H3C
HUMAN CAPITAL CONSULTANTS CONSORTIUM

MOVING THE NEEDLE UTILIZING YOUR GREATEST ASSET!

TRAINING COURSE CATALOGUE

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Transforming behavioral change through people focused solutions
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WELCOME TO THE H3C TRAINING CATALOGUE

H3C is an Atlanta, Georgia-based, forward-thinking human capital consulting firm specializing in project-based human capital solutions. Our training expertise is anchored in our Centers of Excellence, which include Culture, Experiential Learning, Curriculum Architecture Design and Development. We also empower facilitators and trainers through our proprietary T3 (Train-the-Trainer) program. In addition, our team also provides specialized services in leadership coaching and development, as well as organizational effectiveness.

This Training Catalogue provides a curated overview of some of our most requested and impactful courses. While it is not an exhaustive list, it highlights H3C's key offerings across three major categories:

- **General Courses** – designed for the entire workforce.
- **Emerging and Existing Leader Courses** – tailored for new leaders, supervisors, high-potential employees, and C-Suite leaders.
- **Inclusive Workplace Courses** – focused on building and sustaining inclusive, respectful, and equitable environments.

Each course is fully customized to reflect your organization's culture, incorporating internal language, acronyms, case studies, branding, and real-world scenarios. Using our proprietary *Mastermind Curriculum Architecture Design (MCAD)* process, we also co-create learning experiences on any topic that aligns with your organizational goals.

Our Learning Philosophy

At H3C, we believe training is only the beginning of sustained growth and behavioral change and does not occur with training alone. That's why we've developed our **"Learn – Do – Be"** framework:

- **Learn** – Understand key concepts and principles through training.
- **Do** – Apply knowledge through practice, reinforcement, and real-time implementation.
- **Be** – Evolve into a new way of operating as learning becomes embedded in behavior.

We support this transformation by building capacity for critical thinking, encouraging open dialogue, promoting diverse perspectives, and helping leaders and teams operate with purpose and authenticity. Our delivery options are flexible and designed to meet the needs of today's workforce:

- Instructor-Led Training (ILT) – virtual, in-person, or blended
- Live virtual facilitation via video conferencing platforms
- Cohort-based virtual group coaching
- Asynchronous learning and post-course support through job aids and discussion boards

Learning Outcomes: Intentional, Measurable, and Aligned

Our courses are designed with **intentional learning outcomes** to ensure measurable growth. At a minimum, each training includes **four core learning outcomes** that align with the course's objectives and audience. For longer or more in-depth programs, additional outcomes are added to reflect deeper exploration of content. And grounded in the principles of adult learning and change management:

Awareness → Acceptance → Adoption → Action

Let's create a transformative program for your team!
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II. GENERAL COURSES
ALL STAFF

Navigating Ambiguity: Thriving Through Change and Uncertainty

In today's fast-paced and ever-changing work environment, the ability to navigate uncertainty is not just a nice-to-have—it's a critical professional competency. This training helps participants develop the mindset and skills needed to adapt, stay focused, and make sound decisions even when information is incomplete or circumstances are unclear.

By emphasizing flexibility, resilience, and strategic thinking, this training prepares individuals to stay calm under pressure, embrace shifting priorities, and maintain productivity amid ambiguity. This enables professionals to enhance organizational agility, lead through change, and foster a culture of innovation and continuous learning.

Thrive Together: The Blueprint for an Amazing Team Culture

This energizing training experience equips teams with the tools and mindset to build a thriving, high-performance culture. Participants will explore the foundational elements of successful team dynamics—trust, psychological safety, clear communication, accountability, and meaningful recognition.

Through interactive dialogue and hands-on activities, teams will discover ways to strengthen relationships, reinforce shared values, and co-create a positive, purpose-driven environment. Whether launching a new team or revitalizing an existing one, this course provides practical strategies to foster collaboration, spark innovation, elevate team engagement and drive results.

Speak Up, Step In: Bystander Intervention for a Respectful Workplace

This essential training equips employees with awareness, skills, and confidence to recognize and respond to inappropriate or harmful behavior in the workplace. Participants will explore the different forms of workplace harassment—verbal, physical, visual, and digital—and examine the legal and ethical responsibilities that support a safe and compliant work environment. Emphasizing the vital role of bystanders, this session introduces practical, research-based intervention strategies using the 5Ds model: Direct, Distract, Delegate, Delay, and Document.

Through engaging discussions and real-world scenarios, participants will practice how to intervene safely and effectively while reinforcing a culture of accountability and respect. This training not only supports regulatory compliance with anti-harassment and anti-discrimination policies but also fosters a shared commitment to a workplace where everyone feels safe, seen, and supported.

Collaborate with Purpose: Building Stronger Teams Through Trust and Accountability

This session is designed for individuals or groups seeking to work ~~together~~ more effectively through trust, accountability, and shared goals. Participants will explore how intentional collaboration and partnership can drive innovation, strengthen relationships, and produce meaningful results. Whether at the individual, team, or executive level, successful collaboration requires more than good intentions—it demands clear communication, mutual respect, and consistent practice.

Through engaging activities and practical frameworks, participants will develop the mindset and skills needed to turn cooperation into collective success.

