

## ACCOUNTABILITY



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>From Failure to Growth</li> <li>Chasing After Closure</li> <li>Living Accountably</li> <li>Personal Mile Markers</li> <li>Culture of Accountability</li> </ul>	<ul style="list-style-type: none"> <li>Making the Personal Investment</li> <li>Common Barriers to Accountability</li> <li>Next Level Accountability</li> </ul>	<ul style="list-style-type: none"> <li>Failure as an Advantage</li> <li>Forging Alignment</li> <li>2 Coaching Guides</li> </ul>

## ACHIEVEMENT MOTIVATION AND PERSERVERANCE



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>The Malignancy of Mediocrity</li> <li>Contrasting Average versus Achievement Performance</li> <li>The Choice to Achieve</li> <li>Achievement Blockers</li> <li>Never Stop Achieving</li> </ul>	<ul style="list-style-type: none"> <li>The Marathon Mindset</li> <li>Setting High Standards</li> <li>Leveraging Constructive Feedback</li> </ul>	<ul style="list-style-type: none"> <li>Keep Moving</li> <li>The Feedback Advantage</li> <li>2 Coaching Guides</li> </ul>

## ACTIVE LISTENING



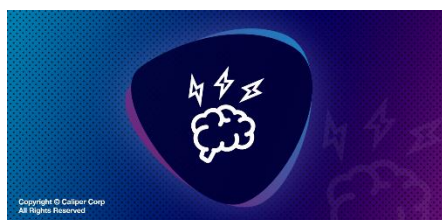
VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>Neglecting Perspectives</li> <li>Information Feedback</li> <li>Genuine Interest</li> <li>Distracted Listening</li> <li>Cues and Clues</li> </ul>	<ul style="list-style-type: none"> <li>Exceptional Listening</li> <li>Common Barriers to Active Listening</li> <li>Mutual Understanding</li> </ul>	<ul style="list-style-type: none"> <li>Permission to Elaborate</li> <li>Reflect and Respond</li> <li>2 Coaching Guides</li> </ul>

## ANALYTICAL THINKING



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>Keep an Open Mind</li> <li>Look Below the Surface</li> <li>Get to the Root</li> <li>Build the Puzzle</li> <li>Moving From Reactive to Strategic Thinking</li> </ul>	<ul style="list-style-type: none"> <li>Three Approaches for Great Analysis</li> <li>The Art of Creative Discovery</li> <li>Selecting the Best Solution</li> </ul>	<ul style="list-style-type: none"> <li>Get Creative</li> <li>Get to the Solution</li> <li>2 Coaching Guides</li> </ul>

## BUSINESS ACUMEN



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>Assessing Risk in Consequential Decisions</li> <li>Time to Productivity</li> <li>The Cost of Poor Performance</li> <li>Linking Plans to Strategy</li> <li>Creating New Data Streams</li> </ul>	<ul style="list-style-type: none"> <li>Keys to Assessing Risk and Return</li> <li>Limiting Waste in Your Budget</li> <li>Potential Loss of Poor Performance</li> </ul>	<ul style="list-style-type: none"> <li>Build a Case</li> <li>Perfect Pitch</li> <li>2 Coaching Guides</li> </ul>

## COACHING AND DEVELOPING OTHERS



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>Identifying Individual and Collective Development Needs</li> <li>Giving Constructive Feedback</li> <li>Difficult Performance Conversations</li> <li>Learning from Bad Experiences</li> <li>Removing Obstacles</li> </ul>	<ul style="list-style-type: none"> <li>Delivering Responsive Feedback</li> <li>Tailoring Your Coaching Style</li> <li>The Power of Strengths Based Coaching</li> </ul>	<ul style="list-style-type: none"> <li>Effective Performance Feedback</li> <li>Constructive Coaching</li> <li>2 Coaching Guides</li> </ul>

## COMPOSURE AND RESILIENCY



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Resiliency vs. Rigidity</li> <li>• Focus on THE Goal</li> <li>• Calm Under Pressure</li> <li>• Resisting the Urge to Ruminare</li> <li>• You Messed Up, What Now?</li> </ul>	<ul style="list-style-type: none"> <li>• Common Stress Traps and Approaches</li> <li>• Three Ways to Bounce Back Quickly After Mistakes</li> <li>• Optimism Is Your Advantage</li> </ul>	<ul style="list-style-type: none"> <li>• Trigger Warning</li> <li>• Let Me Tell You</li> <li>• 2 Coaching Guides</li> </ul>

