

- 1 Emotional Intelligence.**

Individuals need their teams. And, to effectively lead them and work in them, they must have the emotional intelligence to handle the challenges that comes with it. Individuals need to understand how developing and growing their own emotional intelligence (EQ) significantly impacts and improves the overall performance, performance of their teams, their partnerships with external and internal stakeholders, and the success of the organization. Knowing how to assess their own EQ prevents emotional hijackings within the workplace, providing individuals with the tools needed to minimize daily interferences, improve individual performance, advance team priorities and achieve organizational objectives.
- 2 Teams: The 5 Behaviors.**

The Five Behaviors[®] helps individuals learn the skills they need to “team” effectively. This course uses the framework of best-selling author Patrick Lencioni’s model for teamwork which focuses on Trust, Conflict, Commitment, Accountability, and Results. This framework is combined with personalized insights to create powerful, customized, and authentic team development solutions that empowers both teams and individuals to make lasting change.
- 3 Working Genius.**

Uncover the genius behind your work and the work of others. Leadership author and expert, Patrick Lencioni, has said "This groundbreaking new model and assessment have revolutionized the way I look at work and teams. I am excited for everyone to understand their gifts and frustrations so they can better experience fulfillment and dignity in their work." We are excited to integrate Working Genius into the Performance Academy for Talent.
- 4 Interviewing.**

Effective interviewers have a significant impact on an organization. Whether in terms of its reputation and the quality of hires, there is a direct correlation with the interviewer and the interviewing process. Interviewers must be skilled to use new tools and resources to minimize the use of legacy questions, mis-informed advice from others, and lack of adequate training. By not providing interviewers with interviewing skills, the organization misses opportunities to hire the most qualified individuals. Interviewers have a tendency to ask the wrong questions, subjectively assessing the candidates’ responses, failing to connect questions to job requirements, and viewing the interview as a task rather than a critical business objectives.
- 5 Strategy.**

Organizations rely heavily on individuals to realize business strategies. Here, individuals will learn three critical components of strategy that they can act upon to get results. Trainees learn how to focus on the most critical and impactful priorities, how to measure progress, and to how hold themselves and their team members accountable against agreed upon metrics. Individuals explore best practices for accountability, ownership, and the subsequent consequences for failure to perform and for poor communication. They will receive tools on how to overcome distraction and to ensure their teams results-driven to achieve strategic goals.
- 6 Influencing.**

Everyone has their own “go-to” style to try to influence others. Some may exhibit an unrelenting style to persuade others to see their point of view. Others may shy away from an influence opportunity altogether because they view it as burdensome. Influence needs to occur within every organization so that the biggest breakthroughs and simplest of process changes can be made. Influencing starts with understanding all the stakeholders and the needs of each. This course introduces packaging ideas that will win over stakeholders and skeptics alike. They will harness different strategies to capture attention, provide different perspectives and get the commitment needed from others to take action.
- 7 Decision Making.**

Good decision making requires more than just picking the best option. It requires individuals to analyze the potential strengths and weaknesses of certain situations or opportunities, and based on the information available, make a decision that is best suited for their organization. Individuals will learn a methodical decision-making process by understanding the critical elements in achieving high-quality and effective decisions, and how to create the positive results they are aiming for. Individuals will hone their skills and confidence by reviewing options, examining criteria, and identifying which options are critical to success, and selecting the best course of action. Utilizing results-driven practices, learners avoid the common pitfalls that frequently undermine decisions.
- 8 Innovation.**

Organizations want leaders and employees to be innovative, but what does that mean? What actions are innovation-oriented? In this course, individuals receive practical tools and techniques that can be executed within work groups that will allow them to stretch themselves and their thinking to allow innovation to be a driving factor. In this final course, practical innovation skills will be linked to all of the coursework allowing individuals to create a roadmap of next-level practices they will bring back to the workplace.