Conflict Resolution in the Workplace

Conflict is a natural part of human interaction, occurring from early childhood through adulthood, and it is not inherently negative or always fueled by anger. As author Max Lucado said, "Conflict is inevitable, but combat is optional," highlighting that while disagreements are unavoidable, how we respond to them is a choice. When managed effectively, conflict can serve as a catalyst for deeper understanding, stronger relationships, and both personal and team growth. This session is built on recognizing that our mindset shapes our reactions, enabling us to transform conflict into a constructive, positive force.

Employee Engagement
"I am what I say I* am"

Employee engagement refers to the extent to which employees feel passionate about their work, are emotionally connected to their organization, and willingly to invest discretionary effort. It involves creating workplace conditions that enable all employees to consistently give their best, motivated by a shared commitment to obtain organizational goals and values.

Engaged employees not only contribute to organizational success but also experience an increased sense of personal well-being. This emotional connection influences behavior and effort, resulting in higher performance, greater job satisfaction, and improved retention.

Customer Service Excellence
The Voice of the Customer

Do we have the customer service skills—individually and as a team—to deliver exceptional service? How do we consistently meet and exceed our customers' expectations? High-performing teams committed to exceptional service continually ask themselves these questions, using the answers to build thoughtful, well-planned strategies that drive consistent excellence.

Every customer interaction should leave individuals feeling confident that their needs will be met and that they can rely on the team's responsiveness, empathy, and understanding. This interactive training equips participants with the tools and techniques needed to deliver exceptional service as cohesive team members and as individual contributors. This course requires facilitator pre-work, which includes capturing customer experience feedback from actual customers. This project phase must be completed at least three (3) weeks prior to the training session so the findings can be incorporated as an integral part of the workshop.

Time on Purpose: Mastering Efficiency in a Fast-Paced World

In today's fast-paced work environment, managing time effectively is essential for productivity, focus, and meaningful results. This practical course empowers participants to take control of their time by identifying how it is currently being spent and prioritizing high-impact tasks. Grounded in core principles from *The 12 Week Year*, this course introduces a goal-driven planning framework that replaces long-term procrastination with short-term focus and consistent execution. Participants will explore proven strategies to minimize distractions, structure their workday, and build habits that drive consistent performance. By the end of the course, participants will leave with actionable tools to improve efficiency, meet deadlines with confidence, and increase their overall impact—both individually and as a team.

The Power of Emotional Intelligence: Navigate, Relate, and Thrive

Emotional Intelligence (EI) is a critical workplace competency that shapes how we make decisions, manage stress, communicate, and collaborate with others. This interactive training helps participants strengthen their ability to recognize, understand, and regulate their own emotions—while also developing empathy and awareness of others' emotional cues. Through practical tools and self-reflection, participants will explore the five (5) key components of EI: self-awareness, self-regulation, motivation, empathy, and social skills. By enhancing these competencies, individuals build resilience, strengthen relationships, and navigate workplace challenges with greater confidence and clarity. Grounded in research and real-world application, this course reinforces that emotional intelligence is not just a trait—it's a learnable skill that fuels personal growth and professional success.

How to Improve Workplace Relationships

Strong workplace relationships are the foundation of effective teams, high engagement, and organizational success. This interactive course equips employees with the tools and insights needed to build and maintain healthy, respectful, and productive relationships at work. Participants will explore the core elements of positive team dynamics—trust, open communication, accountability, vulnerability, and follow-through—and learn how these behaviors foster mutual respect and collaboration.

Through real-life scenarios, guided discussion, and hands-on activities, participants will learn how to navigate interpersonal challenges, communicate with empathy, and create an environment where colleagues feel valued and supported. Whether working in person or virtually, this course helps individuals strengthen connections, boost morale, and contribute to a workplace culture rooted in teamwork and trust.

Effective Workplace Communication

Communication is a skill that requires continuous development—especially for those in leadership roles who must communicate clearly, purposefully, and succinctly in everyday interactions, including difficult or uncomfortable conversations. When communication falls short, it can lead to misunderstandings and strained relationships. This interactive course addresses those challenges by providing practical tools, effective techniques, and in-the-moment strategies to help employees and leaders strengthen their communication skills. Participants will gain insights and methods to build, maintain, and grow strong workplace relationships through more confident and intentional communication.

Inspiring Written Communication

In today's increasingly digital workplace, strong written communication is more critical than ever. Whether drafting emails, reports, proposals, or team messages, the ability to write with clarity, professionalism, and purpose directly impacts collaboration, decision-making, and organizational credibility. This course helps participants sharpen their writing skills across a variety of formats, focusing on tone, structure, grammar, and audience awareness. Participants will learn techniques to communicate ideas more effectively, avoid common writing pitfalls, and tailor messages to achieve the desired outcome. Through practical exercises and real-time feedback, this course equips professionals at all levels in strengthening a skill essential for workplace success.