## DELIVERATIVE DECISION MAKING



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Short Term Gains</li> <li>• Questioning the Status Quo</li> <li>• Soliciting Input</li> <li>• Gathering Information and Data</li> <li>• Applying Lessons Learned</li> </ul>	<ul style="list-style-type: none"> <li>• Balancing Short- and Long-Term Priorities</li> <li>• The Value of Stakeholder Perspectives in Decision-Making</li> <li>• Four Big Decision-Making Mistakes</li> </ul>	<ul style="list-style-type: none"> <li>• Learn From the Past</li> <li>• Be Intentional2</li> <li>• Coaching Guides</li> </ul>

## DRIVING RESULTS



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Settings the Stage for Results</li> <li>• Strategic Resource Management</li> <li>• Staying on Track</li> <li>• Stretch Goals</li> <li>• Performance Improvement Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Motivating Teams</li> <li>• Closing Performance Gaps</li> <li>• Strategies for Communicating Results</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous Performance Improvement</li> <li>• Dream Team2</li> <li>• Coaching Guides</li> </ul>

## INFLUENCE AND PERSUASION



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Credibility Before Influence</li> <li>• What Success Looks Like</li> <li>• Engineering Confidence</li> <li>• Recognizing and Responding to Cues</li> <li>• Pushing Through Resistance</li> </ul>	<ul style="list-style-type: none"> <li>• Creating a Focused, Fact-Driven Position</li> <li>• Continuum of Persuasion</li> <li>• Nurturing and Rewarding Buy-In</li> </ul>	<ul style="list-style-type: none"> <li>• Build a Better Argument</li> <li>• Take on Trust</li> <li>• 2 Coaching Guides</li> </ul>

## INFORMATION SEEKING



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Becoming a Professional Investigator</li> <li>• Questions You Should Always Ask</li> <li>• Gathering Sensitive Information</li> <li>• Three Ways to Vet Information</li> <li>• Assembling the Puzzle</li> </ul>	<ul style="list-style-type: none"> <li>• The Art of Discovery</li> <li>• Leveraging Experts Well</li> <li>• Using Choice Information to Form Recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Good Question!</li> <li>• Put the Pieces Together</li> <li>• 2 Coaching Guides</li> </ul>

## INITATING ACTION



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Open Window of Opportunity</li> <li>• Developing Proactive Habits</li> <li>• When Risk Is Worth It</li> <li>• Reading Situations</li> <li>• Igniting Action in Others</li> </ul>	<ul style="list-style-type: none"> <li>• Establish the Opportunity</li> <li>• Planning Formula: Major + Micro Goals</li> <li>• Three Ways to Sustain Action Over Time</li> </ul>	<ul style="list-style-type: none"> <li>• Power Your Drive</li> <li>• Take the Opportunity</li> <li>• 2 Coaching Guides</li> </ul>

## INTERPERSONAL SENSITIVITY



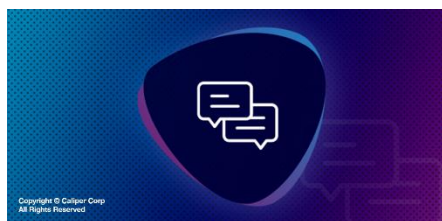
VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>Seeking Perspective</li> <li>Surprised Reaction</li> <li>Guiding Positive Outcomes</li> <li>Adapting Communication</li> <li>Personal Impact</li> </ul>	<ul style="list-style-type: none"> <li>The Essentials of Interpersonal Sensitivity</li> <li>Style Flexibility</li> <li>Gaining Perspective</li> </ul>	<ul style="list-style-type: none"> <li>Quick Guide to Working With Me</li> <li>Increasing Sensitivity</li> <li>2 Coaching Guides</li> </ul>

## LEARNING AGILITY



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>Getting the Edge with Rapid Learning</li> <li>Reframing Challenges as Opportunities</li> <li>Retrospectives</li> <li>Linking Past Experience to Current Challenge</li> <li>Future Focused Development</li> </ul>	<ul style="list-style-type: none"> <li>Three Benefits of Seeking New Challenges</li> <li>Three Keys to an Innovative Mindset</li> <li>How to Boost Knowledge and Skills</li> </ul>	<ul style="list-style-type: none"> <li>Dig Deeper Analysis</li> <li>Dig Deeper Action Plan</li> <li>2 Coaching Guides</li> </ul>

