Course Portfolio Overview

As a company, we are best known for our engaging instructor-led sessions from our Diversity Portfolio of courses. Many clients have been asking about our Leadership Portfolio, customization options and virtual facilitations delivered online. The list below gives an overview of each course. We are happy to schedule time to discuss these topics and/or customize a session based on your needs. Due to COVID-19 restrictions, all courses are currently being offered as virtual instructor-led sessions in 1.5 to 2-hour increments.

Course Title	Description
INCLUSION PORTFOLIO: We are best known for the content and facilitation of difficult conversations related to bias (an appropriate place to start interventions), specific diversity elements, the implementation of inclusion, inclusive leadership topics and the distinct needs of senior executive leader cohorts.	
Beyond Unconscious Bias: Shifting Behavior from Intent to Impact	This course is designed to focus on mitigating the impact of bias in key situations and installing long-term behavior change. Participants will gain understanding of how bias impacts interviews, performance evaluations and promotion decisions. They will also recognize the dynamics that lie beneath bias and be ready to take new actions to minimize its impact.
Silence is a Statement: Understanding Race in the Workplace	This course raises the participants' awareness by giving them insight that they may not get anywhere else. It helps them identify the types of situations that may require their voice on race. It also increases their confidence to speak up in those situations. Additional courses in this series include: From Aware to Woke: Levels of Allyship and Listen In: Deep Dive on Race at Work.
From Aware to Woke: Engaging in Levels of Allyship	This session is a follow up to the first in the series called Understanding Race in the Workplace (RITW). It picks up where RITW left off and gives a grounded approach to personal and organizational allyship. It uses a well-known colloquialism as an engaging call to action.
Listen In: Deep Dive on Race at Work	This course uses the book Listen In: Crucial Conversations on Race in the Workplace in a book club format to dive into critical nuances that do not surface in other sessions,
From June Cleaver to #TimesUp : Creating a Gender-Equal Workplace	This course enhances the participants' understanding of what gender stereotypes are and the intersectionality of gender issues in the workplace. Additionally, the course explores how to engage men in the solutions.
General Okoye and Wonder Woman Dialogues: Unpacking Race and Gender	This course will explore the layered and often complex relationship between white women and women of color. Specifically, our nation's history has clouded the interactions with African American women, making this topic worth examining.
From Fax Machines to The Cloud: Leveraging Multiple Generations at Work	This course provides an understanding of different generations and dialogue that supports cross pollination of ideas and actions to support each other. By taking a deeper dive on why each generation behaves the way it does, participants come away with a higher level of respect for each other's perspectives.
Guidelines for Inclusion in Action™	This session is offered in partnership with our eLearning vendor and is based on nine guidelines for inclusion that can be used as values, vocabulary and action items to cultivate an inclusive environment.
Combating Micro-Aggressions at Work	This session is designed to help understand what micro-aggressions are and how they impact people and business outcomes with the goal to minimize the experience of them in the workplace.

Course Title	Description
Conversations Matter: Connecting Beyond Difference	This interactive learning experience provides the skills and confidence to engage in difficult conversations and a safe environment to practice them. Participants leave the session with expanded empathy for alternate positions, development of language to disagree and continue dialog, and an increased comfort and ability to connect beyond differences. *Ask about how to implement Guidelines for Inclusion as part of making this connection.
Inclusive Talent Management	This is a comprehensive course for HR Practitioners that helps them connect the dots from traditional TM processes to a more inclusive approach. This course focuses on the selection, performance management and promotion elements of the employee life cycle.
Inclusive Mindset for Leaders	This course provides a unique approach to inclusion that is based on the interaction between the need for disrupted mindset and radically new behaviors to move the needle on inclusion. This work lives at the intersection of our understanding of self and our relationship to our surroundings.
Leadership Agility	Leadership agility is the ability to take effective action in complex, rapidly changing conditions. This concept is introduced and developed to teach leaders core focus areas and specific skills to be more effective in today's dynamic work environment with increasingly diverse employees. The six core skills increase participants': • capacity to inspire others • ability to provide feedback and coach to desired outcomes • ability to flex behavior based on the needs of others • capacity to deal with conflict • ability to operate outside of personal preferences • ability to identify and assess performance
Emotional Intelligence	Emotional intelligence has emerged as a top 3 leadership skill, which often surpasses other traditional focus areas. This course is useful for anyone who leads or works with other people, regardless of the size of the organization. Participants will learn to develop and implement the following competencies in the context of their organization: self- awareness, self- management, social awareness, social management.
Strategic Thinking	Strategic thinking is the ability to think on a big and small scale, long and short term, and into the past and present. It is an often mentioned but poorly defined leadership skill that can become difficult to develop without clarity. This course teaches leaders how to use strategic thinking to guide the direction of their teams and devise solutions to key business problems. It includes five key focus areas: time orientation, process orientation, predictive ability, comparative analysis and connectivity.
Executive Presence	This course explores specific tactics to convey subtle messages of charisma, confidence and credibility. It has been designed to help participants develop a personal, authoritative style that garners loyalty and respect. Focus areas include how we look, how we act and how we communicate. In addition, this course includes specific focus and strategies for people in under-represented groups who must master these concepts and mitigate the impact of unconscious bias.
Leading Change	Leading Change is the foundation of most leaders' daily operations and future focus. This course outlines the critical elements of understanding responses to change, establishing work patterns to adapt to change and leading people through transition.
Stronger Together: Using Individual Strengths as a	This course uses the StrengthsFinder ™ Model as a galvanizing force to leverage individual strengths to achieve collective goals. Individual reports are reviewed and examined as participants understand themselves and their colleagues more deeply.

