



Meeting Learners Where They Are

Classroom Training • Online Learning • Blended Solutions

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HOW TO USE THIS CATALOG

Dion Leadership's approach to training combines compelling content with expert facilitation to create poignant learning moments. Whether delivered in the classroom, virtually, or as a blended learning experience, our leadership curriculum targets the skills and behaviors that our research and experience show have the greatest impact on organizational success.

We have designed our courses to be delivered in a variety of formats including classroom-based, virtual, and blended-learning options. A chart on page 5 denotes the delivery options for each course.

The content of several of our courses are enriched with formal assessment instruments to increase self-awareness of specific skills, styles, and tendencies. These courses, along with the associated assessment instrument, are summarized on page 7.

On page 9, you'll find an index of courses by leadership competency or topic.

The bulk of the catalog is comprised of one-page descriptions of each course, beginning on page 12. These descriptions list learning objectives, describe benefits, identify assessments, outline delivery options, and indicate other related courses.

All courses are available in English; if a course is available in additional languages, that information is indicated in the course description as well.

On page 59, you'll find details on our business simulation offerings, which create an immersive interactive learning experience with realistic scenarios that challenge participants to apply their learning. We partnered with a leading global custom business simulation creator to offer our clients these innovative, engaging, and fun events typically used as a capstone event of a leadership development program, a thought-provoking experience for an intact work team, or as a large-scale team building event to infuse some entertainment and energy into an organization.

In addition to individual course options, Dion Leadership offers three complete cohort-based leadership development programs that combine select courses with assessment tools, individual coaching, peer mentoring, and capstone projects appropriate for senior-level, mid-level, and first-level leaders. Delivery of these programs is available in person or using virtual or blended-learning content. Summaries of these programs begin on page 60.

CLASSROOM, VIRTUAL, AND BLENDED LEARNING OPTIONS

Dion Leadership is committed to meeting learners wherever they are. As a result, we offer several of our courses as virtual and/or blended-learning experiences. These options allow organizations the flexibility to provide leadership development options and spark connections among learners regardless of their location.

For our **virtual learning** offerings, we've adapted our well-established classroom content for delivery using the Zoom online meeting platform, allowing our expert facilitators and learner groups to engage in real time. Our virtual courses are typically delivered across two or three 2-hour sessions delivered on consecutive days, or best suits organizational and learner needs.

Our **blended learning** offerings combine self-paced work accessed via the Dion Leadership Learning Platform with instructor-led group sessions delivered virtually. Most blended learning courses include two or three instructor-led sessions that run between 90 minutes and 3 hours each; before, between and/or after these sessions, participants complete a range of self-paced assignments that complete their learning experience.

The chart on the next page identifies the delivery options of each course in our curriculum. You'll also find icons indicating delivery options in each course description:



= **Classroom**



= **Virtual**



= **Blended**

DELIVERY OPTIONS BY COURSE

Course	Classroom	Virtual	Blended
Accountability at Work	C		B
Change Management	C	V	
Coaching Skills for Leaders	C		
The Coaching Intensive	C		
Collaborating for Organizational Impact	C		B
Communicating Authentically Through Storytelling	C		B
Communicating with Impact	C		
Conflict Management	C		
Courageous Leadership	C	V	B
Critical Thinking	C		
The Culture Journey Experience	C		
Cultural Intelligence	C		B
Dare to Lead™	C	V	
Decision Making and Problem Solving	C		
Delegating for Success	C	V	
Delegation and Accountability	C	V	
Effective Feedback	C	V	B
Emotional Intelligence	C		B
Everything DiSC® Agile EQ	C		
Everything DiSC® Management	C	V	
Everything DiSC® Productive Conflict	C		B
Everything DiSC® Sales	C		
Everything DiSC Work of Leaders® Foundation	C		B

Course	Classroom	Virtual	Blended
Everything DiSC Workplace®	C	V	
Everything DiSC Workplace® Certification	C	V	
Exercising Influence	C	V	B
The Five Behaviors of a Cohesive Team™	C	V	
The Five Behaviors—Personal Development™	C		
Impactful Presentations	C		
Inclusion in the Workplace	C		
Interviewing with Confidence	C		
Leading Across Generations	C		
Leading in a Matrix	C		
Leading Teams	C	V	
Leading Virtual Teams	C		B
Making Better Decisions	C		
Mindset for Leaders	C		
Myers-Briggs Type Indicator® Workshop	C		
Performance Management Fundamentals	C		
Presentation Skills for Non-Native English Speakers	C		B
Teams and Trust	C		B
Time Management	C		
Trust-Based Leadership	C		
Vision, Alignment, and Execution: The Work of Leaders	C		B
Understanding Cultures for Effective Communication	C		

COURSES WITH ASSESSMENTS

Dion Leadership utilizes a range of assessment tools that provide insight and self-awareness to personalize the learning experience. Assessments help learners understand their unique styles and tendencies, identify strengths and challenges, and create targeted plans for skill application and improvement. This list includes all courses that include a formal assessment option.

