The TALENT AUTHORITY™

www.TheTalentAuthority.com

2026 Leadership Development And Talent Solutions

ASSESSMENTS   TRAINING   COACHING   MITIGATING RISK   ENGAGING TALENT

EQ-i 2.0® assess. predict. perform.   The Five Behaviors® A Wiley Brand   HOGAN   EQ 360® assess. predict. perform.   EVERYTHING DiSC® A Wiley Brand   Working Genius

Solutions Aligned to Your Business Objectives

Jeffrey Hull, VP of Talent Development

Contact Jeff directly at 213.999.3941 or jeff@TheTalentAuthority.com
Schedule a virtual meeting: calendly.com/talentauthority-jeff

Talent Academy for Leaders
Aligned to business outcomes

Organizations achieve stronger results when leaders are equipped with the skills, mindset, and tools to guide teams effectively. The Talent Academy for Leaders provides a cost-effective, scalable development experience that builds eight essential leadership competencies—empowering leaders to communicate with impact, coach confidently, resolve conflict, navigate change, and strengthen team performance. Offered as open enrollment or tailored to your organization and delivered onsite at your location.

Key Benefits

- Improves communication, coaching, and decision-making
- Strengthens team alignment and performance
- Reduces turnover through better interviewing and engagement practices
- Builds confidence navigating conflict and leading change
- Enhances long-term leadership effectiveness

What's Included

- Eight live, instructor-led virtual sessions (3.5 hours each)
- Everything DiSC personality assessment + ongoing access
- Personalized pre- and post-program leadership evaluation
- Materials binder (220+ pages), leadership tools, planners, templates, ready-to-use resources, mousepad, stress ball
- Practical application and delivery through case studies, coaching scenarios, and team-based activities

2026 Virtual Cohort Dates (8:30-12:00 Pacific)

	Competencies	Wed	Wed	Thur	Thur	Thur
1	Leader Success	Feb 18	Apr 15	Jun 18	Sep 3	Oct 27
2	Personality	Feb 25	Apr 22	Jun 25	Sep 10	Nov 3
3	Communications	Mar 4	Apr 29	July 2	Sep 17	Nov 10
4	Coaching	Mar 11	May 6	July 9	Sep 24	Nov 17
5	Conflict	Mar 18	May 13	July 16	Oct 1	Nov 24
6	Engagement	Mar 25	May 20	July 23	Oct 8	Dec 21
7	Change	Apr 4	May 27	July 30	Oct 15	Dec 1
8	Teamwork	Apr 11	Jun 3	Aug 6	Oct 22	Dec 15

What's Covered

Eight connected modules that build leadership strength and create organizational impact.

Leader Success – Build a personal leadership roadmap and mindset through self-awareness in behaviors, knowledge and skills.

Personality & DISC Styles – Understand how personality drives behavior and decision-making while having better impact with others.

Communications – Strengthen trust, clarity, feedback, and interpersonal effectiveness by recognizing the needs of others.

Coaching – Develop talent by assessing priorities, understanding capabilities, and guiding others toward stronger performance.

Conflict – Navigate productive and challenging conflict by identifying tension early, adapting to styles, and maintaining team effectiveness.

Interviewing & Engagement – Improve talent selection and retention by interviewing effectively, onboarding, and fostering engagement.

Change – Lead teams through transitions by understanding reactions, building buy-in, and creating an environment where change succeeds.

Teamwork (Capstone) – Enhance collaboration and results by applying skills, communicating clearly, and presenting as a team.

Open Enrollment Fees, Details and Options

$350 California employees, state subsidized-rate
Company pays $350 | state pays $800. See details online.

$1150 Standard rate for all 8 sessions

Save 10% when enrolling 3 or more non-subsidized trainees

Live virtual sessions delivered via Zoom with interactive activities, real-world application, and facilitator support.

Participants must join from a private space with a computer, audio, and webcam. Materials shipped one week prior to start. Online resources and assessments are provided after the first session.

For in-person customized training delivered on-site at your location, please contact training@TheTalentAuthority.com

Who Should Attend?

- **Aspiring and newly promoted leaders** building essential leadership skills
- **Supervisors and managers** responsible for guiding people and teams
- **High-potential employees** developing readiness for future leadership opportunities
- **Teams** seeking common leadership tools to improve alignment and performance
- **Seasoned leaders** who value strengthening core capabilities for lasting impact

Register at: www.TalentAcademyForLeaders.com

Talent Authority--a leader in talent development--uses evidence-based, hands-on learning approaches to nurture and manage essential skills. By empowering participants to apply newly acquired knowledge, techniques, and critical abilities, Talent Authority drives them to meet and exceed their organization's goals for success. Our specialized assessments, training programs, and solutions-based offerings are thoughtfully designed to address specific developmental needs.

Mid-to-Senior Level Leaders | Leadership | Team Members

Talent Academies: Multi-Session Development.
Available in half, full-day, in-person and virtual formats, these multi-session experiences are customizable to best meet organizational and group needs. Our highly popular Talent Academy for Leaders is available as an open enrollment / public program where a small group of individuals can be trained.

• Mid-Level Leader Development	4-20 hours	Page 4	Private Only or Coaching
• Talent Academy for Leaders	32 hours	Page 2 & 4	Open Enrollment or Private
• Talent Academy Review	12 hours	Page 4	Private Only
• Talent Academy Supervisory Core	16 hours	Page 2 & 5	Private Only
• Performance Academy for Talent	28 hours	Page 5	Private Only
• Superior Customer Service	12 hours	Page 5	Private Only

Competency-Driven Coursework.
Available in half or full-day format in person and virtual. These topics are delivered on demand and customizable to meet organizational and group needs. **Select two or more modules to create a custom program or allow our specialists help you select.**

Mid-Level Leaders

12 or More Hours   English

Specifically designed for busy mid-level leaders that are tasked to produce results through teams of individuals, Talent Authority offers two customized approaches, which blend organizational requirements and individual leader needs. Participants receive situational self-awareness regarding everyday leadership tendencies, leadership in stressful situations and the environment they will foster as a leader. This insight is then applied to mid-level leadership competencies, which are customized according to individual and organizational needs.

Audience: Director to vice president, emerging mid-to-senior leaders, department leaders, multi-function leaders, leaders of leaders, and/or reporting to executive team. Individuals must be self-motivated and open to development. Note: Program can be modified to be delivered entirely as a group program of 6-16 leaders within an organization.

<u>Option One:</u> Build Essential Leader Skills **Group and One-On-One Sessions**	<u>Option Two:</u> Assemble Critical Mid-Level Leader Skills **All Private One-On-One Sessions**
A blend of assessments, pre-work, group training, and one-on-one sessions is the framework for option 1. Core concepts from our **Talent Academy for Leaders** program are covered in this development. Please note that one-on-one sessions may continue after the final session and may include any topic from Option 2.	In-depth independent work assignments, assessments and one-on-one sessions are the basis for option 2. Individuals enrolling in this option should already demonstrate many of the essential leadership competencies listed under sessions 4-9 of Option 1. A custom program will be created given the individual's development needs.

Option One:

Session 1:   Inventory Survey and Intake Discussion (1 on 1)

Complete **Hogan Leader Insights** Assessment

Session 2:   Assessment Debrief (90 min 1 on 1 coaching)

Session 3:   Styles (with assessment) – 4 Hour Group Session

Session 4:   Communicating – 4 Hour Group Session

Session 5:   Coaching – 4 Hour Group Session

Session 6:   Conflict (1 on 1 coaching)

Session 7:   Interviewing | Engagement (1 on 1 coaching)

Session 8:   Performance Management (1 on 1 coaching)

Session 9:   Change (1 on 1 coaching)

Session 10: Teamwork (1 on 1 coaching with 5 Behaviors)

Option Two:

Session 1:   Inventory Survey and Intake Discussion

Complete **Hogan Leader Insights** Assessment

Session 2:   Assessment Debrief (90 min)

Session 3:   Styles and Communicating (with assessment)

Session 4:   Coaching -as a Leader- to a Leader

Additional One-on-One Sessions May Include (not limited to):

- Implementing Change
- Mastering Decisions (with Hogan Judgment assessment)
- Utilizing the Working Genius Productivity Tool
- Interviewing and Engaging Top Talent
- Influencing Stakeholders
- Instilling Team Innovation
- Developing Talent
- Making Strategy a Reality

Mid-Level Leader Development

Specifically designed for busy mid-level leaders that are tasked to produce results through teams of individuals, Talent Authority offers two customized approaches, which blend organizational requirements with individual leader needs. Participants receive situational self-awareness regarding everyday leadership tendencies, leadership in stressful situations and the environment they will foster as a leader. This insight is then applied to mid-level leadership competencies, which are customized according to individual and organizational needs. Learn more at: https://www.thetalentauthority.com/mid-level-leader-development   See page 4. We also offer development options for senior and executive-level leaders.

- Leadership Forecast Assessment/Debrief
- Styles and Communicating
- Coaching as a Leader of a Leader
- Implementing Change

- Mastering Decisions
- Influencing Stakeholders
- Instilling Team Innovation
- Making Strategy a Reality.

