topics Covered

- What Are Workplace Ethics
- Why Are Workplace Ethics Important
- 10 Values Needed To Be Successful

Platform - IP & EL

Workshop Length - M & H

DISC + Values Overview



What is DISC + Values ?

DISC + Values - enables people to have safe and comfortable conversations about sensitive topics. Discussions about personal habits, quirks, and challenges using non-judgmental language help to dissolve the filters and silos that stifle honest, supportive conversations at work.

The insights and a-ha moments that ripple through an DISC training session are no accident. They rely on a model of human nature that's been rigorously tested and proven over the last forty years.

Assessment

One of the reasons DISC is used by so many organizations is because the model is simple and memorable. Learners carry the four styles out of the classroom and can immediately infuse the ideas into their work culture. In addition, the circumplex model is a powerful yet easy way to see how you relate to other people.

Reports are designed to take these conversations to a new level. The personal conversations are fun, engaging, and offer a non-threatening approach to discuss differences that are common sources of frustration and misunderstanding in the workplace. Comparison Reports one step further, learners can better understand things like: Why do I have so much difficulty with certain people? Why are some parts of my job so stressful for me? What can I do to turn this relationship around?

Coaching

A knowledgeable and skilled coach will guide individual (and group) discussions and activities that bring our interpersonal differences into crystal-clear focus. Light bulbs come on. Participants will learn how to genuinely appreciate the diversity they see around them.

For almost 40 years,
thousands of
organizations have
recognized the power of
the DISC Assessment.

Catalyst Reports

A- Ha's That
Reasonate

Beyond the
Classroom

Coaching Support

Organizational, Team
& Individual Pulse
Surveys