Course	Assessment Details
Change Management	Change Style Indicator
The Coaching Intensive	CCL 360 Everything DiSC Workplace® Profile Thomas Kilmann Conflict Mode Instrument EQ-i 2.0 MGR Individual Directions Inventory
Conflict Management	Thomas-Kilmann Conflict Mode Instrument
Critical Thinking	Decision Style Profile
Cultural Intelligence	Cultural Intelligence (CQ) Assessment
Dare to Lead™	Daring Leadership Assessment
Decision Making and Problem Solving	Decision Style Profile
Emotional Intelligence	EQ-i 2.0
Everything DiSC® Agile EQ	Everything DiSC® Agile EQ Profile
Everything DiSC® Management	Everything DiSC® Management Profile
Everything DiSC® Productive Conflict	Everything DiSC® Productive Conflict Profile
Everything DiSC® Sales	Everything DiSC® Sales Profile
Everything DiSC Work of Leaders® Foundation	Everything DiSC Work of Leaders® Profile
Everything DiSC Workplace®	Everything DiSC Workplace® Profile
Everything DiSC Workplace® Certification	Everything DiSC Workplace® Profile
Exercising Influence	Influence Style Indicator
The Five Behaviors of a Cohesive Team™	The Five Behaviors of a Cohesive Team™ Assessment
The Five Behaviors—Personal Development	The Five Behaviors—Personal Development Assessment
Making Better Decisions	Decision Style Profile
Myers-Briggs Type Indicator® and Team Building	Myers-Briggs Type Indicator® Instrument Introduction to Type Booklet

Course	Assessment Details
Teams and Trust	Trust Quotient Assessment
Time Management	Time Mastery Profile®
Trust-Based Leadership	Trust Quotient Assessment
Vision, Alignment, and Execution: The Work of Leaders	Everything DiSC Work of Leaders® Profile
Women's Leadership Program	CCL 360 Everything DiSC Productive Conflict

COURSES BY TOPIC

ACCOUNTABILITY

Accountability at Work
Delegation and Accountability
The Five Behaviors of a Cohesive Team
The Five Behaviors—Personal
Development
Performance Management
Fundamentals

ALIGNMENT

Everything DiSC Work of Leaders
Everything DiSC Work of Leaders
Foundation
Five Behaviors of a Cohesive Team

CHANGE MANAGEMENT

The Coaching Intensive
Change Management

COACHING

Coaching Skills for Leaders
The Coaching Intensive

COLLABORATION

Collaborating for Organizational Impact
Leading in a Matrix

COMMUNICATION

Communicating Authentically Through
Storytelling
Communicating with Impact
Impactful Presentations
Presentation Skills for Non-Native
English Speakers
Understanding Cultures for Effective
Communication

CONFLICT

Conflict Management
Everything DiSC Productive Conflict
The Five Behaviors of a Cohesive Team
The Five Behaviors—Personal
Development
Productive Conflict Management

CRITICAL THINKING

Critical Thinking
Decision Making and Problem Solving
Making Better Decisions

DECISION MAKING

Critical Thinking
Decision Making and Problem Solving
Making Better Decisions

DELEGATION

Delegating for Success
Delegation and Accountability

DIVERSITY AND INCLUSION

Cultural Intelligence
Inclusion in the Workplace
Leading Across Generations
Understanding Cultures for Effective
Communication

EMOTIONAL INTELLIGENCE

Emotional Intelligence
Everything DiSC® Agile EQ

FEEDBACK

Effective Feedback
Performance Management
Fundamentals

COURSES BY TOPIC CONT'D

GOAL SETTING

Performance Management
Fundamentals

INFLUENCE

Exercising Influence

INTERVIEWING SKILLS

Interviewing with Confidence

LEADERSHIP

Courageous Leadership
The Culture Journey Experience
Dare to Lead
Everything DiSC Work of Leaders
Mindset for Leaders
Women's Leadership Program

MATRIX ORGANIZATIONS

Collaborating for Organizational Impact
Leading in a Matrix

PERFORMANCE MANAGEMENT

Accountability at Work
Delegating for Success
Delegation and Accountability
Coaching Skills for Leaders
The Coaching Intensive
Effective Feedback
Performance Management
Fundamentals

PERSONAL STYLE

Everything DiSC Agile EQ
Everything DiSC Management
Everything DiSC Productive Conflict
Everything DiSC Sales
Everything DiSC Workplace
Myers-Briggs Type Indicator® and
Team Building

PRESENTATION SKILLS

Communicating Authentically Through
Storytelling
Impactful Presentations
Presentation Skills for Non-Native
English Speakers

PROBLEM SOLVING

Critical Thinking
Decision Making and Problem Solving
Making Better Decisions

RELATIONSHIPS

Collaborating for Organizational Impact
Cultural Intelligence
Emotional Intelligence
Everything DiSC Workplace
Everything DiSC Management
Everything DiSC Productive Conflict
Everything DiSC Sales
Inclusion in the Workplace
Leading in a Matrix
Teams and Trust
The Trust Quotient

STRATEGIC LEADERSHIP

Critical Thinking
The Culture Journey Experience
Everything DiSC Work of Leaders
Foundation
Vision, Alignment, and Execution: Work
of Leaders

TEAM DYNAMICS

The Five Behaviors of a Cohesive Team
The Five Behaviors—Personal
Development
Inclusion in the Workplace
Myers-Briggs Type Indicator® and
Team Building
Teams and Trust

COURSES BY TOPIC CONT'D

TEAM LEADERSHIP

Dare to Lead
Everything DiSC Work of Leaders
Leading Across Generations
Leading Teams
Leading Virtual Teams
Mindset for Leaders
Vision, Alignment, and Execution: Work of Leaders

TIME MANAGEMENT

Critical Thinking
Decision Making and Problem Solving
Making Better Decisions
Time Management

TRUST

The Five Behaviors of a Cohesive Team

The Five Behaviors—Personal Development
Leading Virtual Teams
Teams and Trust
Trust-Based Leadership

VIRTUAL LEADERSHIP

Delegation for Success
Leading Virtual Teams

VISION

Everything DiSC Work of Leaders
Foundation
Vision, Alignment, and Execution: Work of Leaders

UNCONSCIOUS BIAS

Cultural Intelligence
Inclusion in the Workplace
Performance Management
Fundamentals

ACCOUNTABILITY AT WORK



A key element of performance management involves holding employees accountable for results. Effective leaders expect accountability in all aspects of employee performance, from day-to-day actions and decisions to the achievement of long-term goals. In this course, participants will examine their current attitudes toward and approaches to accountability, beginning with their ability to model it. They will also explore the dynamics of accountability and learn the behaviors and practices that set the foundation for a culture of accountability on a team or in an organization.