Talent Academy for Leaders

Our most popular program. Updated for 2025.

Core leadership skills packaged in an 8-module, 8-week program that is available to be customized and delivered in-person on-site OR available as an open enrollment virtual public program. See page two and learn more at: https://www.thetalentauthority.com/talentacademyforleaders

- Leadership Success
- Personality (featuring DISC)
- Communications
- Coaching

- Conflict
- Interviewing and Engagement
- Change
- Teamwork | Capstone Course

Talent Academy Review

This three-session review program is designed for individuals who have completed the Talent Academy for Leaders (formerly the Leadership Academy or LEAD Academy). Its purpose is to revisit key concepts, refresh participants' leadership perspectives, introduce new content provided to the 2025 cohorts, and reignite their passion for achieving results through collaboration.

- Styles & Communication
- Working Genius & Interviewing
- Leadership Tools Review & Situations

Talent Academy Supervisory Core

Individual contributors are frequently promoted to supervisory roles based on their technical expertise. However, the transition from "peer to boss" can be challenging, and without proper training, new supervisors may struggle to lead their teams effectively. To succeed, they need to gain insight into their leadership style, learn strategies for communicating across organizational levels, develop coaching techniques, and acquire methods for handling conflict productively. This bootcamp-style program covers the first four modules of the Talent Academy for Leaders and is available through open enrollment. Contact us to register or explore in-person and virtual delivery options for groups of supervisors or team leads. Private programs are also offered in Spanish.

- Leadership Success
- Understanding Personality (DISC Styles)
- Communications
- Coaching

Performance Academy for Talent

Elevate the performance of individuals, teams, and entire departments with the Performance Academy for Talent. This program is designed for high-potential employees and leaders looking to amplify their impact—on people, profitability, and productivity. Participants will gain deeper self-awareness and learn how to enhance their influence, foster innovation, make strategic decisions, conduct effective interviews, build trust, and execute critical priorities. Choose from any catalog topic or use our turn-key modules.

Learn more at: https://www.thetalentauthority.com/performanceacademyfortalent

- Emotional Intelligence
- The Five Behaviors of a Cohesive Team
- Working Genius Self-Awareness Insights
- Interviewing Top Talent
- DISC Styles
- Strategy Execution
- Influencing Others
- Decision Making Tendencies
- Innovation
- Coaching

Providing Superior Customer Service

Too often, minimal resources are dedicated to the employees who engage directly with your customers—your second most valuable asset. Just one negative encounter with a staff member can quickly drive even your most loyal customers away from your product or service. This program provides front-line personnel with crucial insights, empowering them to deliver exceptional customer experiences.

- Understanding Styles & Customer Styles
- Communicating Effectively & Establishing Trust
- Handling Dissatisfied Customers Effectively

This program is customized.
Contact us to discuss your needs.

We sell, implement and service the most popular employer assessments and surveys.
Schedule time to speak to our experts and choose the tool(s) that will best meet your organization's needs. Email us at training@TheTalentAuthority.com so that we can provide deeper insight into why you should implement any of these assessments using Talent Authority's expertise. Brief highlights include:

HOGAN

The gold standard for personality assessments.   Used by Fortune 100 companies in hiring, developing and selecting high-potential talent. Talent Authority is excited to offer this to any company. See page 7 or visit: https://www.thetalentauthority.com/hoganleadershipforecastseries

PI THE PREDICTIVE INDEX

Licensed at an organizational or facility-level. All Talent Authority training modules have the option to include PI methodologies.   Our training modules are not available through Predictive Index or their certified partners, which allows us to provide this advanced training to PI clients. https://www.thetalentauthority.com/predictiveindex

EVERYTHING DiSC
A Wiley Brand

Talent Authority utilizes EverythingDiSC as the central philosophy in our development programs.   It is licensed at an individual level. Includes access to individuals results online, including comparison to others / groups who have taken the assessment. Perfect addition to kick-off a development program or as a standalone module. See page 19 or https://www.TheTalentAuthority.com/disc

EQ-i 2.0
assess. predict. perform.

The EQ-I 2.0 and is licensed at an individual level and includes a one-on-one debrief. We recommend pairing the results with the Emotionally Effective Leader Workshop. Visit the site below. https://www.TheTalentAuthority.com/eq

EQ 360
assess. predict. perform.

Our 360-degree feedback and debrief solution is for any leader or employee.   It combines the power of EQ-I 2.0 with insight from an individual's leader, direct reports, peers and others.   Customizable questions are available. https://www.TheTalentAuthority.com/360

The Five Behaviors®
A Wiley Brand

Licensed at an individual level. Includes individual results and can also be deployed to an intact team of individuals on a regular basis to see trend data over time. Pair with a Five Behaviors workshop (page 37). https://www.TheTalentAuthority.com/5behaviors

Working Genius

A low-cost productivity tool that integrates the likes and dislikes of team members.   Receive key insight into why people gravitate to certain aspects of projects and work tasks.   Learn more here: https://www.thetalentauthority.com/workinggeniusassess

Employee Engagement Surveys
by Talent Authority

Our customized employee engagement survey measures employee perceptions in four dimensions: Job, Manager, Organization and People/Team. Learn more at https://www.thetalentauthority.com/engagement

Mid-to-Senior | Leadership | Team Member Courses

Grammar and Mechanics of Writing (2-4 hours)

If writing is an essential part of your job, making a great impression with your written work is crucial. However, without a solid grasp of English grammar, constructing sentences correctly can be a struggle. In this course, you'll master the fundamentals of grammar, learning how to put sentences together properly and understanding key grammatical terms. If you're unsure about where to place commas, which verb tense to use, or how to handle pronouns and prepositions, this class is designed for you.

Business Writing Essentials (2-4 hours)

In today's workplace, effective communication often depends on your ability to write clearly and confidently, whether engaging with customers or collaborating with colleagues. This course will teach you the principles of impactful business writing, breaking down the process into simple, actionable steps. You'll learn how to write with clarity and precision, overcome writing anxiety, and get the results you want from your communication.
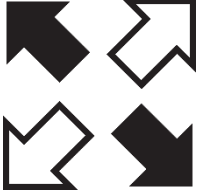
Bias Free Writing (2 hours)

Writers often unintentionally use language that conveys bias or judgment, which can alienate the audience or even cause offense. This session focuses on recognizing and eliminating biased language, addressing sensitivities related to gender, ethnicity, disability, sexual orientation, social status, and age. You'll explore your audience, review past writing samples, and develop strategies for creating inclusive, effective communication. The content from this course can also be seamlessly incorporated into any of our other writing workshops.

Vocational English: VESL (20 or more hours; delivered in 10 or more 2-hour sessions)

Clear and effective interpersonal communication is essential for both professional and organizational success. Miscommunication caused by accents, grammatical errors, or incorrect word choices can lead to workplace mistakes, employee distrust, and the perpetuation of stereotypes, ultimately impacting productivity and revenue.

This course is designed to enhance the core language skills of individuals whose first language is not English. Participants will develop clearer pronunciation, expand their workplace vocabulary, improve active listening, write more effective emails, and strengthen overall written communication.

California Employers: Through June 30, 2025, VESL training is paid 100% by a State of California training grant.   Contact us for details.

Change

3.5 Hours   English | Spanish

| Mid-to-Senior | Leadership | Team Member |

Mid-to-Senior Level Course

Mid- and senior-level leaders are tasked with driving the business forward by implementing and supporting change, all while managing daily business challenges. With mounting competition and the ongoing struggle to align organizational goals, these leaders often find themselves in a tough spot. They must grasp the changes handed down to them, manage changes they initiate, and effectively communicate these changes to their teams. But how can they successfully lead change if they aren't prepared? This course equips leaders with the skills to effectively navigate and lead change by understanding the critical roles of stakeholders, biases, diverse viewpoints, strategic communication, and gaining buy-in.

This course will enable mid-to-senior level leaders to. . .

- Alleviate employee feelings of overwhelm and demotivation caused by constant changes in strategy, organizational shifts, and resource constraints.
- Build capacity, sharpen focus, and develop the skills needed to drive change, even under challenging conditions.
- Develop greater self-awareness of their own and their team's preferences for handling change, and how these preferences can evolve throughout the change process.

Leadership Course
(this is the 7th of 8 courses included in the Talent Academy for Leaders)

Successful change requires leaders who can transform resistance into enthusiasm. This course focuses on the "how" of leading change, equipping leaders to recognize resistance, secure team buy-in, foster agility, and create a positive environment for change. Leaders gain tools to guide their teams smoothly through transitions, making them more receptive and committed to new initiatives. **Key Takeaway**: Participants identify a change / situation, individuals that are involved, personality types and a strategy to gain buy in of all team members.

This course will enable leaders to. . .

- Hold team members accountable and prevent a return to unproductive past behaviors.
- Recognize which aspects of change are within their control and influence.
- Guide team members away from dwelling on unchangeable aspects and focus on productive actions.
- Secure team member buy-in and support for implementing change.
- Be seen as role models who either embrace change or thoughtfully challenge it.