## NEGOTIATING



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>Preparing for Success</li> <li>How DISC Advances Negotiation</li> <li>Learning Common Ground</li> <li>Using Momentum to Your Advantage</li> <li>Turning Progress into Action</li> </ul>	<ul style="list-style-type: none"> <li>The Negotiation Mindset</li> <li>Formula for Navigating Price Pushback</li> <li>Hacks to Win-Win Negotiations</li> </ul>	<ul style="list-style-type: none"> <li>Ready, Set, Negotiate</li> <li>Work the Problem</li> <li>2 Coaching Guides</li> </ul>

## ORGANIZATIONAL SAVVY



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Getting the Inside Scoop</li> <li>• Unexpected Influencers</li> <li>• Creating More Access</li> <li>• Initiation Traction</li> <li>• Grassroots Momentum</li> </ul>	<ul style="list-style-type: none"> <li>• Common Barriers to Organizational Savvy</li> <li>• Developing Organizational Savvy</li> <li>• Three Steps for Fluid Movement</li> </ul>	<ul style="list-style-type: none"> <li>• Point of Impact</li> <li>• Communication Channels</li> <li>• 2 Coaching Guides</li> </ul>

## PLANNING AND PRIORITY SETTING



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Breaking Down Large Tasks to Smaller, Manageable Tasks</li> <li>• Realistic Estimations</li> <li>• Resetting Expectations</li> <li>• Staying Nimble</li> <li>• Avoiding Deadline Madness</li> </ul>	<ul style="list-style-type: none"> <li>• Managing Multiple Priorities</li> <li>• Coordinating Resources</li> <li>• Monitoring Long-Term Projects</li> </ul>	<ul style="list-style-type: none"> <li>• Creating an Action Plan-Part 1</li> <li>• Creating an Action Plan-Part 2 Forging Alignment</li> <li>• 2 Coaching Guides</li> </ul>

## RELATIONSHIP BUILDING



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• It Starts with Trust</li> <li>• Setting Relationship Goals</li> <li>• Relationship Traction</li> <li>• Balancing People and Production</li> <li>• Becoming a Strategic Business Partner</li> </ul>	<ul style="list-style-type: none"> <li>• Creating a Smart Relationship Mix</li> <li>• Relationship Success Continuum</li> <li>• Relationship Collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Imagine the Possibilities</li> <li>• Stay on Top</li> <li>• 2 Coaching Guides</li> </ul>

## SERVICE FOCUS



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Service is a Mindset</li> <li>• Service as a Strategy</li> <li>• Difficult People</li> <li>• Service Fatigue</li> <li>• Balanced Service</li> </ul>	<ul style="list-style-type: none"> <li>• Exceptional Service</li> <li>• Common Barriers to Great Service</li> <li>• Service Traction</li> </ul>	<ul style="list-style-type: none"> <li>• Power of Perspective</li> <li>• Personal Code of Service</li> <li>• 2 Coaching Guides</li> </ul>

## STRATEGIC THINKING



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Forward Thinking Ideas</li> <li>• Strategic Workflows</li> <li>• Aligning Strategy and Tactics</li> <li>• Driving Individual Contributions</li> <li>• Implementing Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Putting Strategic Thinking into Practice</li> <li>• Common Barriers to Strategic Thinking</li> <li>• Operationalizing Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• No Status Quo</li> <li>• What's Next for Us</li> <li>• 2 Coaching Guides</li> </ul>

## TIME MANAGEMENT



VIDEOS	ARTICLES	ACTIVITIES
<ul style="list-style-type: none"> <li>• Owning Personal Time Wasters</li> <li>• Proactive Calendaring</li> <li>• Value of Working Ahead</li> <li>• Plan to Fight Fires</li> <li>• Evidence of Time Management</li> </ul>	<ul style="list-style-type: none"> <li>• Three Practical Ways to Preserve Time</li> <li>• Color Guide to Time Management</li> <li>• Three Ways to Effortlessly Switch Between Tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Big Time Spender</li> <li>• Color It In</li> <li>• 2 Coaching Guides</li> </ul>