Objectives

- Discuss the importance of accountability to the success of the individual, team, and organization
- Explore the accountability/victim dynamic and the effect of intrinsic and extrinsic factors that affect accountability
- Discuss accountability from the perspective of a leader and an employee
- Review best practices for creating a culture of accountability on a team
- Create action plans to improve skills and practices for building accountability

Benefits

- Approach emphasizes participants' role in modeling and demonstrating accountability, improving their personal performance
- Applied learnings increase leader effectiveness in assessing and managing performance
- Both individual and organizational performance are enhanced when accountability leads to the achievement of goals and objectives

Delivery

Classroom Half day

Virtual Two 2-hour instructor-led modules

Blended 2 90-minute instructor-led modules with 1 hour of self-paced work

CHANGE MANAGEMENT



The ability to change is key to survival. Change is in every new project, every new customer, and every improvement in products or services. This course teaches the skills that individuals need to navigate and lead others through times of change. Participants will take the Change Style Indicator assessment to learn their personal change readiness style. They will also learn reasons people resist change and explore the stages people go through when moving through change. Finally, participants will learn techniques to secure commitment for change when leading a project or a team. The full-day version of this course includes a business simulation that provides an opportunity to apply change management skills.

Objectives

- Understand why people resist change
- Explore the stages people typically go through to truly adopt a change
- Gain insight into your own change style
- Explore change style perceptions
- Learn techniques to gain commitment for change when leading a project
- Discuss tools useful in managing the people side of change

Benefits

- Approach explores self-awareness regarding change readiness
- Techniques address ways to handle resistance to change
- Tools enable the successful management of the people side of change

Assessment

Change Style Indicator®

Delivery

Classroom Full day

Virtual Two 2-hour instructor-led modules

COACHING SKILLS FOR LEADERS

C

Dion Leadership's Coaching Skills for Leaders program readies leaders to demonstrate the skills, ideals, and best practices needed to evolve their management style to include coaching. A leadership coach is a “thinking partner” whose specific purpose is to support the development of an individual’s personal and professional potential. The concepts of mindset, trust, and presence are examined in the context of Dion Leadership’s cognitive behavioral learning based coaching process. Participants learn and practice important coaching techniques and engage in self-reflection. Proven techniques for coaching challenging people are also discussed.

Objectives

- Define coaching and its role in a professional environment
- Compare and contrast coaching and mentoring
- Impart a coaching mindset
- Learn cognitive behavioral learning theory and approaches
- Explore active listening and powerful questioning as key coaching skills
- Enable reflection and identification of coaching skills to be developed

Benefits

- Managers are able to more powerfully and sustainably develop their staff
- Employees will feel more empowered and engaged being led by a coach-style leader
- Targeted skill-building enables and reinforces the development of critical coaching competencies
- Approach supports participants’ ability to both model and coach critical leadership skills

Delivery

Classroom 1 or 2 days

See Also

The Coaching Intensive

THE COACHING INTENSIVE

C

Dion Leadership's Coaching Intensive is a comprehensive, integrated approach to preparing leaders as coaches within their organizations. This six-part workshop series combines assessments, individual coaching, self-study and reflection, and coaching practice. Participants gain critical knowledge, insights, and skills that align with the competencies of the International Coach Federation (ICF). Learning topics include the Dion Leadership Coaching Model, mindset, presence, powerful questioning, mindfulness, personal style, emotional intelligence, ethics, trust, communication, conflict management, change management, goal setting, accountability, and commitment to the coaching relationship.

Objectives

- Enable the acquisition and application of a range of coaching skills, techniques, and concepts that reflect established industry standards and competencies
- Improve self-knowledge as the foundation for skill building through assessments, personal coaching experiences, cohort relationships, and practice
- Define a point of view and personal commitment to coaching by creating an integrated plan to sustain growth and development as a coach

Benefits

- Holistic approach enables and reinforces the development of critical coaching competencies
- Skill-building supports participants' ability to both model and coach critical leadership skills
- Participants are prepared to test for ICF coaching certification upon completion

Assessments

- 360 Assessment
- Everything DiSC Workplace Profile
- Thomas Kilmann Conflict Mode Instrument
- EQ-i 2.0
- MRG Individual Directions Inventory

Delivery

Classroom Six full-day workshops, 15 hours of individual coaching, with additional learning activities

See Also

[Coaching Skills for Leaders](#)

COLLABORATING FOR ORGANIZATIONAL IMPACT



An increasingly complex and global workplace demands a more sophisticated approach to collaboration in order to achieve success. As organizations look to move from traditional structures to new delivery models, from fixed mindsets to a focus on growth and possibility, and from variability to consistency, the ability to collaborate between individuals, teams, and functions is critical. This program explores collaboration in an environment where goals, resources, and responsibilities may align or compete. Our proprietary model presents collaboration as a process, noting how it differs from cooperation and consensus and emphasizing the necessary skills. Participants will have an opportunity to practice new skills using business scenarios and plan for application when they return to the workplace.