Team Member Course is Available

training@TheTalentAuthority.com

Coaching

3.5 Hours   English | Spanish

Mid-to-Senior   Leadership

We offer one-on-one coaching!

Mid-to-Senior Level Course

Not all coaching is the same. Coaching as a leader of leaders requires a unique approach compared to coaching frontline staff. Senior-level leaders are responsible for navigating complex organizational structures, managing generational and cross-functional teams, and driving business growth. To handle these challenges effectively, they must develop multi-directional coaching skills that adapt to the diverse needs of their team members. Often, coaching at this level focuses more on behavior than on tasks. This course equips leaders with a proactive and introspective approach to coaching, resulting in more effective and meaningful team interactions.

This course will enable mid-to-senior level leaders to. . .
- Build confidence in coaching other leaders effectively.
- Empower other leaders to coach confidently, fostering a coaching culture that extends throughout the organization.
- Shift from sharing expertise to engaging in active listening and asking strategic, agile questions to uncover root issues and guide coachees in choosing the best course of action.
- Emphasize coaching on behaviors that drive performance, engagement, and retention, rather than just task completion.
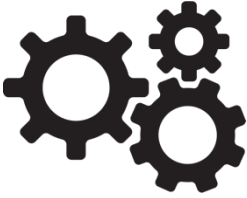
Leadership Course
(this is the 4th of 8 courses included in the Talent Academy for Leaders)

Effective coaching is critical for today's fast-paced workplace. Leaders learn to assess priorities, understand talent capabilities, and maximize every coaching opportunity. This course covers various coaching types and four essential coaching techniques, helping leaders navigate challenging situations, boost engagement, and show appreciation. Leaders leave equipped to support both top and underperforming individuals for continuous improvement.   **Key Takeaway:**   Leaders practice the coaching techniques covered by coaching a fellow participant in class with a situation they are facing.

This course will enable leaders to. . .
- Coach with purpose, focusing on seeking input rather than simply telling.
- Gather feedback from others to gain a comprehensive perspective rather than just directing actions.
- Show genuine appreciation for the contributions of direct reports and team members.
- Apply different coaching techniques tailored for top performers versus average performers.

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Collaboration

3.5 Hours   English | Spanish

Leadership Course | **Team Member Course**

In today's complex work environment, effective collaboration is more important than ever. The Working Genius model provides a practical framework that helps leaders and teams understand their natural talents and leverage them for greater productivity and harmony. By recognizing each team member's strengths and potential frustrations, leaders can foster an environment where collaboration flourishes and projects move forward efficiently.

This course will equip leaders and their teams to understand the six types of Working Genius and how to apply this knowledge to enhance collaboration and maximize team performance. Participants will learn strategies to balance strengths, reduce miscommunication, and drive projects to successful completion.

This course will enable participants to. . .

- Identify and leverage the natural talents of their team members for more effective collaboration.
- Minimize frustration by aligning team roles with individual strengths.
- Use practical strategies to improve communication and streamline workflows.
- Build a culture of appreciation and respect, acknowledging each person's unique contributions to the team's success.

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Communication

3.5 Hours   English | Spanish

Leadership	Team Member

Leadership Course
(this is the 3rd of 8 courses included in the Talent Academy for Leaders)

Without question leaders need robust interpersonal skills. This course provides tools for leaders to build rapport, establish trust, foster accountability, and inspire action. Participants learn best practices for engaging and mobilizing talent, offering feedback, and documenting conversations to ensure task success, equipping them with the foundational skills for impactful communication.   When individuals have this foundation knowledge coupled with personality insight, they are well equipped to coach, handle conflict, engage talent, deal with change and harness teamwork.   **Key Takeaway:** Using skills learned, leaders plan an important upcoming discussion they have with another at work and provide appreciative feedback to a colleague or direct report.
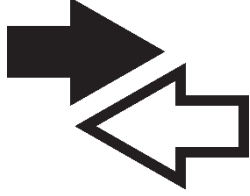
This course will enable leaders to . . .

- Connect effectively and inspire action in others.
- Be more supportive and approachable by demonstrating empathy.
- Provide ongoing and effective feedback for team members so that they can be successful.
- See their role as a developer of talent versus a "commander and controller."
- Inspire team members to be more result oriented because they feel valued and appreciated.

Team Member Course

Technical skills have been viewed as being more valuable than good people skills. By overly emphasizing technical skill success, organizations fail to fully optimize the role teamwork and interpersonal skills plays. Without effective interpersonal skills to transform an individual contributor from a good to exceptional performer, organizations are doing themselves a disservice. This course provides individual contributors with skills to communicate more effectively with peers, customers, and leaders while building rapport, strengthening relationships, and achieving results through collaboration across all levels of the organization.

This course will enable team members to . . .

- Communicate in clear and effective ways with peers, customers, and senior leaders.
- Create more trust and cooperation amongst team members and colleagues.
- Provide more satisfaction to internal and external because of their treatment.
- Build stronger business relationships with others.
- Provide and be receptive to more frequent feedback.

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Conflict

3.5 Hours English | Spanish

Leadership	Team Member

Leadership Course

(this is the 5th of 8 courses included in the Talent Academy for Leaders)

Personality greatly influences conflict response, making it crucial for leaders to navigate both productive and destructive conflict. This course provides tools so that leaders to identify early signs of conflict, encourage productive debate, and de-escalate tensions to prevent workplace disruptions. Building on to personality, communications and coaching courses, leaders develop and practice skills to handle conflicts before they impact team performance or productivity.   **Key Takeaway:**   Each attendee assumes a specific persona and role that a fellow participant is tasked with coaching.

This course will enable leaders to . . .

- Embrace the value of productive conflict and develop strategies to foster it.
- Identify and address the warning signs of destructive conflict before escalation.
- Intervene proactively to prevent conflict from harming performance or team dynamics.
- Effectively mediate conflicts between team members to restore collaboration.
- Hold individuals accountable for their roles in conflicts, ensuring a constructive resolution.

Team Member Course

With today's increasing work demands, team members must communicate clearly, collaborate seamlessly, and handle conflicts constructively. When conflicts become too challenging or overwhelming for leaders to manage effectively, this course provides the tools and strategies needed to restore harmony and productivity. For more details, please reach out to us at training@TheTalentAuthority.com for a full course description.

Talent Tip

Consider a training course that includes an assessment!   See Productive Conflict on page 17. It can also be deployed to one individual to give them better insight into conflict resolution.

training@TheTalentAuthority.com

Superior Customer Service

7.0-10.5 Hours English

Leadership Team Member

Leadership Course | Team Member Course

Maintaining brand loyalty is an art that demands excellence in customer service—a crucial factor in outpacing competitors. This advanced course targets frontline service providers, furnishing them with essential techniques for improving customer interactions, especially in challenging situations involving conflict or unmet customer expectations. Poor service can significantly harm an organization's profitability; conversely, adept handling of such scenarios can transform dissatisfied customers into brand champions.

This course – delivered in 2 to 3 sessions -- will enable participants to . . .

- Take Talent Authority's DISC Customer Service and Sales evaluation.
- Gain access to exclusive online resources and a personalized 24-page report.
- Develop self-awareness regarding personal tendencies that could affect service efficiency.
- Learn to identify and cater to various DISC customer profiles and their specific expectations.
- Enhance communication strategies to align with customer needs.
- Understand the profound influence of interpersonal skills in diverse interpersonal contexts.
- Expand upon DISC insights to master six core principles of effective relationship management.
- Prepare for tough conversations with a strategic and methodical approach.
- Discover the value of feedback and master a proven method for delivering both positive and negative feedback.
- Grasp the dual impact of satisfied and dissatisfied customers on a business's success.
- Distinguish between different customer types and harness the potential of sharing customer experiences.
- Apply practical skills for addressing customer dissatisfaction while balancing business goals.
- Engage in real-life simulations to practice and observe the application of acquired skills.
- Devise a strategy for the ongoing application of the new skills learned, fostering accountability, and refining customer service competencies.

Talent Tip

We also have these courses available.

- Providing Superior Customer Service: The Leader's Role
- Sales: Understanding Personality to Engage Customers and Deliver Results

Decision Making

3.5 hours　　　　English | Spanish

Mid-to-Senior	Leadership	Team Member

Mid-to-Senior Level Course

Mid Mid-to-senior level leaders regularly encounter complex situations requiring high-stakes decisions that can significantly impact their teams and organizations. These decisions often involve intricate dynamics and pressures that may lead to less-than-optimal or unexpected outcomes, especially when influenced by personal biases. This course equips leaders with the critical skills to recognize, manage, and overcome both internal and external pressures that can compromise decision-making or result in rushed, undesirable choices. We recommend pairing this course with one of our decision-oriented assessments to enhance learning and application.

This course will enable mid-to-senior level leaders to . . .

- Recognize how personal biases can influence decision-making, particularly under time constraints and high pressure.
- Utilize an assessment to understand the degree of objectivity or subjectivity in their decision-making approach.
- Reduce organizational biases that hinder effective and objective decision-making.
- Consider long-term strategic goals and the needs of all key stakeholders, including frontline employees.