LEAD with Accountability: A Framework for Professional Excellence

Professional accountability is a cornerstone of individual and organizational success. It drives performance, builds trust, and reinforces a culture of excellence. This engaging session introduces participants to LEAD framework—a practical model for strengthening accountability in the workplace:

- **L – Live Your Commitments**
- **E – Exceed Expectations Through Ownership**
- **A – Acknowledge Mistakes and Adjust**
- **D – Demonstrate Integrity in Action**

Participants will explore how accountability influences daily decisions, communication, and results, and why it matters at every level of an organization. Through reflective exercises and real-world scenarios, participants will learn how to hold themselves and others accountable in a constructive, consistent, way. By applying the LEAD approach, participants will leave with actionable strategies to foster reliability, trust, and performance in their roles and teams.

Mastering Your Minutes: Time Management for Real Results

Time is one of our most valuable resources yet how we manage it can determine whether we feel overwhelmed or operate at peak performance. This course highlights the power of intentional time management and examines why some individuals consistently achieve more within the same 24 hours. Participants will learn how to plan, prioritize, and manage their time to focus on what matters most.

Through practical strategies and tools, this course demonstrates how effective time management boosts productivity, reduces stress, and supports both personal well-being and professional growth. Whether facing procrastination, competing priorities, or constant interruptions, participants will leave with a renewed sense of control and clarity in their daily routines.

Disrupt the Disruption: Tools for a Healthier Workplace

Disruptive behavior in the workplace, whether subtle or overcame, erode trust, damage team morale, and hinder performance. This practical and empowering training equips both employees and managers with awareness, communication skills, and confidence needed to identify and address disruptive conduct early and constructively.

Participants will learn to recognize common types of disruptive behavior, including passive-aggressiveness, constant negativity, excessive conflict, and boundary violations. The course explores how these behaviors affect team dynamics, workplace culture, and organizational outcomes.

Through interactive discussions and real-life scenarios, participants will gain the tools needed to respond effectively and professionally—whether as a peer, team member, or leader. Managers will also examine their role in setting expectations, coaching for accountability, and intervening with fairness and consistency. By the end of the session, participants are better prepared to maintain a respectful work environment and foster a culture of psychological safety and shared responsibility.

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Mastering Personal Responsibility

Personal responsibility may not appear on a résumé, but it is a foundational skill essential for workplace success. It reflects an individual's commitment to setting goals, following through, and being accountable for their actions, words, and performance. Without this mindset, employees often focus on ~~external~~ factors beyond their control, limiting growth and progress.

This session helps participants shift their focus to what they can control, providing practical tools to take ownership of their work. By strengthening this skill, individuals become more reliable, productive, and valuable contributors to their teams and organizations.

Mastering Problem Solving

Problem-solving is both a discipline and a critical skill set for addressing complex challenges, making informed decisions, and developing effective solutions. This course highlights the importance of selecting the right tools based on the scope and goals of each issue.

Through a blend of theory and practical exercises, participants will learn to analyze problems systematically, identify root causes, and implement impactful solutions. This course helps build confidence in handling decisions of any scale, crafting persuasive business cases, and influencing outcomes within the organization. Ultimately, this course empowers individuals to foster a culture of strategic thinking and thoughtful problem-solving.

Navigating Change and Transition

The one constant in life is change. An organization's ongoing ~~operational~~ success depends upon its willingness to adapt to changes in evolving regulations, innovative approaches, and shifting organizational pressures. While organizational change is often a mechanical, transactional process, ~~but~~ the human response to change requires ~~a~~ transformation—people must adjust and adapt to transitions.

Successfully navigating change can be a tremendous challenge, and resistance is a natural response. However, when managed effectively with the right tools and resilience, change can also foster creative solutions and unlock innovative growth opportunities.

Project Management Techniques for Non-Project Managers

At some point in your career, you will be asked to manage a project. To deliver successful outcomes on time and within budget, it is essential to follow core project management principles.

Project management is a respected and proven methodology that enables organizations to achieve key goals through structured planning and execution. In today's competitive environment, effective project management adds significant value. This course equips participants with the fundamental skills, knowledge, and tools needed to efficiently define, plan, manage, and complete projects.

Respect in the Workplace

Respect is more than being polite—it is the foundation of a healthy, inclusive, and high-performing workplace. This training explores what it truly means to demonstrate respect in daily interactions, decision-making, and team collaboration. Participants will examine the difference between intent and impact, learn to recognize subtle forms of disrespect, and understand how respect shapes trust, engagement, and psychological safety.

Through self-reflection, peer discussion, and scenario-based exercises, employees and leaders will gain tools to foster mutual respect across diverse backgrounds, roles, and communication styles. This course goes beyond basic professionalism by helping individuals actively contribute to a work culture where everyone feels seen, heard, and valued.

Sticks-N-Stones – Words Actually Do Hurt: Exploring Civility at Work

Despite advances in knowledge and technology, workplace hazing and incivility are on the rise. Research from McKinsey and Harvard Business Review shows that only a small percentage (1–3%) of issues involve unlawful behavior, while the vast majority (97–99%) stem from everyday negative actions—such as bullying and incivility—that erode organizational culture.

This engaging, interactive course helps participants recognize uncivil behaviors and understand their impact. Through practical strategies, participants will learn how to foster respectful interactions, strengthen ~~coworker~~ relationships, and support a more positive and inclusive workplace. Organizations that prioritize civility benefit from stronger teamwork, higher employee satisfaction, and improved overall performance.