Objectives

- Explore the requirements for collaboration and partnership in the modern workplace
- Identify and avoid the common barriers to effective collaboration
- Determine when and how to collaborate for impact
- Discuss and apply the DRIVE™ model of collaborating for impact
- Practice and apply effective collaboration skills and approach to real business scenarios

Benefits

- Defined steps that simplify the collaboration process are practical and applicable
- Opportunity to practice collaboration in a business scenario reinforces learning

Delivery

Classroom Half day

Blended Two 90-minute instructor-led modules with 1 hour of self-paced work

COMMUNICATING AUTHENTICALLY THROUGH STORYTELLING



An executive's success extends beyond the ability lead by the numbers. As the face of the organization, a leader must communicate clearly and authentically, both in the day-to-day interactions and in response to current events and crises. The ability to meet those moments has as much to do with how a message is delivered as the message itself. This course equips executives with three primary tools of authentic communication: vulnerability, storytelling skills, and presence. Vulnerability evokes trust and enables a connection with the audience. Stories are the perfect vehicle to express empathy and compassion. When they engage with presence, the leader projects an image that others want to follow. Instructor Barbara Boldt is an international facilitator, educator, and coach with two decades of experience empowering global managers and executives to deliver clear, impactful, memorable messages.

Objectives

- Explore the concepts of vulnerability and authenticity and their role in shaping perceptions of executive presence.
- Examine storytelling as a tool for evoking emotion and connection and conveying vulnerability and authenticity
- Define the concept of presence and increase self-awareness of the gap between the participant's current and optimal levels
- Deliver the chosen story with vulnerability, authenticity, and presence in order to project the desired image.
- Receive and process feedback regarding image portrayed and create an action plan for further development.

Benefits

- Participants gain awareness of their range of expression and build the confidence to embrace their role as the face of the organization, especially in challenging times.
- Allows executives to examine and practice these skills in a safe and supportive environment.
- Leaders will be more able to engender trust in their audiences, attracting and retaining talent, increasing employee engagement and generally inspiring action.

Delivery

Classroom Four 3-hour sessions with 8 hours of additional self-paced work

Blended Four 2-hour sessions with 8 hours of additional self-paced work

COMMUNICATING WITH IMPACT



As George Bernard Shaw famously said, “The single biggest problem in communication is the illusion that it has taken place.” We spend our workday exchanging messages with our colleagues and customers through words that are spoken and written as well as through our behaviors, often without giving these a second thought. However, communication is a complex process that is essential to the success of individuals, teams, and organizations. The ability to communicate in a way that is effective, concise, and appropriate is crucial at all levels of an organization, and thus it is a critical skill to examine and develop. Communicating with Impact combines the theoretical with the practical to present communication as an essential business tool that builds relationships, increases productivity, and underpins results when done effectively.

Objectives

- Explore communication as a process
- Practice the Three Vs of communication and assertive communication skills
- Explore and practice communication techniques, including active listening, questioning, and demonstrating empathy
- Identify barriers to effective communication
- Explore best practices for effective e-mail communication
- Develop team guidelines for use of various communication channels

Benefits

- Frequency and effectiveness of communication across the organization improves
- Skills for communicating clearly and effectively improve
- Rapport and trust grows between individuals and across teams as communication is enhanced
- Practical, impactful tools for improving communication are immediately applicable

Languages

English, Spanish

Delivery

Classroom Full day

See Also

Understanding Cultures for Effective Communication

CONFLICT MANAGEMENT



Every person faces conflict at work. When left unmanaged, conflict creates undue stress on the individual and a loss of productivity in the organization. What makes conflict negative or positive is the way in which it is handled. This course describes five styles of conflict and how to best use each mode based on the situation, and it informs participants of their own natural conflict mode. Participants will also apply Dion Leadership's Healthy Conflict Model and learn practical tools to help them manage conflict in their own lives.

Objectives

- Define conflict
- Explain how conflict is healthy and necessary
- Describe the five styles of conflict
- Explain how your natural conflict style affects your approach to conflict
- Recognize the potential advantages and disadvantages of using different conflict modes in a given situation
- Apply Dion Leadership's Healthy Conflict Model skills and behaviors

Benefits

- Understand your natural conflict style and how to best use it
- Have more productive conversations
- Solve problems more efficiently
- Build stronger relationships

Assessment

Thomas-Kilmann Conflict Mode Instrument

Delivery

Classroom Full or half day

See Also

Everything DiSC Productive Conflict

Productive Conflict Management

COURAGEOUS LEADERSHIP



Today’s complex business challenges frequently require leaders to act with courage. This program helps participants define and understand the importance of courage in a leadership context. Participants will explore the factors that enable or limit a leader’s ability to demonstrate courage in general and in the culture of their organization. They will reflect on their own mindset and behaviors and identify opportunities to break out of their “comfort zone” and act with greater courage in the workplace. The learning experience includes an opportunity for practice and concludes with action planning and personal commitment.

Objectives

- Define courageous leadership
- Explore factors that enable and limit your ability to act with courage
- Explore individual courageous leadership “zones”
- Identify opportunities to build courage capacity in yourself and others
- Apply courageous leadership practices
- Create a courage action plan

Benefits

- Leaders develop confidence to take risks, make decisions, and advocate for new ideas and innovation
- Opportunities for self-reflection and planning enable immediate application and impact
- Organizational culture shifts to accommodate a common understanding of courage in the workplace

Delivery

Classroom Half day

Virtual Two 2-hour instructor-led modules

Blended Two 90-minute instructor-led modules with 1 hour of self-paced work

See Also

Leading Teams

Coaching Skills for Leaders

CRITICAL THINKING



Leadership surveys across a range of industries and disciplines consistently identify the ability to think critically as essential to success. Critical thinking underpins a range of responsibilities and actions that leaders take on every day, such as decision making, problem solving, strategic planning, innovating, and managing risk. As jobs and professional relationships are increasingly complex, and interconnectivity among departments means that even small decisions can have big impact, critical thinking skills are a key to both individual and organizational effectiveness. This course explores the concept of critical thinking, models and methods of making sound decisions, and proven approaches to solving problems. Participants apply these concepts and skills in a group simulation in order to reinforce what they have learned.