Leadership Course | Team Member Course

Effective decision-making goes beyond simply choosing the most appealing option. It requires a thorough analysis of potential strengths and weaknesses, evaluating available information, and selecting the course of action that best aligns with organizational goals. In this course, participants will learn a systematic approach to decision-making by understanding the key components needed to achieve high-quality, effective outcomes. Through this process, individuals will build the skills and confidence to review options, establish criteria, identify critical success factors, and choose the best path forward. By employing results-driven strategies, learners will also learn to avoid common pitfalls that can derail decisions.

This course will enable leaders to . . .

- Resist the urge to settle for the most obvious solution and instead explore creative alternatives.
- Identify risks and potential obstacles early in the decision-making process.
- Weigh potential gains and losses before committing to a final decision.
- Make well-informed decisions based on objective analysis rather than intuition alone.
- Consider multiple ideas and gather stakeholder input before taking action, ensuring a well-rounded approach.

Develop | Delegate

3.5 hours   English

Mid-to-Senior   Leadership

Mid-to-Senior Level Leadership Course

There's no doubt that mid-to-senior level leaders are pivotal in driving the growth and success of their departments and teams. Every day, these leaders must execute critical business initiatives by leveraging their talent. To do so effectively, they need a deep understanding of their team members' strengths and areas for improvement, as well as the overall dynamics of their teams. Additionally, they must be adept at identifying current and future development needs, closing skill gaps, and fostering the growth of high-potential talent for future leadership roles. Providing consistent, strategic feedback to both team members and executive management is equally essential.

This course will enable mid-to-senior level leaders to. . .

- Embrace their role as talent developers and understand the significant impact of high-quality talent on the organization's long-term success.
- Apply a structured methodology to identify and nurture high-potential team members.
- Strategically provide development opportunities that align with organizational goals.
- Accurately diagnose challenges that hinder teams from meeting key objectives.
- Develop, delegate and prepare talent for sustained, long-term success.

Leadership Course

Talent development is essential for attracting and retaining top talent, driving employee engagement, and preparing future leaders. An organization's success is fueled by its people, yet many organizations struggle to provide the right opportunities to keep that fuel strong. Development is crucial at every level, from frontline employees to senior leadership. In this course, participants will learn practical strategies to guide their own development, support the growth of their direct reports and delegate tasks with purpose. They will be equipped to create meaningful development plans that align with both the organization's short- and long-term objectives while fulfilling the individual growth needs of team members.

This course will enable leaders to. . .

- Prioritize talent development as a strategic necessity rather than an afterthought.
- Maintain momentum on development plans, ensuring continuous progress long after initial creation.
- Recognize and overcome the hesitancy to delegate important tasks to others on their team.
- Embrace their role as a developer of talent, moving beyond task management.
- Effectively guide and support their team's development goals.
- Measure, monitor, and adjust development plans to adapt to changing needs and circumstances.

TheTalentAuthority.com

Mid-to-Senior | Leadership | Team Member Assessments and Courses

As an authorized partner and reseller of EverythingDISC, Talent Authority:

- Has the capability to deploy and facilitate any DISC training assessment and its related courses.
- Offers you the tools to independently deploy your own DISC assessments.
- Provides certification for individuals to train on any DISC topic, along with access to comprehensive training kits.

MANAGEMENT

This assessment and course is included in the 2nd of 8 courses included in the Talent Academy for Leaders.

Encourages managers and leaders to successfully engage, motivate, and develop their people. This assessment and course enable leaders to…

- Discover their personal management style.
- Receive insight into directing, delegating, and motivating.
- Implement strategies to support long-term development.

AGILE EQ

Develop the emotional intelligence necessary to support a thriving agile culture. This assessment and course enable individuals to…

- Discover their EQ strengths.
- Recognize their EQ potential.
- Commit to a customized strategy to build agility.

WORKPLACE

Engage every individual in building more effective relationships at work. This assessment and course will enable team members to….

- Become self-aware through in-depth self-discovery.
- Appreciate differences in work styles.
- Implement proven strategies for successful interactions.

PRODUCTIVE CONFLICT

Harness the power of conflict by transforming destructive behavior into productive responses. This assessment and course will enable individuals to…

- Increase their self-awareness around reactions to conflict.
- Recognize the impact different conflict responses have on others.
- Take the steps to change responses from destructive to productive.

**SALES
CUSTOMER SERVICE**

This assessment and course will enable sales and customer service professionals to…

- Discover their personal sales and customer service style
- Recognize the differences of customers and utilize a customized strategy for each of their unique needs.
- Adapt their approach to meet customer needs.

WORK OF LEADERS

Create impactful leaders through the process of Vision, Alignment, and Execution. This assessment and course will enable individuals to….

- Implement a simple, compelling model of leadership
- Receive personalized insights to leverage their strengths and overcome challenges.
- Create a clear path for improvement.

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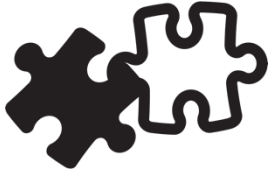
Diversity | DEI

1.0 to 3.5 hours   English

| Mid-to-Senior | Leadership | Team Member |

Mid-to-Senior | Leadership | Team Member Course

Recognizing and addressing bias is essential for advancing diversity and inclusion within the workplace. This engaging program provides participants with the opportunity to develop greater self-awareness, knowledge, and skills related to diversity and inclusion. From understanding the positive impact diversity has on organizational success to challenging everyday assumptions and uncovering hidden biases, participants will embark on a meaningful journey to embrace and leverage differences in a constructive way. Self-aware individuals can significantly contribute to driving an organization's diversity and inclusion efforts. As diversity and inclusion expert Verna Myers famously said, "Diversity is being invited to the party; inclusion is being asked to dance."

This course will enable participants to. . .

- Recognize and articulate the positive impact of diversity and inclusion on organizational success.
- Promote and uphold a respectful and inclusive workplace.
- Identify behaviors that may inadvertently devalue others.
- Increase self-awareness around personal assumptions and biases.
- Foster curiosity and appreciation for the differences of others.

Talent Tip

We recommend that this course be delivered to leaders first, equipping them to support and facilitate discussions with their teams. Courses can be tailored to organizational needs, with approximately 3 hours for leaders and 2 hours for team members. Course durations can be adjusted based on your specific objectives.

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Emotional Intelligence

1.5 to 4.0 hours   **English**

| Mid-to-Senior | Leadership | Team Member |

Available as a Course, One-on-One Debrief or 360 Assessment

Mid-to-Senior | Leadership | Team Member Course

Teams are essential to individual and organizational success, but effectively leading and collaborating within them requires strong emotional intelligence (EQ). Developing and enhancing EQ is crucial for improving personal performance, strengthening team effectiveness, and building successful partnerships with both internal and external stakeholders. Individuals who cultivate their EQ can better manage workplace challenges, prevent emotional reactions from disrupting productivity, and use their skills to advance team priorities and achieve organizational objectives.

This program offers employees valuable insights into their leadership capabilities, self-awareness, emotional intelligence, and social functioning. It evaluates five key areas and their associated subscales: self-perception (self-regard, self-actualization, emotional self-awareness), self-expression (emotional expression, assertiveness, independence), interpersonal skills (relationships, empathy, social responsibility), decision-making (problem-solving, reality testing, impulse control), and stress management (flexibility, stress tolerance, optimism).

This solution will enable participants to . . .

- Prioritize people over operations, even under high-pressure situations, understanding that people are the drivers of operational success.
- Accurately read and interpret the tone of the workplace, understand the emotions of colleagues, and gauge the organization's overall atmosphere.
- Minimize or eliminate emotional hijackings to prevent negative impacts on team performance.
- Consistently create and support a high-performance, high-trust work environment.
- Recognize how their behavior influences others and affects overall organizational and departmental success.

Talent Tip:

This course includes a self-assessment.   As a course and assessment offering, you may also want to compare the EQ-I 2.0 or IQ-I 360.   Learn more here:

https://www.thetalentauthority.com/eq or https://www.thetalentauthority.com/360

Employment Law

3.5 hours   English | Spanish

Mid-to-Senior   Leadership

Mid-to-Senior | Leadership Course

Today's workplace can be fraught with unintended offenses, especially for newer leaders who now represent the organization as its agents. A simple misstep—such as making an unintended comment, asking an inappropriate question, failing to speak up, or not taking timely action—can quickly escalate into a legally charged situation, costing the company valuable time, money, and resources. This course offers essential legal preventative maintenance for leaders, equipping them with the knowledge they need to stay compliant and minimize legal risk.

Leaders will learn best practices for navigating employment laws, with specific examples tailored to their region, including California. By engaging in case studies, "what would you do" scenarios, and real-life examples of what to avoid, participants will be better prepared to act responsibly and protect the organization. The course can be customized to address state-specific or organization-specific policies and laws.

This course will enable leaders to. . .