Strategic Planning to Achieve Goals

Strategic planning is more than setting goals—it's a disciplined process for aligning team efforts, making informed decisions, and executing with purpose. This training equips department leaders and teams with practical tools to develop clear, achievable goals and turn them into actionable plans. Emphasizing collaboration, participants will learn how to gather and incorporate input from across the team, build alignment, and drive ownership of shared priorities.

This session introduces repeatable planning frameworks, goal-setting models, and time management techniques that promote accountability and progress. Whether launching new initiatives or refining existing efforts, participants will leave with a roadmap for turning vision into results—together.

Strategic Synergy Alignment

Strategic Synergy Alignment focuses on creating cross-functional harmony, ensuring that individual, team, and departmental efforts align with the organization's broader vision, mission, and goals. This course ~~is~~ helps participants uncover interdependence across teams, eliminate siloed thinking, and identify opportunities to collaborate more effectively for greater impact.

Through facilitated exercises and dialogue, participants will learn how to clarify shared priorities, align resources and communication channels, and strengthen the connection between strategy and execution across multiple functions. By fostering strategic synergy, organizations gain greater agility, unity, and momentum toward enterprise-wide success.

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Stress and Resilience

In today's fast-paced and high-demand work environments, stress is inevitable—but how employees respond to it can make all the difference. This course explores the sources and impact of workplace stress and provides practical strategies for building resilience. Participants will learn to recognize personal stress triggers, understand how stress affects decision-making and relationships, and develop tools to manage pressure effectively. Through experiential exercises and guided discussion, participants will practice techniques for maintaining focus, regulating emotions, and recovering from setbacks. By strengthening resilience, employees can enhance their well-being, improve performance, and contribute to a healthier, more productive workplace culture.

Stress Management

Unmanaged stress can hinder focus, decision-making, problem-solving, and overall workplace productivity. In today's fast-paced world, many individuals experience mounting pressure from time constraints, heavy workloads, and constant change. While moderate stress can be motivating, chronic stress keeps the body's stress-response system activated, increasing health risks and reducing performance.

This engaging, interactive training helps participants identify sources of stress, understand its effects, and apply practical strategies to manage stress, anxiety, and change. By building resilience and enhancing emotional regulation, individuals can improve their well-being and perform more effectively in both personal and professional settings.

Talent Development: An Investment in Organizational Capacity

As organizations evolve in today's knowledge-driven, technology-enabled workplace, ~~so too must~~ their strategies for developing talent must evolve as well. This session frames talent development as a strategic investment in organizational capacity—not merely a training function, but a critical lever for performance, innovation, and long-term sustainability.

Participants will examine how shifting work dynamics, emerging technologies, and evolving skill demands call for a more intentional, future-focused approach to workforce development. The course introduces frameworks for identifying skill gaps, growing internal talent, and aligning individual growth with organizational goals. Leaders will be equipped with practical tools to design and implement a talent development strategy that improves bench strength, supports agility, and drives success through people.

Using Business Acumen to Improve Judgement and Decisiveness Skills

In today's complex and fast-paced work environment, strong business acumen is essential for making sound decisions that drive results. This training is designed to enhance participants' judgment and decisiveness by helping them think more strategically, understand financial and operational drivers, and assess the broader impact of their choices on the organization.

Participants will learn how to connect their daily decisions to business outcomes, manage risk with greater confidence, and apply critical thinking to real-world scenarios. Whether managing a team, project, or initiative, developing business acumen empowers individuals to contribute more strategically, make informed trade-offs, and drive value across the enterprise.

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Workplace Mediation Skills

Workplace conflict is inevitable—but unresolved tension can hinder collaboration, productivity, and morale. While some disputes may require outside intervention, many can be effectively addressed internally when employees and leaders are equipped with core mediation skills. This training empowers participants with the tools to navigate and resolve conflict constructively, before it escalates.

Participants will learn the foundational principles of mediation, including active listening, neutrality, reframing, and interest-based problem-solving. The training emphasizes how to create safe spaces for dialogue, de-escalate emotional responses, and guide parties toward mutual understanding. By building these capabilities, organizations foster a more respectful, collaborative culture where differences are addressed early, fairly, and productively.

Youth Engagement

Engaging the youth can be challenging, as adolescents navigate significant hormonal, physical, and emotional changes of adolescence—further shaped by social media, and peer pressure. Yet meaningful engagement with young people is essential for building trust, fostering confidence, and supporting positive interactions.

This course emphasizes the importance of creating safe, structured, and supportive environments where youth feel seen, heard, and valued. Participants will explore key stages of cognitive and emotional development, along with practical techniques to engage youth effectively, de-escalate tense situations, and communicate with clarity and empathy. At the end of the session, participants will be equipped with tools to create impactful, inclusive experiences that strengthen relationships with youth across a variety of settings.

T3 (Training- To- Train) Workshop

The overall objective of the T3 model is to develop and strengthen participants existing training skills so they can deliver more effective learning experiences—whether virtually ViLT (virtual instructor lead) or in person. This course equips trainers with practical tools and techniques to make learning and content engaging, memorable, and easy to understand, ultimately improving learner success.

At its core, the T3 model focuses on transforming both training skills and facilitation behaviors. By learning to present information in dynamic and impactful ways, trainers are better prepared to engage learners, inspire curiosity, and evoke meaningful emotional connections that enhance retention and application.