Objectives

- Explore a critical-thinking framework for analyzing business issues
- Understand the hidden influences that affect thinking and decision quality
- Apply criteria to discern when a critical-thinking approach is required
- Explore the five decision styles and when to use them
- Review practical tools to apply to day-to-day business decisions and problems

Benefits

- Increased ability to identify and address the core issues that drive problems and decisions
- Increased effectiveness and confidence in approach and execution of decisions
- Increased awareness of personal tendencies and styles in situations that require critical thinking

Assessment

Decision Style Indicator (optional)

Delivery

Classroom Full or half day

See Also

Decision Making and Problem Solving

Making Better Decisions

CULTURAL INTELLIGENCE



In today's connected workplace, global leadership skills are becoming increasingly fundamental. For those charged with leading global teams, success requires culture intelligence (CQ), or the capability to relate and work effectively in culturally diverse situations, both domestically and internationally. This course is based on the learnings and insights provided by the Cultural Intelligence Assessment, a tool created by the Cultural Intelligence Center. Per the assessment, a leader's CQ score predicts a variety of important outcomes, including performance, global leadership, collaboration, trust, intercultural negotiation skills and multicultural team processes. Insight into a leader's CQ offers a fresh approach to diversity and inclusion and provides a data-driven approach to leveraging and growing cultural

Objectives

- Explore the concept of cultural identity
- Examine potential biases towards other cultures
- Understand your personal orientation on ten cultural value dimensions
- Strategize how you and your team can use your similarities and differences to enhance performance
- Create an action plan for increasing personal flexibility when dealing with cultural differences

Benefits

- Improved cultural awareness builds relationships and increases productivity
- Increased flexibility when dealing with cultural differences is essential in a global environment

Assessment

Cultural Intelligence (CQ) Assessment

Delivery

Classroom Half day

Blended Two 2-hour instructor-led modules with 1 hour of self-paced work

See Also

Inclusion in the Workplace

Understanding Cultures for Effective Communication

THE CULTURE JOURNEY EXPERIENCE

C

Organizational culture and its impact on individuals, organizations, and even society are constant topics of interest. Culture has finally become a part of leadership team discussions at most organizations. Unfortunately, few truly understand it despite most CEOs reporting culture as being critical to business success. A more sophisticated approach is needed to help leaders and change agents understand the complexities of culture, leadership, and their connection to performance improvement. The Culture Journey Experience was created to combine peer learning with targeted education based on facts and fundamentals about culture, climate, and change management that are not widely recognized. This program from the organizational development experts at Human Synergetics utilizes visuals, two-way dialogue, reflection questions, data, scenarios, and a workbook to create an interactive and engaging experience. HR/OD professionals and management teams who want to impact culture at their organization will find great value in this unique workshop.

Objectives

- Understand how cultures evolve in organizations and the impact of history on their present states
- Learn about important aspects of organizational climate that have shaped and continue to reinforce current cultures.
- Build a common language for understanding the layers of culture using qualitative and quantitative methods.
- Discover how cultures change and identify paths that increase the likelihood of shared learning and positive results with any major change and development effort.
- Identify causal factors (systems, structures, etc.) that are part of the work climate and understand how they reinforce the current culture and can serve as levers for change in improvement plans.

Benefits

- Accelerates the culture learning curve of participants in a fun, engaging, and effective way.
- Engages participants in meaningful discussion around the cultures of organizations — everyone involved can relate to many items on the map.
- Supports the value of Constructive culture and leadership development as participants learn why quick fixes and climate approaches fall short.
- Creates momentum for action planning

Delivery

Classroom Half day

DARE TO LEAD™ - BUILDING COURAGEOUS LEADERS AND ORGANIZATIONAL CULTURE



Employees value leaders who can build trust, stand in their values, and engage in the difficult conversations needed to address challenges that inevitably emerge when people work together. Such leaders also create cultures that reinforce these qualities in others. Building on the cumulative empirical findings of Brené Brown's research that culminated in her current best-seller, *Dare to Lead*, this workshop helps individuals and teams to learn and cultivate the qualities that represent courageous leadership. The program is helmed by leadership coach and consultant Gale Thompson, Dion Leadership's Certified Dare to Lead™ Facilitator.

Objectives

- Learn the elements that distinguish courageous leaders and cultures
- Identify and practice the four skill sets that make up courage, which are measurable, observable, and teachable
- Understand the role of self-awareness and vulnerability play in cultivating courage
- Recognize true obstacles in becoming a braver leader and developing a braver culture, then learn how to equip yourself to circumvent them

Benefits

- This course helps leaders apply Brown's research-based concepts,
- Experiential sessions give participants the opportunity to practice the skills, including identify their values and commitments, which will support their continued growth
- When teams engage in the curriculum as a group, they can share the vocabulary, evolve group goals, and support each other to cultivate more cultural and individual bravery

Assessment

Daring Leadership Assessment

Delivery

Classroom 24 hours of content; may be delivered in intensive sessions or broken up a series per client and learner preferences, with opportunities for practice in between.

Virtual 24 hours of content scheduled as a series, per client and learner preferences, with opportunities for practice in between

See Also

[Courageous Leadership](#)

DECISION MAKING AND PROBLEM SOLVING



This program teaches a systematic approach to making decisions and solving problems in the workplace. Participants will consider the qualities and tendencies of effective decision makers and problem solvers, both according to research and based on their own personal experience. Participants will also examine various decision styles and reflect on the effectiveness of their own preferred styles. Straightforward models and time-tested problem-solving tools are reviewed and applied to both case studies and personal situations.