- Fully understand their role as "agents of the company" and the impact of their actions on the organization.
- Speak and act with awareness of the legal rationale behind company policies and procedures, reducing the risk of problematic behavior.
- Avoid attempting to "fix" employment-related issues on their own and recognize when to seek support.
- Engage with team members in a professional manner, embracing their leadership role rather than interacting as peers.
- Navigate the complexities of labor and employment laws with confidence.

Talent Tip

Our HR and Compliance Training Specialists offer a wide range of training content on compliance topics. If you have specific training needs related to reasonable suspicion, leaves, wage and hour laws, terminations, or require compliance training for your HR or executive team, please reach out to us for customized solutions.
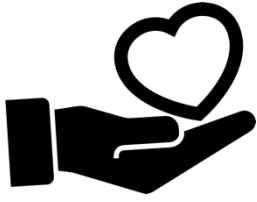
Leadership Course

Employee engagement is undeniably the key driver of successful business strategy execution. Research shows that satisfied, motivated employees lead to higher organizational performance, and no one influences engagement more directly than the employee's immediate leader. These leaders set the tone for both engagement and retention, making their daily actions critical. The cost of a disengaged employee can be enormous, as disengagement can spread and negatively affect even the most engaged team members. This course empowers leaders to have meaningful, insightful conversations that uncover what drives engagement for each team member and use that knowledge to proactively engage and retain top talent.

This course will enable leaders to. . .

- Understand what their team members value most and learn how to deliver that value effectively.
- Prevent the loss of top talent by taking proactive steps to engage and retain the best and brightest.
- Ensure team members feel valued, appreciated, and fully utilized.
- Recognize early signs of disengagement and address them proactively to maintain a motivated and high-performing team.

Talent Tips

If Engagement and Retention are top concerns for you and your organization, the Talent Authority can implement an Employee Engagement Survey, which allows you to benchmark your organization year over year or period over period. If desired, individual leader reports can be generated. The survey can be deployed quarterly, semi-annually or annually and is available in English and Spanish.

This is a companion course to engagement survey results or can be deployed independently of our assessment.   If you company has previously deployed an employee engagement survey, the results of that survey can be integrated into our course.

Harassment Prevention

2 hours leaders
1 hour team members
Mid-to-Senior | Leadership | Team Member

English | Spanish
In-Person or Virtual

UPDATED FOR 2025

Mid-to-Senior | Leadership Course

Every employer, regardless of location, should prioritize harassment prevention training for supervisors and leaders to mitigate potential workplace risks. Early identification and resolution of inappropriate behaviors are crucial to fostering a respectful and safe work environment for all employees. This course provides leaders and supervisors with a comprehensive understanding of California's AB1825 requirements and the significant risks associated with inappropriate behavior, abusive conduct, or illegal discrimination in the workplace.

Participants will gain essential knowledge to recognize, address, and modify behaviors that may lead to harassment, discrimination, or retaliation. The course also covers critical topics, including definitions related to sex, diversity considerations, and guidelines for disability and religious accommodations. This training complies with California AB1825, which mandates a minimum of 2 hours of training every two years.

Team Member Course

Employers are strongly encouraged to provide harassment prevention training to all employees—not just leaders and supervisors. It is essential for every team member to be equipped to recognize, respond to, and report inappropriate behavior, creating a safer and more respectful work environment. This employee-level course covers the fundamentals of harassment prevention and abusive conduct, offering clear guidance on how to handle and report offensive or inappropriate actions. The training is compliant with California SB1343, which mandates at least 60 minutes of training every two years.

These courses will enable mid-to-senior, leaders, and team members to. . .

- Define unlawful harassment, discrimination, and retaliation as outlined by State and Federal laws.
- Understand what retaliation is and learn strategies to prevent it.
- Identify and recognize examples of abusive behavior.
- Be aware of state-specific and U.S. protected characteristics.
- Take appropriate action when harassing behavior occurs in the workplace.
- Report harassment complaints effectively and understand the reporting process.
- Respond appropriately to a harassment complaint, both as a subject and a bystander.
- Understand the employer's obligation to conduct a thorough workplace investigation following a complaint.
- Learn the essential elements of an anti-harassment policy.
- Recognize the organizational impact of harassment and the importance of prevention efforts.

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Hogan Leadership
HLX Assessment + Debrief
2 hours English

| Mid-to-Senior | Leadership | Team Member |

Mid-to-Senior Level Course | Leadership Course | Team Member Course

Talent Authority is excited to offer Hogan's leadership assessment (including the assessment and a personalized one-on-one debrief), recognized as the gold standard in personality assessments for the business community. Unlike traditional assessments that measure self-perception, this unique tool evaluates how others perceive an individual, capturing the adjustments they make—or fail to make—in their personality to succeed in various tasks and interactions. This critical difference sets Hogan apart, providing insights that resonate more deeply and effectively.

Potential Report

This report outlines strengths and development areas as a manager or executive, based on the Hogan Personality Inventory (HPI). It is organized into seven performance dimensions, addressing different components essential for job success. It answers the question: *Can this person perform the job effectively with the right characteristics?*

Challenge Report

This report focuses on identifying behaviors that may undermine or hinder performance during times of stress, boredom, or disengagement. Based on the Hogan Development Survey (HDS), it provides actionable insights to help leaders manage these derailers and lead more effectively. It answers the question: *What might get in the way of achieving results?*

Values Report

This report delves into core values, motivations, and goals that influence career choices and workplace behavior. Using the Motivations, Values, Preferences Inventory (MVPI), it uncovers what drives someone, where they will thrive, and their unconscious biases. It answers questions like: *Will this person enjoy their work environment? and What type of environment will they want to create or be part of?*

Talent Tip

This powerful assessment series helps leaders understand their impact, improve performance, and align their work with what truly motivates them.

Strategic — Vision, Decision Making
Intrapersonal — Stability, Humility
Operational — Drive, Direction
Interpersonal — Connection, Influence

HOGAN

Influence

3.5 hours   English

Leadership	Team Member

Leadership Course | Team Member Course

Everyone has a unique style when it comes to influencing others. Some may use a determined, persuasive approach to ensure their perspective is heard, while others might avoid influence opportunities altogether, seeing them as a burden. However, effective influence is crucial in every organization to drive innovation and implement even the simplest process improvements. Successful influencing begins with understanding the needs and perspectives of all stakeholders. This course equips participants with strategies to package their ideas in a way that wins over both supporters and skeptics. By learning to capture attention, present different viewpoints, and secure the necessary commitment, participants will be able to make meaningful change happen.

This course will enable leaders and team members to . . .

- Secure buy-in for ideas that improve business products, procedures, and outcomes.
- Effectively act on ideas by gaining support from others, including those outside their team or higher up in the organization.
- Develop implementation plans that clearly demonstrate the benefits to the organization.
- Use personal influence to gain commitment and drive action on promising ideas that deliver business results.

Talent Tip

Understanding others' viewpoints and communication styles is key to effective influence. We recommend administering an assessment and completing the related coursework before taking this course. The insights from the assessment will be integrated into the training to maximize effectiveness.

3.5 hours   English

Mid-to-Senior   Leadership   Team Member

Mid-to-Senior Level Course

In today's competitive landscape, organizations must prioritize innovation to stay relevant and dynamic. Without continuous innovation, a business risks becoming stagnant and losing its edge. Clients frequently express the need for innovative solutions to differentiate and define their brand. While leaders don't need to be inherently creative to foster a culture of innovation, they do need to adopt forward-thinking strategies and approaches. This course provides leaders with the tools and techniques to drive innovation confidently. By engaging in these practices, leaders will not only build their own skills but also create a culture that inspires and rewards innovation across their teams.

This course will enable mid-to-senior level leaders to . . .

- Establish the right conditions and instill the discipline required for successful innovation.
- Gain the confidence, knowledge, and resources needed to lead and drive innovative efforts.
- Address and overcome common obstacles to innovation, such as risk aversion, fear of failure, and generating quality ideas.
- Act consistently and effectively to embed a culture of innovation throughout the organization.

Leadership Course | Team Member Course

Leaders and talented team members are key drivers of innovation within any organization. They manage individual contributors, understand current business challenges, stay informed about customer needs, and serve as the primary connection to all business-related activities. By equipping leaders and their teams with practical tools and techniques, organizations can empower them to expand their thinking and make innovation a core component of their work. Encouraging frontline leaders to approach their roles differently, generate value-added ideas, and execute those concepts will not only foster innovation but also promote their growth. Leaders will learn what they can say and do to inspire and sustain innovation within their teams.

This course will enable leaders and team members to . . .

- Develop and generate creative ideas that align with customer needs and organizational goals.
- Nurture and cultivate ideas from others in a way that builds confidence and encourages contribution.
- Apply practical, results-oriented tools and techniques immediately in the workplace.
- Foster an environment where individuals feel empowered to generate, test, and implement innovative solutions without fear of failure.