III. EMERGING & EXISTING LEADERSHIP COURSES

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Be, Know, Do: Leadership Mastery for Emerging Leaders

Great leadership starts from within. Be, Know, Do: Leadership Mastery for Emerging Leaders is an empowering session built on the principle that effective leadership is shaped by who you are, what you know, and how you behave. This training guides participants through a dynamic framework that integrates personal values, core competencies, and intentional action.

Participants will explore three (3) dimensions of leadership mastery:

- **BE –** Cultivating character, authenticity, and values that inspire trust.
- **KNOW –** Developing the knowledge, insight, and technical competence to lead with clarity.
- **DO** – Applying leadership behaviors that drive engagement, accountability, and results.

Designed for emerging leaders, high-potential employees, and new supervisors, this course strengthens leadership identity, builds confidence, and equips professionals to lead with intention. Through reflection, practical tools, and peer-based learning, participants leave with the confidence and the capability to lead themselves and others more effectively.

Building Engaged Teams

This dynamic leadership course is designed to help leaders understand and activate the key drivers of employee engagement to strengthen individual and team performance. Participants will define what engagement truly means, identify the different levels of engagement within their teams, and examine how leadership behavior directly influences motivation, retention, and results. This course also introduces Tuckman's Five Stages of Team Development—Forming, Storming, Norming, Performing, and Adjourning—and provides insights into how team structure, transitions, and evolving dynamics impact group effectiveness.

To further enhance connection and communication, this course incorporates techniques for navigating personality differences and generational diversity—enabling leaders to better understand and support the unique needs of their teams. By the end of the course, leaders will gain practical tools and actionable strategies to guide their teams, strengthen collaboration along the way, and cultivate an environment rooted in trust, contribution, and sustained high performance.

Lead the Shift: Managing Change and Guiding Transitions

Change Management for Leaders is designed to equip managers with the tools and insights needed to lead teams through change with confidence, compassion, and clarity. In a climate of continuous transformation, leaders play a critical role not only in implementing change but also in supporting their people through the emotional and psychological transitions that accompany it.

This course combines practical change management frameworks—such as Prosci's ADKAR model and William Bridges' Transition Model to address both the technical and human sides of change. While ADKAR focuses on the steps of successful change implementation, Bridges' model emphasizes the inner transitions individuals must navigate: Ending, Neutral Zone, and New Beginning. Participants will explore how to manage resistance, communicate effectively, and foster resilience during uncertain times. By exploring strategies to guide teams through the emotional journey of transition, reduce disruption, and maintain engagement, leaders will leave equipped with actionable tools to build a more adaptable, future-ready workforce.

Clarity and Engagement for Leaders

Clarity and Engagement is the process of understanding and sharing meaning effectively. It is an art and a continuous practice and skill that incorporates lessons learned across a broad spectrum of human knowledge. When communication lacks clarity or engagement, misunderstandings can occur, making it difficult to build, maintain, and grow workplace relationships. This course explores practical tools, techniques, and methods that help leaders communicate more effectively—even "in the moment" during complex or high-stakes interactions.

Designed for professionals in leadership roles, this interactive course focuses on purposeful, succinct engagement in everyday workplace interactions as well as challenging or uncomfortable conversations. Leaders will leave equipped to communicate with confidence, clarity, and impact, fostering stronger relationships and more productive outcomes.

Conflict Management for Project Officers

Conflict is neither inherently good nor bad it is a natural part of human interaction that is sometimes challenging and often avoided. When people work together, differing perspectives, opinions, and motives inevitably lead to conflict. While conflict is unavoidable and a natural part of the workplace, when managed effectively, it can strengthen relationships, foster collaboration, and transform disagreements into opportunities for creativity, innovation, and shared goals.

Conflict management is the practice of identifying, addressing, and resolving conflicts in a constructive and efficient manner. To achieve optimal outcomes and work seamlessly with others, individuals must understand the principles and practices of conflict management and develop the tools, skills, and strategies needed to navigate conflicts confidently and productively.

Creating Psychological Safety

Psychological safety is a cornerstone of effective leadership and a key driver of team success. It fosters an environment where individuals feel safe to speak up, share ideas, take risks, and be authentic without fear of ridicule or retaliation. Research shows that teams with high psychological safety perform better, innovate more, and experience fewer interpersonal conflicts.

This course helps leaders understand the value of psychological safety and the negative impact when it is absent. Participants will examine common barriers to open communication—such as fear of rejection or mistreatment—and learn strategies to cultivate trust, inclusivity, and mutual respect. Through practical techniques and actionable insights, leaders will be equipped to foster a culture where every voice is valued, ideas flow freely, and teams are fully engaged in achieving organizational excellence.

Critical Thinking for Leaders

In today's environment of constant information overload, the ability to think critically and reason clearly is more important than ever. Leaders must be able to analyze information, solve problems logically, and communicate well-structured arguments amid competing messages and demands.

This course equips leaders with practical tools to strengthen their critical thinking and problem-solving skills. Participants will learn to conceptualize, apply, analyze, synthesize, and evaluate information effectively—empowering them to make sound decisions, navigate complexity, and lead with clarity and confidence.