Objectives

- Explore a framework for making decisions and solving problems
- Understand the hidden influences that affect thinking and decision quality
- Explore the five decision styles and when to use them
- Review practical tools to apply to day-to-day business decisions and problems

Benefits

- Increased ability to identify and address the core issues that drive problems and decisions
- Increased effectiveness and confidence when making decisions and solving problems
- Increased awareness of personal tendencies and styles when making decisions and solving problems

Assessment

Decision Style Indicator (optional)

Delivery

Classroom Half day

See Also

Critical Thinking

Making Better Decisions

DELEGATING FOR SUCCESS



Every leader faces the challenge of achieving results through others. The ability to effectively delegate tasks and responsibilities is a key part of meeting that challenge. In this course, participants will examine their current attitudes toward and approaches to delegation. They will learn a process for delegating tasks and responsibilities that positions employees for success and will practice utilizing that process in a real-work situation. They will also explore the dynamics of accountability and learn the behaviors and practices that set the foundation for a culture of accountability on a team or in an organization.

Objectives

- Discuss the importance of delegation to the success of individuals, leaders, and teams
- Explore five stages of delegation and the steps that support successful delegation
- Review best practices that support success in delegation
- Create action plans to improve delegation-related skills and practices

Benefits

- Breaks down the delegation process into five distinct steps to follow in order to support success
- Emphasizes the benefits of effective delegation for both individuals and the organization
- Encourages efficient use of resources, employee development, and accountability

Delivery

Classroom Half day

Virtual Two 2-hour instructor-led modules

See Also

Delegation and Accountability

Performance Management Fundamentals

DELEGATION AND ACCOUNTABILITY



The ability to delegate tasks and responsibilities to employees and hold them accountable for results is central to any leadership role. In both the classroom-based and virtual versions of this program, participants will examine practical, thoughtful approaches that promote effectiveness in both of these elements of managing performance. Self-assessments, individual reflection, group discussion, and scenario work are used to engage learners and build skills. This course takes the key elements of our full delegation and accountability classes for a more condensed approach to the competency.

Objectives

- Discuss the importance of delegation and accountability to the performance of a team
- Explore five stages of delegation and the steps that support successful delegation
- Explore the accountability/victim dynamic
- Discuss accountability from the perspective of a leader and an employee
- Review best practices that support success in delegation and creating a culture of accountability on a team
- Create action plans to improve your skills and practices related to delegation and accountability

Benefits

- Emphasizes the benefits of effective delegation and the expectation of accountability for individuals and the organization

Languages

English, Spanish

Delivery

Classroom Half day

Virtual Two 2-hour instructor-led modules

See Also

Accountability at Work

Delegating for Success

Performance Management Fundamentals

EFFECTIVE FEEDBACK



The practice of giving and receiving feedback often and well is of considerable benefit to both the individual and the organization. Despite its importance, the feedback process is often seen as daunting and potentially uncomfortable. This course addresses the apprehensions and motivations associated with feedback and presents the feedback process as invaluable, rewarding, and critical to cultivating a healthy workplace culture. It emphasizes the skills and best practices that promote a productive feedback experience, and it uses communication models and techniques that participants can use to plan and engage in their own feedback conversations.

Objectives

- Understand the reasons people avoid feedback situations
- Increase awareness of the importance of giving and receiving feedback often and well
- Learn skills to improve the ability to give and receive feedback at all levels of an organization
- Practice giving feedback using simple but effective models and techniques
- Create a plan to solicit feedback

Benefits

- Increased dialog across the organization, leading to surfacing and resolving problems
- Improved skills and tools that support the creation of a feedback culture at any organization
- Barriers to exchanging honest, clear, specific, actionable feedback are addressed and removed
- Feedback becomes a key to individual development and continuous improvement at all levels of the organization

Language

English, Spanish

Delivery

Classroom Half day

Virtual Two 2-hour instructor-led modules

Blended Two 90-minute instructor-led modules with 1 hour of self-paced work

See Also

Performance Management Fundamentals

EMOTIONAL INTELLIGENCE



Although the range of competencies that define an effective leader is broad and varied, at the core is emotional intelligence. Emotional intelligence is the ability to recognize and manage your feelings and respond to the feelings and behaviors of others. This course explores how various aspects of emotional intelligence are demonstrated in the workplace and how those competencies can be practiced and developed to increase a leader's effectiveness.

Objectives

- Explore the behavior of effective and ineffective managers and leaders
- Understand the role of emotional intelligence in effective leadership
- Explore strategies for managing your emotions and those of others
- Practice and plan for improving your emotional intelligence

Benefits

- Presents emotional intelligence as a fundamental element of demonstrating the traits of an admired leader
- Allows opportunities to practice and plan for developing specific elements of emotional intelligence

Assessment

EQ-i 2.0

Delivery

Classroom Half day

Blended Two 90-minute instructor-led modules with 1 hour of self-paced work



Everything DiSC® Agile EQ teaches participants to read the emotional and interpersonal needs of a situation and respond accordingly. By combining the personalized insights of DiSC® with active emotional intelligence development, participants discover an agile approach to workplace interactions and learn to navigate outside their comfort zone, empowering them meet the demands of any situation. Participants will discover their EQ strengths, recognize their EQ potential, and commit to customized strategies for building agility.

Objectives

- Explore the concepts of emotional intelligence and Agile EQ—the ability to read the emotional and interpersonal needs of a situation and respond accordingly.
- Understand the need for and value of a variety of responses.
- Develop a greater ability to adapt their approaches to best meet the needs of different situations.