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Interviewing

4 to 6 hours   English

Mid-to-Senior | Leadership | Team Member

Mid-to-Senior | Leadership | Team Member Courses
All Individuals Involved in Hiring

Effective interviewers are crucial to an organization's success. The quality of hires and the company's reputation are directly influenced by how interviews are conducted. Everyone has experienced both exceptional and poor interviews, and those experiences leave a lasting impression, often determining whether a top candidate chooses your organization or your competitor. Interviewers must be equipped with modern techniques and tools to move beyond outdated questions, uninformed advice, and insufficient training. Without proper interviewing skills, organizations risk missing out on the most qualified talent. Common mistakes include asking irrelevant questions, making subjective judgments, failing to connect questions to job requirements, and viewing the interview as a task rather than a strategic priority.

This course emphasizes the interviewer's responsibility to provide a high-quality candidate experience and highlights the impact of their behavior on the hiring process. It raises awareness of the importance of the interviewer's role and provides the skills needed to conduct effective, objective interviews, ensuring decisions are data-driven and aligned with organizational goals. Interviewers will learn to represent the company brand positively and professionally, creating a strong first impression.

This course will enable interviewers to . . .

- Use objective hiring techniques and avoid making decisions based on intuition or "gut feelings."
- Assess candidate fit thoughtfully rather than just filling a position.
- Identify key job requirements and ask questions that effectively gauge job readiness.
- Connect the job description to the candidate, ensuring a tailored and relevant interview experience.
- Formulate questions directly related to the position's critical requirements.
- Ensure all interview questions are legally compliant and free of risk.
- Implement a structured interview process that promotes consistency and clarity for all stakeholders.
- Approach the hiring and selection process with a comprehensive, strategic view.
- Identify what aspects of the job will motivate or demotivate the candidate.
- Consider the candidate as an individual with unique experiences, personalizing the interview experience accordingly.
- Develop a 100-day plan that addresses key development areas for the new hire to set them up for success.

If you utilize assessments or are interested in using assessments in the hiring process, please speak to us first. We offer these and can incorporate any methodology into the course framework.

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Interviewing and Engagement
Tactics

3.5 hours   English

| Mid-to-Senior | Leadership | Team Member |

NEW 2025 COURSE

Leadership Course
(this is the 6th of 8 courses included in the Talent Academy for Leaders)

Mastering the processes of interviewing, evaluating, hiring, onboarding, engaging, and retaining talent is crucial for any organization's success. This comprehensive course provides leaders with the skills needed to excel in these areas, ensuring their teams are aligned with strategic objectives and well-equipped to drive growth.

Effective interviewing and evaluation practices help organizations select the best candidates, ensuring their skills and cultural fit align with business needs. Hiring the right individuals directly impacts the ability to achieve strategic goals. Once on board, engaging employees through a supportive and growth-oriented work environment, along with meaningful recognition, leads to greater job satisfaction and higher performance.

Retaining top talent ensures organizational stability, minimizes turnover costs, and safeguards investments in training and development. Together, these processes empower organizations to attract, engage, and retain high-performing talent, creating a productive and dynamic work environment that drives long-term success. Prioritizing investment in these areas is essential for maintaining a competitive edge and achieving sustainable growth.

This tactics course will help leaders to. . .

- Recognize the critical role of personality in interviewing and selecting the right candidate.
- Understand and implement competency-based interviewing, identifying key competencies to focus on during interviews.
- Write and modify interview questions that effectively assess candidate qualifications.
- Master the art of opening and conducting interviews to set a professional and welcoming tone.
- Gain confidence in conducting objective and unbiased interviews.
- Identify what motivates and de-motivates candidates to ensure a good cultural and role fit.
- Evaluate and select top talent that aligns with the position's requirements and organizational goals.
- Onboard new hires effectively, setting them up for long-term success.
- Engage both new and existing team members to maximize their productivity and job satisfaction.
- Understand the benefits of recognition and the various types that can be used to reward and motivate employees.
- Develop strategies to retain top talent, fostering a stable and high-performing workforce.

Participants must have knowledge of DISC and Communication Skills. For a more in-depth exploration of any topic, please reach out to Talent Authority for additional training options.

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Leader Success

3.5 hours   English

Leadership Course
(this is the 1st of 8 courses included in the Talent Academy for Leaders)

What defines success for a leader? This course presents a roadmap, guiding leaders to enhance self-awareness and define their leadership path. Participants create a personal leadership journey across four areas, focusing on three core competencies crucial for success within their organizations. Equipped with a "Leadership Mindset" and heightened self-awareness, leaders are better prepared to embark on a transformative journey, positively impacting themselves and those around them.   At the conclusion of this module, participants will complete the DISC assessment**. Key Takeaway:**   Leaders create a development plan for themselves, which they can replicate for direct reports.

This course will enable leaders to. . .

- Understand the important role the leader plays in others' lives.
- Act like a leader than a pear by having an understanding of the "Leadership Mindset."
- Empower others rather than assuming individual contributor responsibilities.
- Create a roadmap for the behaviors they must lead by to get results from others.
- Develop their "leadership legacy" by identifying the skills they must possess to get results.

Talent Tip for New Leaders

The course above can be customized and delivered to new or soon-to-be leader.   The transition from individual contributor to leader is both exciting and challenging. Often, high-performing individuals are promoted based on their technical expertise or hard work, only to find themselves struggling to excel as leaders. This course equips new or prospective leaders with the essential knowledge and skills to navigate and overcome the early challenges of leadership. Participants will learn three key leadership differentiators that are crucial for building a positive leadership reputation and driving both personal and organizational success during this critical transition.

Situational Leadership Focus   *Newer Solution*

To effectively adopt situational leadership, leaders must demonstrate self-awareness, understand success metrics, and utilize core competencies.   We couple "Leader Success" with the Hogan Leader Insights assessment and results to supercharge an individual's self-awareness and how this plays out in everyday leadership situations and challenges.

Contact us if you'd like to deploy a situational leadership focus assessment and associated coursework for your leaders.   Lean more about this [course here](#).

Lean | Processes

3.5 to 40 hours   English | Spanish

Mid-to-Senior	Leadership	Team Member

Mid-to-Senior | Leadership | Team Member Courses

Waste has a significant impact on an organization's bottom line, and while eliminating it may seem simple, the reality is far more complex. Studies show that only 5% of activities within most operations add value, while the remaining 95% is waste. Imagine transforming that 95% waste into value—what a difference it would make for an organization's efficiency and profitability. The solution? Lean and Process Improvement! With over five specialized Lean solutions, our Lean Specialists are equipped to help you uncover and eliminate inefficiencies, ensuring you meet and even surpass your operational and organizational objectives.

This program enables participants to. . .

- Identify customer or client concerns that can lead to dissatisfaction and address them proactively.
- Design efficient, resilient processes that exceed operational demands.
- Resolve operational challenges, such as delivery delays, long turnaround times, inventory issues, lost productivity, waste, and space limitations, by identifying and addressing problems early.
- Embrace continuous improvement as an ongoing goal at both the organizational and individual levels.
- Act confidently, armed with the knowledge and tools needed to meet and exceed expectations.

Process Mapping
This course engages participants in mapping out processes and workflows to identify and eliminate inefficiencies. The facilitator works hands-on with individuals to streamline operations and remove waste, creating more efficient and effective workflows. The topic can be expanded based on the complexity of the processes being analyzed.

Lean 5S / 5C: Workplace Organization
This course is designed to enhance and streamline production in both production and office environments. Participants from specific work areas or business units will engage in identifying and organizing products, tools, and equipment to maximize efficiency. In a Production Environment, the 5S method (Sort, Stabilize, Shine, Standardize, Sustain) empowers team members to improve their work areas and minimize waste in terms of time and resources. In a Service/Office Environment, the 5C approach (Clear Out, Configure, Clean/Check, Conformity, Custom/Practice) reduces clutter and enhances administrative processes. This course includes simulation activities to demonstrate the benefits of Lean principles and concludes with a process/project management review to ensure sustainable improvements and foster a culture of continuous improvement.

Lean Kaizen Event
A Kaizen Event is an intensive and immersive process aimed at optimizing a production line or workflow. Participants, who are typically trained in Lean Sigma, Six Sigma, or 5S, collaborate over several days to implement solutions and drive efficiency. The event prepares and equips team members with the skills needed to enact substantial process improvements.

Six Sigma
This comprehensive program provides a long-term solution for process improvement, training select individuals in the Six Sigma methodology over an extended period. Participants work through the key stages: Define, Measure, Analyze, Improve, and Control. The course includes hands-on skill development, using real organizational data, tools, and techniques under the guidance of a Lean Specialist.

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Leadership Course

Lack of ownership and accountability is a common challenge within organizations, and many individuals struggle to fully embrace these responsibilities. When team members are truly engaged, they are motivated to achieve better results and are more willing to take ownership of their work, processes, and outcomes, while also being open to behavior changes when needed. This course demonstrates to leaders the benefits of shifting ownership from themselves to their team members. By fostering this mindset shift, leaders empower individuals to grow in their roles, while freeing themselves to focus on higher-level priorities such as coaching and developing their teams throughout the performance cycle. Leaders will also gain practical experience in using SMART goals to set clear metrics, monitor progress, and fairly evaluate performance.