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Decisive Leadership Mastery

Decisiveness is a vital leadership trait—the ability to make timely, well-informed decisions, even in uncertain conditions. Grounded in the idea that leadership is both innate and developed, this course helps leaders build on their natural abilities while learning practical frameworks to navigate complex choices, manage risk, and take purposeful action aligned with organizational goals. Recognizing that leaders shape culture and influence retention, this course highlights the powerful impact of decisiveness on team performance, employee engagement, and overall workplace success. Participants will leave equipped with the tools, strategies, and insights needed to strengthen their decision-making skills and lead with clarity and confidence.

Essential Foundations for Leadership Success

The notion that "leaders are born, not made" has been widely debunked leadership is both innate and developed, with everyone possessing potential that can be cultivated through the right mindset and training. This foundational course is ideal for individuals at any career stage who want to begin developing their leadership skills. Participants will explore what it truly means to be an effective leader by examining key traits, behaviors, and mindsets that drive success. Whether preparing for a first leadership role or seeking to expand your influence, this course offers practical insights and tools to help you unlock leadership potential and begin the journey with confidence.

From Co-Workers to Manager: Leadership Excellence for Aspiring People Leaders

Stepping into a leadership role is an exciting milestone, but it also brings challenges that require new mindsets and skills beyond technical expertise. Without preparation, the transition from team member to leader can feel overwhelming. This course is designed to support aspiring and newly promoted leaders by providing foundational tools and insights to lead with confidence.

Participants will explore the core leadership responsibilities, develop a leadership mindset, and learn how to build trust, communicate effectively, and support team performance. By focusing on essential people management skills before the promotion, this program ensures a smoother transition, greater leadership readiness, and a stronger, positive impact on organizational culture and the employee experience.

Leadership Development & Coaching Program

The Leadership Development and Coaching Program is a transformative experience designed to elevate leadership capacity, strengthen core competencies, and accelerate both individual and organizational impact. This program blends structured learning, individualized coaching, and peer-based knowledge sharing to develop well-rounded, self-aware, and results-driven leaders.

Participants will engage in a thoughtfully sequenced development journey, learning core modules on emotional intelligence, decision-making, strategic thinking, inclusive leadership, and accountability. These sessions are reinforced through one-on-one executive coaching, providing a confidential space to reflect, set goals, and apply insights to real-time leadership challenges. A signature feature of the program is the inclusion of Leadership Roundtables facilitated peer forums where participants engage in meaningful dialogue, exchange strategies, and learn from diverse leadership experiences across the organization. These roundtables foster community, expand perspective, and cultivate a culture of shared growth and continuous improvement.

Managing Challenging Conversations

As high-performing professionals' step into leadership roles, they often encounter a new challenge: navigating difficult conversations they might prefer to avoid. Whether delivering tough feedback, addressing performance concerns, or managing interpersonal conflict, these situations can provoke anxiety, discomfort, or even physical stress.

This interactive course is designed to equip leaders to communicate with clarity, intention, and confidence—especially during challenging moments. Participants will gain practical strategies to approach uncomfortable conversations with empathy and purpose, while maintaining professionalism and strengthening relationships. Through real-world scenarios and hands-on practice, leaders develop the communication skills needed to handle tough conversations effectively, transforming moments of tension into opportunities for trust, growth, and resolution.

Motivation and Coaching

This two-part training course equips leaders with essential skills to inspire and guide their teams more effectively by focusing on motivation and coaching. **Part 1** explores the psychology of human motivation, helping leaders understand what drives people and why performance sometimes falls short of expectations. By gaining insights into "what makes people tick," leaders can better engage, empower, and influence their teams to achieve higher performance and satisfaction.

Part 2 focuses on managing performance and behavior, providing practical tools to address issues constructively. Leaders learn how to coach effectively, foster accountability and growth, and drive positive change—all while maintaining team morale and cohesion.

Motivational Interviewing for Leaders

In today's competitive talent landscape, attracting and retaining top performers is essential to organizational success. Leaders must be equipped with strategies that not only help them identify great talent but also engage individuals in a way that encourages long-term commitment and growth. One highly effective approach is motivational interviewing—a collaborative technique that empowers candidates and employees to make autonomous, value-aligned decisions.

This course introduces leaders to the full motivational interviewing process, providing a structured framework and practical tools that can be applied immediately. Through interactive discussions and role-play exercises, participants will gain hands-on experience on how to use motivational interviewing during hiring, performance conversations, and ongoing talent development.

Possibility Thinking – Managing Change Effectively

The one constant in life is change. An organization's long-term success depends on its willingness to adapt to new regulations, evolving approaches and shifting organizational pressures. Successfully leading change can be a tremendous challenge, and oftentimes, the natural response is resistance. Because of this, leaders must be equipped to manage change effectively at every level of the organization.

When change is guided with clarity, empathy, and strategic communication, it can become a catalyst for innovation, stronger collaboration, and meaningful growth opportunities for employees. This course helps leaders understand the dynamics of change, anticipate resistance, and create an environment where individuals feel supported throughout the transition.

Strategic Planning and Execution Mastery

Strategic planning is the process of formulating, implementing, and evaluating strategies that drive progress toward defined goals. This training provides a comprehensive overview of the strategic planning process, highlighting its importance and the key components that ensure effective execution.