Benefits

- Supports the development of an emotionally intelligent workforce that can support a thriving agile culture—no matter where they are

Assessment

Everything DiSC® Agile EQ Profile

Delivery

Classroom Half day

Virtual Two 90-hour instructor-led modules with 1 hour of self-paced work



Everything DiSC[®] Management teaches participants how to read the styles of the people they manage. The result is managers who adapt their styles to manage more effectively. This course focuses on your DiSC Management Style, directing and delegating, motivation, developing others, and working with your manager.

Objectives

- Discover your DiSC Management Style by completing an online assessment
- Recognize the DiSC styles of people you manage
- Identify strengths and challenges when directing and delegating
- Discover how your DiSC style affects the motivation of others and how to adapt
- Learn about your natural style of developing others and how to accommodate other style preferences using DiSC
- Learn how to modify your approach to meet the needs and preferences of your manager

Benefits

- A better understanding of yourself, your boss, and your employees
- Proven methods on how to adapt your management style to meet the needs of others

Assessment

Everything DiSC[®] Management Profile

Delivery

Classroom 6 hours

Virtual Two 2-hour instructor-led modules

EVERYTHING DiSC® PRODUCTIVE CONFLICT



Everything DiSC® Productive Conflict teaches participants about their personal conflict management styles so that they can approach conflict situations in a productive way. Participants increase their self-awareness regarding productive and destructive conflict behaviors and learn how to effectively respond to conflict in the workplace..

Objectives

- Explore the destructive and productive conflict behaviors of each DiSC® style
- Understand how to manage their response to conflict situations
- Discover communication strategies when engaging in productive conflict with colleagues

Benefits

- Increased self-awareness of personal conflict behaviors
- Improved work relationships and productive conflict situations

Assessment

Everything DiSC® Productive Conflict Profile

Languages

English, Spanish

Delivery

Classroom Full or half day

Blended Two 2-hour instructor-led modules with 1 hour of self-paced work

See Also

Conflict Management

Productive Conflict Management

Everything DiSC[®] Sales teaches participants how to read the styles of their customers. The result is salespeople who adapt their styles to connect better—and close more sales. This course focuses on three vital areas: Understanding your DiSC Sales Style, recognizing and understanding customer buying styles, and adapting your sales style to your customer's buying style.

Objectives

- Discover your DiSC Sales style, priorities, strengths, and challenges
- Recognize and understand your customers' buying styles
- Adapt your sales style to your customers' buying styles

Benefits

- Improve sales performance and customer retention
- Provide a better understanding of yourself and your customers
- Improved sales relationships
- Improve relationships with other external partners such as suppliers

Assessment

Everything DiSC[®] Sales Profile

Delivery

Classroom Full day

See Also

Conflict Management



FOUNDATION

Based on the book *The Work of Leaders* by Julie Straw, Mark Scullard, Barry Davis, and Susie Kukkonen, Everything DiSC Work of Leaders approaches leadership as a one-to-many relationship and focuses on tangible steps directed at leading a group or organization toward desired outcomes. Using the framework of Vision, Alignment, and Execution, Work of Leaders encourages leaders to understand their own leadership behaviors and how they impact their effectiveness. A rich, compelling narrative adds depth to the data and strong visuals support the learning process by illustrating key messages.

Objectives

- Discover the Work of Leaders process
- Learn about the three drivers of Vision and discover how to approach each driver
- Learn about the three drivers of Alignment and discover how to approach each driver
- Learn about the three drivers of Execution and discover how to approach each driver
- Explore personal strengths and challenges and create an action plan for improvement

Benefits

- A better understanding of your own leadership behaviors and how these behaviors impact your effectiveness
- Personalized tips and strategies that give clear direction and are easy to apply

Assessment

Everything DiSC Work of Leaders® Profile

Languages

English, Spanish

Delivery

Classroom Full or half day

Blended Two 2-hour instructor led modules with 1 hour self-paced work



Everything DiSC Workplace® can be used with everyone in an organization, regardless of title or role, to improve the quality of the workplace. Using online pre-work, engaging facilitation with contemporary video, and online follow-up, the result is a personalized learning experience. Participants understand and appreciate the styles of the people they work with. The result is more effective and productive working relationships.

Objectives

- Discover your DiSC Style
- Understand other styles
- Build more effective relationships

Benefits

- A better understanding of yourself and those you work with
- A discovery of the similarities and differences among the DiSC styles
- Improved relationships with others

Assessment

Everything DiSC Workplace® Profile

Languages

English, Spanish

Delivery

Classroom	6 hours
Virtual	Two 2-hour instructor-led modules



CERTIFICATION

This program provides facilitators and coaches with the skills they need to competently and confidently deliver the Everything DiSC Workplace program. Whether they utilize Everything DiSC Workplace in the classroom or as part of a one on-one coaching session, facilitators at all levels have much to gain from becoming certified in the program. The certification workshop combines online prework with classroom learning to prepare participants to administer and discuss DiSC results with individuals and teams.

Objectives

- Gain expertise in the Everything DiSC® model and the supporting research
- Develop the ability to use (e.g., facilitate, debrief, coach) the Everything DiSC Workplace® reports
- Learn to customize the program to meet the needs of an individual, team, or organization

Benefits

- A better understanding of yourself and those you work with
- A discovery of the similarities and differences among the DiSC styles

Assessment

Everything DiSC Workplace® Profile

Delivery

Classroom 2 days with some additional blended learning content as pre-session work

Blended Two 90-minute instructor-led modules with 10 hours self-paced work

EXERCISING INFLUENCE



The ability to influence others is an essential skill for both established and emerging leaders in the workplace. This program explores two primary influence orientations and five unique influencing styles that allow leaders to make connections, gain buy-in and support, promote ideas, maximize opportunities for collaboration and cooperation, and get results. Participants use the Influence Style Indicator assessment to determine which of these styles is most dominant for them, which are preferred, and which are underutilized, all of which is summarized in a personalized feedback report. This personalized report addresses individual strengths and challenges, explains how to address underutilized styles, and provides tips for utilizing influence effectively.