Note: For assistance with chronic performance issues, please reach out to training@TheTalentAuthority.com for recommended courses.

This course enables leaders to . . .

- Hold employees accountable for managing, analyzing, and documenting their own performance data.
- Secure team member commitment to performance goals and ensure accountability during performance reviews.
- Recognize when adjustments to performance plans are needed to accommodate individual and business requirements throughout the performance cycle.
- Embrace ongoing performance check-ins instead of treating performance management as an annual event.
- Delegate and prioritize tasks effectively, empowering team members to take ownership.
- Conduct performance reviews in a way that reduces apprehension and promotes productive discussions.

Team Member Course

The above course can be abbreviated and shortened to better prepare team members with the role in performance management.

Mid-to-Senior Level Course | Leadership Course | Team Member Course
(this is the 2nd of 8 courses included in the Talent Academy for Leaders)

Personality influences every aspect of workplace success, shaping our interactions, determining project outcomes, and guiding the roles we take on. Without an introspective lens, it's difficult to understand our direction and how to improve. With the right insights, we gain greater self-awareness, allowing us to adapt to the needs of others and align with our priorities. To meet various organizational needs, we can use a range of assessments, such as DISC, Hogan, PI, EQ 2.0, MBTI, or Birkman. However, we often advocate for the DISC model for its simplicity and applicability across all levels of an organization. **Key Takeaway:** Participants will learn a technique and also be able to use a survey method to identify the style tendencies of others without the need for the individual to take the assessment itself.

This course enables leaders and others to . . .

- Recognize personality traits and understand their impact on daily interactions.
- Read and interpret others' styles to better grasp their priorities.
- Adapt their communication and behavior to meet the needs of others.
- Receive direct feedback in three key areas to enhance effectiveness.
- Provide clear and meaningful information to better direct and delegate tasks.
- Personalize coaching and development strategies for improved results.
- Collaborate more effectively with their own leaders by understanding what matters most to them.
- Motivate and engage team members by delivering what they need to thrive.
- Develop a plan for continuous, everyday success.
- Access a complimentary, unlimited portal for deeper insights into personal and team dynamics.

Talent Tips

- With DISC, participants' assessment results will be uploaded to a company or facility-specific portal at no cost, providing visibility into their own and others' results across the organization.
- Deploy your own DFISC assessments, and the results will automatically sync to your portal.
- Get certified to facilitate DISC training and receive comprehensive training kits to seamlessly deliver sessions to employees and leaders.

If your company uses other assessments, let us know: Nearly all assessments are based on the Five-Factor Model (FFM), allowing us to customize this content or any of our modules to align with the assessments you already use.

For additional information on our assessments, please visit https://www.thetalentauthority.com/assessments or

- Page 17 for EverythingDISC assessments and related coursework
- Page 23 for the Hogan Leadership assessment and debrief
- Page 7 for a summary of our most popular assessments
- Page 19 for Emotional Intelligence assessments and solutions

Leadership Course | **Team Member Course**

Project management is critical for both small and large enterprises, as nearly every organization undertakes projects of varying scales. Individuals responsible for managing projects need to master core competencies such as communication, delegation, collaboration, ownership, and strategic thinking. Often, project managers learn these skills through trial and error, which can be costly for the organization. To prevent wasted resources, failed implementations, and costly rework, individuals must learn to plan effectively, set strategic milestones, and use the right tools to manage projects efficiently. The Talent Authority offers a customizable program tailored to meet individual and organizational needs, ensuring project success and delivering greater ROI.

Participants will gain essential project management tools and skills, including work breakdown structures, Gantt charts, PERT analysis, resource management (staff and time), securing stakeholder buy-in, maintaining accountability, running efficient meetings, and managing unexpected challenges. The course emphasizes practical skill application through simulations, interactive exercises, and peer collaboration, helping participants translate their learning into their daily work. Additionally, they will learn to use templates, forms, and guidelines to elevate their roles and contribute to organizational growth.

This course will enable participants to. . .

- Draft a comprehensive Project Charter and Project Scope Document.
- Understand the impact of projects across multiple business units and enterprises.
- Identify and engage stakeholders effectively.
- Establish and manage project milestones, roles, and responsibilities.
- Create and manage project budgets.
- Identify, assess, and mitigate risks.
- Handle scope changes and manage change orders efficiently.
- Track and manage the entire project lifecycle.
- Develop and validate workflow processes and work breakdown structures, ensuring tasks are completed as planned.
- Conduct post-project reviews to capture lessons learned and identify areas for improvement.

Talent Tip

This program can be customized to align with your organization's specific procedures, policies, case studies, and terminology. Note that MS Project-related tools are not included in this training; however, we can provide MS Project training in conjunction with this program upon request. Contact us for more details.

Sales

7-14 hours English

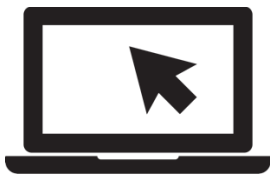| Mid-to-Senior | Leadership | Team Member |

Mid-to-Senior Level Course | Leadership Course | Team Member Course

Building brand loyalty is an art that requires excellence in both sales and customer service, essential for staying ahead of competitors. This advanced course is designed for sales professionals, equipping them with essential skills to elevate customer interactions, especially when facing challenges like negotiations, meeting high expectations, and handling objections. Delivered over 2 to 3 sessions, this course ensures participants leave with practical and strategic capabilities to drive success. The course can be enhanced and delivered over two full days (14 facilitated hours) to deepen engagement through role play, in-depth discussion of customer personas, and additional customizable topics, ensuring complete alignment with business objectives.

This course will enable sales professionals to. . .

- Complete Talent Authority's DISC Sales and Customer Service evaluation.
- Access exclusive online resources and receive a personalized 24-page report.
- Develop self-awareness of personal tendencies that influence sales effectiveness.
- Identify and adapt to different DISC customer profiles and their unique expectations.
- Enhance communication strategies to align seamlessly with customer needs.
- Understand the critical impact of interpersonal skills in various sales and service contexts.
- Expand on DISC insights to master six principles of effective relationship management.
- Strategically prepare for difficult conversations using a thoughtful, methodical approach.
- Recognize the impact of both satisfied and dissatisfied customers on business outcomes.
- Differentiate between various customer types and leverage the power of shared customer experiences.
- Apply practical techniques for meeting customer needs while achieving business goals.
- Participate in real-life simulations to practice and refine acquired skills in action.
- Develop a plan for the continued use and improvement of new skills, ensuring accountability and enhanced sales performance.
- Understand the sales environment and learn how to open opportunities, investigate needs, present solutions, and position offerings effectively.
- Identify the right questions to elicit valuable responses from customers.
- Differentiate between objections, hesitations, and requests to respond appropriately.

This course provides an immersive experience, combining hands-on practice with strategic insights to transform sales and customer service interactions, fostering long-term success and brand loyalty.

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Software Skills

2 or more hours   English

Mid-to-Senior | Leadership | Team Member Courses

Software proficiency is a crucial competency for most organizations. As software and applications are regularly upgraded or updated, employees often feel unprepared to adapt to these changes. To reduce frustration and enhance productivity, providing effective training and practical tips can empower employees to make the most of new programs and tools, boosting efficiency while minimizing stress.

We offer customizable courses at three skill levels: Level 1 (Beginner), Level 2 (Intermediate), and Level 3 (Advanced), covering Microsoft Access, Excel, Outlook, PowerPoint, and Word.

Course Length: Customized given the audience and can be delivered in as few as 2 hours per session with no minimum of maximum number of sessions required for a participant.

Access
Level 1: Introductory beginner course on the basics of how to design and create new databases.
Level 2: Intermediate course covering how to perform data structuring, write advanced queries, simplify tasks with macros, create effective reports, and maintain an Access database.
Level 3: Advanced course covering how to integrate access into your organization utilizing export features, automate with VBA, manage switchboards, secure databases, and file sharing via SharePoint.

Excel
Level 1: Introductory beginner course that provides basic of excel, how to perform calculations, modify worksheets, manage workbooks and print.
Level 2: Intermediate course covering how to perform advanced formula calculations, organize worksheet and table data, present using data charts, analyze using pivot tables/slicers/pivot charts, insert graphics, and customize the environment.
Level 3: Advanced course covering how to streamline workflow, collaborate with others, audit worksheets, analyze data, work with multiple workbooks, import/export, integrate data with the Web and structure workbooks with XML.

Outlook
Level 1: Introductory beginner course that covers the basics of how to compose/send emails, receive emails, email features, calendar functions and how to collaborate with others.

Level 2: Intermediate course covering how to work with contacts, use tasks function, how to use journal and notes, organize/find data, automate commands, manage data, customize Outlook, and other topics.

PowerPoint
Level 1: Introductory beginner course that covers the basics of how to create a presentation, how to format text, add and modify graphics, work with tables and charts, and prepare presentation delivery.
Level 2: Intermediate course covering how to customize the environment, design templates, add SmartArt, special effects, customize slide shows, collaborate on a presentation, secure and distribute presentations.