Participants will systematically explore each stage of the process, supported by real-world examples and case studies that bring concepts to life. At the end of the session, participants will be equipped with the knowledge and skills to confidently navigate strategic planning and contribute to the development of strong, actionable strategies that support organizational success.

Success with Managing Hybrid Work Environments

The shift toward hybrid work began before the COVID-19 pandemic, but the crisis significantly accelerated this transformation. As organizations now operate with remote, hybrid, and on-site employees, leaders must adapt on how to manage and support this evolving work model effectively.

This course explores the unique dynamics of a hybrid workplace, emphasizing the importance of flexibility, communication, and trust. Participants will learn to navigate challenges such as coordinating across varied schedules, environments, and work styles, while gaining practical strategies to foster collaboration, maintain accountability, and strengthen team cohesion regardless of where work takes place.

Talent Development: An Investment in Organizational Capacity

As organizations evolve into knowledge-based workplaces, rapid technological advances are transforming how work is performed and the skills required for success. To remain competitive and relevant, organizations must focus on maximizing their capacity through the development of intellectual capital.

This course explores the critical link between talent development and organizational success. Participants will learn to identify emerging skill needs, align development efforts with strategic objectives, and implement effective strategies to grow and retain top talent. By investing in people, organizations can boost performance, drive innovation, and amplify their mission-driven impact.

How to Conduct a Thorough Workplace Investigation Workshop

Conducting a thorough workplace investigation is a practical, compliance-focused training designed to equip HR professionals, managers, and organizational leaders with the skills and tools needed to conduct fair, effective, and legally sound investigations into workplace misconduct. Participants will learn the step-by-step process for investigating complaints related to harassment, discrimination, retaliation, policy violations, and other forms of employee misconduct. The course emphasizes neutrality, confidentiality, and thorough documentation, while covering best practices for intake interviews, fact-finding, assessing credibility, and reaching defensible conclusions.

Through realistic scenarios, and legal considerations, participants gain confidence in managing sensitive issues, mitigating risk, and ensuring that every investigation upholds the organization's values and comply with applicable laws and policies. By the end of the session, participants will be prepared to handle workplace investigations with objectivity, and integrity protecting both employees and the organization.

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IV. INCLUSIVE WORKPLACE COURSES
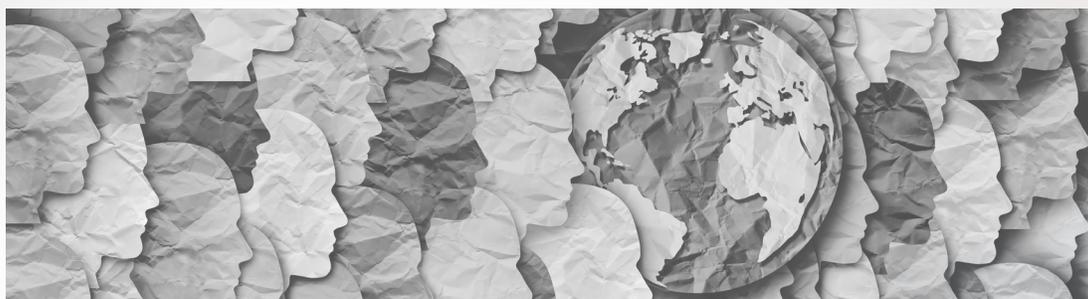
Close Workforce Gaps. Drive Behavior Change. Achieve Results

Beyond Skin Color: Expanding

As the workplace becomes increasingly mobile and diverse—diversity, inclusion and equity (DEI) have taken on a new importance. While many associate diversity primarily with race, ethnicity, age, and gender. There are numerous other dimensions that influence our beliefs, behaviors, and interactions.

During this upbeat and highly interactive course, participants will broaden their understanding of DEI – taking the conversations beyond skin color. Topics include exploring implicit bias recognizing microaggressions and understanding how various dimensions of diversity impact workplace dynamics. Participants will learn practical strategies to leverage diversity in support to achieve organizational goals, foster inclusion, and create a more equitable work environment.

Building Successful Teams While Valuing Diversity

Workplace teams are already diverse in thought, geography, ability and various areas. This essential course explores how inclusive team-building strategies can strengthen organizational performance, drive innovation, and enhance mission impact. As organizations work to improve outcomes for diverse customers, building teams that reflect and respect that diversity is both a moral imperative and a strategic advantage.

This course examines the tangible benefits of diversity—including broader perspectives, improved problem-solving, greater adaptability, and deeper market insight—and demonstrates how these qualities contribute to high-performing, resilient teams. Participants will learn how to recognize and mitigate bias, foster psychological safety, and leverage differences in background, identity, age, and experience to strengthen collaboration and results.

More than just "doing the right thing," this training positions diversity as a business-critical initiative that supports the mission and protects all communities. Participants will leave equipped with practical tools to build inclusive, engaged teams capable of delivering stronger outcomes—together.

Cultural Intelligence

This course offers a dynamic introduction to intercultural intelligence, emphasizing its critical role in building inclusive, high-functioning workplaces and communities. The course highlights how cultural misunderstandings frequently arise in diverse settings.