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Course Title	Description
Team Building Anchor	
Customized Topics	Let us know what challenges you are facing, and we will design a learning experience scaled to your organization.

Course Title	Description
EMPLOYEE TRAINING PORTFOLIO: All topics are available as virtual instructor-led sessions. Ask us about opportunities for asynchronous learning for your organization.	
Ensuring an Inclusive Customer Service Experience	Businesses that depend on patronage from the public need a way to ensure that all employees can uphold the standards of customer service that sustain the business and avoid the negative publicity that gets brands cancelled in the marketplace. This course is designed to promote the idea that belonging is an essential business imperative that be part of the foundation of your customer service philosophy.
COMMUNICATION SKILLS	
Communication in the Workplace	This course provides skills for entry level employees to understand the basic requirements for communication in the workplace. Skills include: • word choice • voice tone • body language
Understanding Communication Styles	Many misunderstandings are the results of mismatched and misunderstood communication styles. This course helps participants: • analyze how meaning occurs at different levels • differentiate between different purposes of communication • identify different communication styles and how to connect with different people
Communication Skills for Emerging Leaders	The transition from individual contributor to leader requires a new level of communication skills that new leaders often don not receive. This course will help participants to: • be more confident in their communication style • develop their personal brand, use of body language, voice and gestures • improve their ability to provide constructive, effective and actionable feedback. They will leave this course with practical skills and knowledge that can be applied immediately in their profession.
Dealing with Difficult Conversations	In this course, participants will learn how to: • prepare for a difficult situation • get the conversation off to the best possible start and • manage their display of emotions.

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	They will gain insights into real situations they have experienced and leave with increased confidence in dealing with them effectively.
Business Writing Skills	Much of today's work is conducted by email and through written communication. This course helps participants with the three foundational elements to craft clear and compelling messages: • organizing your message • selecting the right components of your document • meeting the needs of your audience
Delivering Dynamic Presentations	This course teaches the principles of designing and delivering dynamic presentations and the basics of adult learning theory. Participants learn how to develop decisive content in their presentations that tell the story powerfully by: • targeting the right objectives • reaching the audience unspoken needs • crafting messages • delivering with confidence and authority
CUSTOMER SERVICE SKILLS	
Customer Service Phone Skills	Typically, most customer service is handled by phone and that can be the impression that makes or breaks your reputation. All businesses require strong phone skills as an initial customer experience. At the completion of this course, participants will be able to: • recognize the components of customer service • identify the roles of a customer service representative • practice techniques for taking control of the call • handle angry customers
Enhancing the Customer Experience	This course explores an approach to customer service that aligns and anchors everyone in the customer experience. This session helps participants to: • clarify the right customer service behaviors for your business • support employees to understand their role more clearly • clarify what is necessary to sustain an improved focus on customer service
SUPERVISORY & MANAGERIAL SKILLS	
Essential Skills for a First-Time Manager	This course is designed as an essential transition from individual contributor to first-time manager. Successful completion of this course will increase participant knowledge and understanding of how to: • clarify your role as a manager • avoid common pitfalls of new managers • anticipate changes that accompany the new role as a manager • utilize trust, intuition, and failure as management tools • implement effective strategic planning • delegate responsibilities