Word
Level 1: Introductory beginner course that cover the basics of how to edit and modify text appearance, insert graphics and special characters, tables, proofing, appearance and printing.
Level 2: Intermediate course covering how to create lists, tables/charts, format with styles/themes, modify pictures, create customized graphics, insert content with Quick Parts, control text flow, use templates, automate mail merge, and use macros.
Level 3: Advanced course that covers how to collaborate on documents, manage document versions, add reference marks, simplify long documents, secure documents, and create forms.

Strategy

3.5 to 7.0 hours   English

| Mid-to-Senior | Leadership | Team Member |

Mid-to-Senior Level Leadership Course

Leaders who can effectively implement strategy are invaluable to any organization. A key component of this skill set involves identifying priorities, managing time and resources, executing a clear vision, and ensuring long-term sustainability. This course equips leaders to strategically plan and take action, engaging both themselves and their teams to achieve objectives and key performance indicators (KPIs) while navigating challenges that could hinder organizational success. (4-8 hours)

This course will enable mid-to-senior level leaders to . . .

- Confidently deliver results while fostering engagement and collaboration among their teams.
- Translate strategic initiatives into actionable and sustainable plans.
- Focus and prioritize their time, energy, and resources to enhance team performance.
- Implement and lead projects with measurable outcomes, calculate ROIs, and track progress against KPIs.

Leadership Course

Organizations rely heavily on leaders to bring business strategies to life, and frontline leaders depend on their teams to execute top priorities. This course teaches leaders three critical components of strategy that drive results: focusing on the most impactful priorities, measuring progress against key performance indicators (KPIs), and holding themselves and their teams accountable for meeting agreed-upon metrics. Participants will explore best practices for accountability, ownership, and managing the consequences of underperformance and poor communication. Leaders will also gain tools to eliminate distractions and keep their teams results-driven to achieve strategic objectives. (3.5 hours)

This course will enable leaders to . . .

- Spend significantly less time, energy, and resources on non-priority tasks.
- Ensure that team members understand how their work contributes toward business goals
- Measure progress toward goals.
- Impose consequences and hold individuals accountable for failing to perform to expectation.
- Execute on strategy by understanding what is expected of them and utilizing specific actions so that results can be produced.

Talent Tip

Consider launching your strategy training initiative with the Work of Leaders assessment and training (see page 17).

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Teamwork

3.5 hours   English

Mid-to-Senior | Leadership | Team Member

Leadership Course: Talent Academy Capstone Course
(this is the 8th and final of 8 courses included in the Talent Academy for Leaders)

Teamwork is essential to workplace success. In this capstone course, participants practice five teamwork skills as they collaborate on presentations and address realistic scenarios that apply course competencies. This final course reinforces the entire curriculum, boosting leaders' confidence and preparing them to continue their leadership journey beyond the Talent Academy. Key Takeaways: Participants (1) complete a post-program assessment, which they can compare to their pre-score; (2) recap the full program's content, (3) discuss real leadership challenges and (4) develop a continued plan for development.

Leadership Course

When leaders misdiagnose the root causes of team conflict or lack of collaboration, it can exacerbate strained dynamics and lead to poor performance. Effective leaders must take into account the unique capabilities, styles, and motivators of their team members, as well as the overall team's ability to work cohesively. Often, deeper systemic issues can hinder a team's collaboration and goal achievement. This course emphasizes how leaders can channel their energy into building the necessary infrastructure that fosters teamwork and drives high performance.

This course will enable leaders to . . .

- Build strong, high-performing teams.
- Confidently articulate the team's purpose and clarify the role of each member.
- Establish and nurture trust within the team.
- Actively engage team members to create a more cohesive and unified group.

Team Member Course

Team members must support, trust, and collaborate with one another to achieve success, as being a high-performing individual contributor is no longer sufficient. This course emphasizes the importance of investing in team goals, sharing information, and committing to agreed-upon processes to maximize team effectiveness. Participants will learn best practices for working cohesively as a unit, understanding the personal, interpersonal, and business advantages of collaboration. By taking ownership of their roles, reducing inefficiencies, operating methodically, and building trust, team members will be better equipped to meet their goals and contribute to a high-impact, supportive environment that drives organizational success.

Talent Tip

If team success is critical to business success, consider **The Five Behaviors** program on page 37. We also offer a variety of other team assessments and solutions, please contact us to further discuss your needs to identify the right solution.

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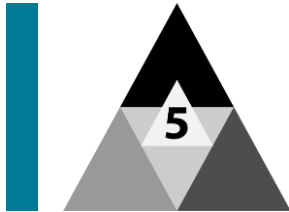
The Five Behaviors

3.5, 7.0 or 14 hours   English

| Mid-to-Senior | Leadership | Team Member |

Available as a Course, One-on-One Debrief or Team Assessment

Mid-to-Senior | Leadership | Team Member Course

As the workplace evolves, so do team dynamics. Give your team the skills they need to work together effectively, regardless of where they are working, is more important than ever.

The Five Behaviors® solutions can help you activate your team's ability to drive results through cohesive teamwork, whether it is with our Personal Development solution which helps individuals learn the skills they need to "team" effectively, or our Team Development solution which helps intact teams gain the know-how to work better together.

Both solutions use 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.

Each participant will take 1 of 2 assessments and receive customized results, which will serve as materials and the basis for the training.

The Five Behaviors© of Personal Development course will enable participants to. . .

- Understand the foundational principles for building a cohesive team based on The Five Behaviors model: Trust, Conflict, Commitment, Accountability, and Results.
- Overcome barriers caused by natural tendencies that make effective teamwork so elusive by creating greater self-awareness of the impact of their behaviors and then having the discipline to overcome these barriers.
- Identify the critical behaviors and interpersonal skills needed to be effective team players on any team.
- Understand how individual styles contribute to a team's overall success.

The Five Behaviors© of Team Development course will enable team members to. . .

- Utilize the critical behaviors and interpersonal skills needed to work effectively with each other.
- Interpret their team's overall scores on the key behaviors in The Five Behaviors model: Trust, Conflict, Commitment, Accountability, and Results.
- Gain insight into their individual personality style and the styles of their team members—based on the Everything DiSC® model—and how these contribute to the team's overall success.

Become certified to deploy the assessments yourself and deliver these two Five Behavior courses for your company!

Purchase any Assessment at TheTalentAuthority.com

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Working Genius

0.5 to 3.5 hours   English

Mid-to-Senior | Leadership | Team Member

Available as a Course, One-on-One Debrief or Team Assessment

Mid-to-Senior | Leadership | Team Member Course

In today's complex work environment, effective collaboration and teamwork are more critical than ever. The Working Genius model offers a practical framework that enables leaders and teams to understand how work gets done, recognize each person's natural talents, and leverage those strengths for greater productivity and harmony. By identifying team members' unique abilities and potential frustrations, leaders can create an environment where collaboration thrives, and projects advance smoothly and efficiently.

This course equips leaders and their teams to understand and apply the six types of Working Genius to enhance collaboration and maximize performance. Participants will gain strategies to balance strengths, reduce miscommunication, and drive projects to successful completion. The course also provides valuable insights into personality tendencies, helping teams understand how dynamics affect project outcomes.

This survey and course will enable participants to. . .

- Identify and leverage the natural talents of their team members for more effective collaboration.
- Minimize frustration by aligning roles with individual strengths.
- Gain self-awareness and understand the impact of personal and team dynamics on the work environment.
- Implement practical strategies to improve communication and streamline workflows.
- Foster a culture of appreciation and respect, recognizing each person's unique contributions to the team's success.

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1: Assessing

We're not bound by contracts to one solution—we offer over 20 different assessments, from pre-hire tools for frontline staff to executive-level evaluations. Our approach is flexible and comprehensive, with certifications available to empower your team to deploy and leverage assessments effectively.

2: Developing

Our courses are competency-driven, designed to maximize learning with minimal disruption to work. From leadership development to team-building workshops, we deliver impactful skills training that boosts productivity. Plus, state subsidies may be available to offset your investment. Need scalable eLearning solutions? We can license elearning content for your LMS or provide deployment support.

3: Coaching

Our expert coaches empower executives and leaders to reach their full potential with maximum efficiency. By incorporating a range of assessments, we provide deep self-awareness that drives faster results and reduces investment compared to firms that depend on costly monthly retainers. Additionally, we offer personalized coaching to address sensitive issues—such as challenging personality traits or harassment concerns—effectively minimizing organizational risk.

4: Mitigate Employer Risk

We specialize in delivering instructor-led compliance and leadership training tailored to your organization's needs, covering harassment prevention and employment law. Customize our content to align with your policies or we can deliver it independently. With support from our strategic partners, we offer additional risk management solutions, including EEO/AAP and compensation planning.

5: Inspiring Talent

Talent Authority is your development partner, ready to support you behind the scenes. We provide engagement surveys, retention strategies, and comprehensive solutions to build a thriving culture. By integrating behaviors and competencies into your talent management, we ensure your employees and leaders are set up for long-term success.

We align our services with your business objectives.

Partner with Talent Authority to empower your people, elevate performance, and drive productivity.