



COURSES BY AUDIENCE LEVEL

COURSE / OFFERING	INDIVIDUAL CONTRIBUTORS & TEAM MEMBERS	PEOPLE LEADERS (FRONTLINE)	OPERATIONAL (MID-LEVEL LEADERS)	STRATEGIC (SENIOR LEADERS)
Executing Business Strategy SM			●	◆
BUSINESS IMPACT LEADERSHIPSM (BIL)				
Coaching for High Performance			●	◆
Cultivating Networks & Partnerships			●	◆
Developing Organizational Talent			●	◆
Handling Challenging Situations with Courage			●	◆
Influencing for Organizational Impact			●	◆
Making Change Happen			●	◆
Mastering Emotional Intelligence		●	●	◆
Operating with a Global Perspective			●	◆
Translating Strategy into Results			●	
INTERACTION MANAGEMENT[®]: EXCEPTIONAL LEADERS...EXTRAORDINARY RESULTS[®] (IM: EX[®])				
Achieving Your Leadership Potential		●	●	
Adaptive Leadership		●	●	
Boosting Business Results		●	●	
Building an Environment of Trust	●	●	●	
Building Winning Partnerships	●	●		
Coaching for Improvement		●	●	
Coaching for Success		●	●	
Creating a Service Culture: The Service Leader's Role		●	●	
Developing Others		●		
Essentials of Leadership		●	●	
Getting Started as a New Leader	●	●		
Influential Leadership	●	●		
Launching a Successful Team	●	●		
Leadership: Facilitating Change		●		
Leading Change		●		
Leading High-Performance Teams		●	●	
Leading Virtually		●	●	
Making Meetings Work	●	●	●	
Managing Performance Problems		●	●	
Mastering Interaction Skills		●	●	
Motivating Others		●	●	
Rapid Decision Making	●	●	●	
Reaching Agreement	●	●	●	
Resolving Conflict		●	●	
Retaining Talent		●	●	
Reviewing Performance Progress		●	●	

◆ For Senior Leaders, we work with organizations to design a customized learning experience that is directly linked to their business drivers and competencies.

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Setting Performance Expectations		●	●	
Strong Start SM		●	●	
Supporting Leadership Development			●	
INTERACTION MANAGEMENT®: EXCEPTIONAL PERFORMERS SERIES (IM: ExpSM)				
Communicating with Impact	●			
Embracing Change	●			
High-Impact Feedback and Listening	●	●		
Navigating Beyond Conflict	●			
Networking for Enhanced Collaboration	●	●		
Taking the HEAT	●	●		
Valuing Differences	●	●		
Working as a High-Performing Team	●	●		
TECHNIQUES FOR A HIGH-PERFORMANCE WORKFORCE®				
PERSONAL EFFECTIVENESS				
Building Trust	●			
Communicating with Others	●			
Influencing Others	●			
Investing in Your Learning	●			
Personal Empowerment: Taking Initiative	●	●		
Taking Charge of Your Development	●	●		
GROUP EFFECTIVENESS				
Contributing to Meeting Success	●			
Optimizing Team Performance	●			
Supporting Others	●			
Training Others	●			
GETTING BUSINESS RESULTS				
Impacting Your Work Processes	●	●		
Improving Personal Productivity	●	●		
Making Effective Decisions	●	●		
Making Sense of Business: A Simulation®	●	●		
Partnerships for Improvement®	●	●		
Taking Action® to Solve Problems	●	●		
SERVICE PLUS®				
Service Plus®	●	●	●	
Service Boosters	●	●	●	
Senior Management Session for Service Plus®				●
Supporting Self-Study		●		
Service Plus® Health Care: Building Patient Loyalty	●	●	●	
BEHAVIORAL INTERVIEWING				
Targeted Selection®: Interviewer	●	●	●	●
Targeted Selection®: Program Manager		●	●	●
Interviewing for Technical Skills	●	●	●	●
PERFORMANCE MANAGEMENT				
Maximizing Performance®	●	●	●	●
PERFORMANCE SUPPORT				
Learning Labs	●	●		
Practice Labs	●	●		
OPAL®	●	●	●	