Course Title	Description
Effective Meeting Management	Ineffective meetings could be costing your organization more than you think. There are some By the end of this course, you will have increased insight to make your meetings more impactful and be able to: • Build an effective agenda • Invite the right people • Avoid distractions that take a meeting off track • Solve problems during a meeting • Choose the most appropriate form of decision making • Employ facilitation skills to generate discussion and keep it moving productively • Handle "problem" personalities • Write meeting minutes that get read • Increase accountability for follow-up items
Managing Employee Performance	Successful completion of this course will increase your knowledge and ability to: Managers are responsible for monitoring individual performance, assessing outcomes and providing feedback. This course helps participants to: • understand the elements of an effective performance management system • help employees create individualized performance goals • provide clear direction so that employees know what is expected of them • develop credible measurements that impact results and have meaning for employees and the organization • follow a fair and objective plan for progressive discipline when performance problems have not been solved through other means
Managing Teams	Successful completion of this course will increase your confidence, knowledge and ability to: Managers are responsible for monitoring group performance, coordinating outcomes and inspiring positive team behaviors. This course helps participants to: • determine the fundamentals for establishing a team • develop a team charter and project plan • clarify team roles and personality types • define leadership responsibilities and functions • troubleshoot problem situations on the team • measure a team's success • reward team accomplishments
Managing Remote Teams	COVID-19 has changed the work landscape forever. This course is designed to help managers: • understand remote work issues • learn creative ways to stay connected with their teams • develop trust across distance
Managing Managers	Managing individual contributors and managing those who have direct reports themselves has significant differences. In this course, we help the managers or mangers:

Course Title	Description
	Mid-level leaders often struggle with the task of leading other managers. This course helps participants to: • understand your role as liaison between senior management and front-line managers • identify the special challenges facing your managers • help managers recognize their dual focus between long-term planning and daily performance • inspire a shared vision • adjust your leadership style to meet your managers' needs • use delegation to empower your managers • create action steps to develop your managers
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Conflict Management	Managing conflict is another major skill requirement for today's leaders. Upon completing this course, you will be able to: • recognize four typical approaches to conflict • implement the basic steps of conflict resolution • practice communication skills to minimize conflict • respond effectively to challenging people • handle specific conflict situations appropriately
Project Management: Part 1	Successful completion of this course will increase your knowledge and ability to: • understand the basic principles of project management. • complete a thorough and accurate project plan including task identification, scheduling and budgeting. • evaluate likely project risks and develop appropriate response strategies.
Project Management: Part 2	Successful completion of this course will increase your knowledge and ability to: • assemble, manage and motivate a project team. • implement effective communication patterns for the project team. • monitor the key project issues of schedule, budget and performance deliverables and develop problem responses. • deliver effective project reports. • complete a formal evaluation to finalize a project.
Finance for Nonfinancial Professionals	This course is for non-financial professionals who want to understand key financial principles and apply them effectively in their role. This course will help the participants: • understand the language associated with finance • know how and when to use financial terms and analysis techniques • use the numbers to their best advantage to make more informed decisions
CHANGE MANAGEMENT	
Introduction to Change Management	Leading Change is the foundation of most leaders' daily operations and future focus. This course outlines the critical elements of: • understanding responses to change

Course Title	Description
	• establishing work patterns to adapt to change • leading people through transition. •
Leading Change: Part 1	In this course, we explore ideas that will help the participants: • define what change looks like and feels like • identify different reactions to change and evaluate how the change will affect people in your organization • recognize change resistance and explore various sources of resistance • avoid the eight mistakes organizations make during change
Leading Change: Part 2	In this portion of the course, we provide the concepts to help: • evaluate and compare the various roles of team leaders • develop commitment strategies to change • design the elements of a change communication plan • align systems and structures to the change • identify the characteristics of bounce-back people and organizations
Inspiring Culture Shift	In this course, we explore how to: Today's organizations are finding that they must shift their culture to keep up with how society and today's employees are changing. Culture shift work occurs over a period of time. This course helps leaders to ground this process in the skills to: • identify major factors that affect culture • hone in on the nuanced aspects of your company's culture • identify inhibitors to fostering group commitment and passion • encourage group initiative-taking • create a culture of ownership and accountability apply strategies for dealing with external forces
CUSTOMIZED TOPICS	Let us know what challenges you are facing, and we will design a learning experience scaled to your organization.

PARTICIPANT TESTIMONIALS FROM CHAT BOX

So helpful, practical information for us all as leaders, managers and to assist us all in helping one another especially during this challenging time. Much appreciation!

Thank you so much for this session! Great information this morning

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This has been wonderful--inspirational and informative--thanks Allison!

Love this content. So practical and helpful

Many thanks! This has been helpful.

Great dialogue, thank you.

Love this content. So practical and helpful

Thank you, Allison! This lifted my day.

Allison - so helpful, practical information for us all as leaders, managers and to assist us all in helping one another especially during this challenging time. Much appreciation!

This session was edifying.

Very insightful session. Thank you

Thank you for arranging this session!

CLIENT FEEDBACK

This was the most engaging Zoom session I have been on since COVID-19 sent us all online.
A.R. Learning & Development Leader

Thank you so much Allison! What a pleasure -- and a continuing learning experience – to have you back in our community. I think today's session was informative and encouraging and I believe that the messages were well received by the staff members who attended. More detail on that front as surveys are gathered and summarized. C.C. HR Leader

On behalf of the entire team, I would like to thank you for wonderful, engaging, and interactive session today. You are truly an inspiration and a wonderful teacher in how to navigate these difficult and often crazy times. K.