Through experiential exercises and culturally relevant examples, participants will explore how differences in style and preference can be misinterpreted or judged. They are guided to reflect on personal bias, build empathy, and enhance connections with diverse customers and colleagues.

Key outcomes include understanding how culture shape's identity, communication, decision-making, and relationships—recognizing potential conflicts arise from differing social values, communication norms, and learning stages of intercultural competence—from denial to adaptation. Participants will gain strategies to develop cultural intelligence, anticipate misunderstandings, value differences, and foster empathy and compassion for themselves and others.

Empathetic Leadership: Cultivating Trust & Inclusion

This course provides a focused introduction to empathetic leadership—what it is, why it matters, and how to apply it effectively. Designed to equip leaders with actionable tools and insights, this course highlights how empathy drives trust, psychological safety, and inclusion within teams.

Participants will explore the core principles of empathetic leadership and learn how valuing diverse perspectives can strengthen collaboration, boost engagement, and improve organizational outcomes. Leaders will leave with practical strategies to foster a culture where every voice is heard, and trust serves as the foundation for team and organizational success.

Intercultural Communication

This course prepares today's leaders to navigate the evolving dynamics of a rapidly diversifying workforce. By 2030, workplaces will include more employees from racially and ethnically diverse backgrounds, younger generations, non-binary gender identities, individuals with disabilities including neurodiverse talent and a wide range of lived experiences and cultural perspectives.

In such environments, the ability to communicate across cultural lines is not just a nice-to-have—it is a leadership imperative. This course helps leaders understand how cultural differences influence communication styles, expectations, and workplace interactions. Participants will explore the root causes of common misunderstandings, develop awareness of their own communication gaps, and learn inclusive strategies to reduce conflict and strengthen team cohesion.

Through this course leaders will be equipped to foster environments where all employees feel respected, heard, and understood enhancing collaboration, trust, and organizational effectiveness in today's global and multicultural world.

Introduction to Cultural Proficiency

Some diversity programs have a 'dividing effect' on teams, highlighting differences without a lot of emphasis on commonalities. Cultural proficiency is an approach designed to bring people together—calling people 'in' rather than calling them 'out'.

Cultural proficiency includes the policies and practices of an organization or the values and behavior of an individual that enable the organization or the person to engage effectively with people and groups who are different from them. This inside-out approach shapes how individuals relate to colleagues and the community, fostering inclusive, respectful, and high functioning workplaces.

Managing through the Lens of Inclusion

This Leadership Lab session offers a concise yet impactful introduction to the concept of "managing through the lens of inclusion," providing leaders with practical tools, techniques, and strategies to foster a more inclusive workplace. Leaders will explore how to assess organizational, departmental, or team culture; appreciate and value differences and navigate the dynamics of diversity effectively. Participants will also explore how to adapt policies and practices to support inclusion and embed cultural knowledge into organizational systems. By applying these strategies, leaders can drive sustainable, systemic changes that strengthen equity and belonging at all levels.

Leading Change Through Turbulent Times

Change pushes us beyond our comfort zones, and in today's fast-paced world, it is both constant and unavoidable. Whether planned or unexpected, change and transition are part of everyday life—especially in the workplace, where organizations must evolve to remain competitive. This interactive course provides a high-level overview of essential change management concepts, equipping leaders with the tools to effectively navigate and communicate change.

Participants will explore the physical, emotional, and psychological dimensions of change, and learn how to absorb, adapt, and support their teams through transitions. The session offers practical steps to ensure changes are successfully implemented and embraced across the organization.

Servant Leadership

This course is designed to explore the principles and practices of servant leadership, a leadership philosophy that places the needs of others at the forefront of decision-making and empowers individuals to reach their full potential.

Participants will delve into the history, theory, and practical application of servant leadership, understanding its ethical underpinnings and how it can be utilized in various personal and professional contexts. Participants will develop the knowledge and skills necessary to become effective and compassionate servant leaders through interactive discussions, case studies, and real-world examples.

Optimizing Multi-Generations in the Workplace

In today's workforce, it's no longer uncommon to find five generations working side by side, bringing unique preferences, communication styles, perspectives, and experiences. This shift marks a significant departure from the past, when just two generations typically shared the workplace. As a result, leaders face the challenge of fostering collaboration, morale, and productivity across a diverse generational landscape. This course helps participants assess their current understanding of generational diversity and move beyond basic awareness to develop practical strategies that engage employees of all ages. By learning how to tap into the strengths of each generation, leaders will be equipped to build inclusive, high-performing teams where everyone can thrive.

Perpetuating Allyship

This course introduces participants to the core principles and practices of authentic allyship, encouraging reflection and intentional action. Moving beyond performative gestures, this course explores what it truly means to be an ally and how to engage in the active, consistent, and sometimes challenging work of supporting equity.

Participants will learn strategies for unlearning biases, listening without assumptions, and leveraging their privilege to elevate marginalized voices with integrity. Through practical tools, guiding principles, and key dos and don'ts, this session equips individuals to build trust, foster inclusion, and take meaningful steps toward equity within teams and organizations.

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"Tell me and I forget, teach me and I may remember, involve me and I learn."

~ Benjamin Franklin ~

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