Objectives

- Explore two primary influence orientations and five unique influencing styles
- Identify primary and secondary circles of influence
- Examine the roles of trust and credibility in exercising influence
- Understand individual strengths and challenges for exercising influence
- Learn strategies for applying the range of influencing styles as situationally appropriate

Benefits

- Increased individual and organizational effectiveness
- Enhanced working relationships
- Actionable strategies for increasing the ability to exercise influence

Assessment

Influence Style Indicator

Delivery

Classroom Half day

Virtual Two 2-hour instructor-led modules

Blended Two 90-minute instructor-led modules with 1 hour of self-paced work

THE FIVE BEHAVIORS OF A COHESIVE TEAM



Through the use of activity, video, and discussion, an intact team is led through the powerful Five Behaviors of a Cohesive Team™ model, learning and practicing the behaviors that will make the team more cohesive and improve its performance. This workshop improves participants' abilities to apply the Five Fundamentals, which build on one another to create a strong team: building trust, mastering conflict, achieving commitment, embracing accountability, and focusing on results.

Objectives

- Discover the value of a cohesive, functional team
- Become familiar with the five behaviors of a cohesive team
- Review team's summary ratings

Benefits

- Obtain practical advice for overcoming the obstacles that prevent teamwork in the office
- Learn what it takes for a team to become cohesive
- Learn how to improve team effectiveness through strengthened leadership roles

Assessment

The Five Behaviors of a Cohesive Team™ assessment

Delivery

Classroom 1-2 days

See Also

The Five Behaviors—Personal Development

Leading Teams

THE FIVE BEHAVIORS—PERSONAL DEVELOPMENT

C

This program focuses on making individuals better teammates using the team-development process described in Patrick Lencioni’s best-selling book *The Dysfunctions of a Team*. Anchored in individual assessments based on the Everything DiSC model, The Five Behaviors—Personal Development helps individuals better understand and internalize the principles of The Five Behaviors of a Cohesive Team and provides a common language that can be used in organizations. Through individual work, video review, and group discussion, participants build a level of self-awareness and skill that will enhance personal effectiveness as team members.

Objectives

- Learn about The Five Behaviors of a Cohesive Team® model and why it matters
- Learn about individual tendencies for each of the five behaviors
- Take steps to start becoming a better teammate

Benefits

- Improve team performance
- Obtain practical advice for improving the ability to work in a team setting
- Learn how to support the behaviors that lead to team cohesiveness
- Because the program is designed specifically for individuals, participants do not need to be part of the same team

Assessment

The Five Behaviors Personal Development assessment

Delivery

Classroom Half day

See Also

The Five Behaviors of a Cohesive Team

Leading Teams

IMPACTFUL PRESENTATIONS

C

Whether giving a presentation is an occasional task or a routine responsibility, leaders are expected to shine while informing, educating, or making a case in front of an audience. Presentation skills increase a leader's influence. This course teaches participants how to develop and deliver a presentation that is impactful and compelling, no matter its purpose. Participants will learn how to plan and organize a presentation and apply best practices for engaging an audience, utilizing visuals, maintaining an appropriate energy level, and making a call to action.

Objectives

- Understand the benefits of making presentations effective and engaging
- Apply a four-step process for creating a presentation
- Explore approaches for effectively preparing and structuring your presentation
- Practice techniques for delivering clear, confident presentations
- Learn strategies for engaging an audience and managing challenging situations
- Create an action plan for applying techniques, practices, and insights

Benefits

- Imparts an understanding of how to create variety, interest, and emphasis in presentations
- Presents a structured approach to developing a powerful presentation
- Addresses techniques for handling tough questions and troublemakers

Assessment

Influence Style Indicator

Delivery

Classroom Full day

INCLUSION IN THE WORKPLACE

C

Inclusion has become a priority for many organizations, for good reason: companies that adopt inclusive practices outperform those who do not. Inclusion means actively involving every employee's ideas, knowledge, perspectives, approaches, and styles to maximize individual and business success. Dion Leadership's Inclusion in the Workplace program allows participants to explore inclusion as an important element of organizational success, and to review the characteristics and best practices of inclusive leaders and organizations. Participants discuss the nature and impact of unconscious bias on behavior and learn ways to mitigate its effects. Finally, participants leave with an action plan for increasing their own effectiveness as inclusive leaders.

Objectives

- Define the concept of inclusion in the workplace
- Discuss the workforce trends and realities that make inclusion an important element of organizational success
- Explore the nature and impact of unconscious bias on behavior
- Review the characteristics and best practices of inclusive leaders and organizations
- Create action plans for increasing effectiveness as inclusive leaders

Benefits

- Increased awareness of the role and impact of inclusion on individuals, teams, and the organization
- Increased self-awareness of personal biases and tendencies and how they affect workplace behavior, so that these can be monitored and addressed
- Practices for improving inclusivity are immediately applicable and impactful

Languages

English, Spanish

Delivery

Classroom Full or half day

See Also

Cultural Intelligence

Understanding Cultures for Effective Communication

INTERVIEWING WITH CONFIDENCE



In any organization, selecting the right person for the right job is a challenge. Successfully meeting that challenge helps your organization keep turnover low, keep morale high, and achieve results. Leaders can take the first step in that direction by conducting candidate interviews effectively and with confidence. Not just hiring for those like me but for differs thought, background, and approach make for a stronger organization. This class teaches participants how to assess the competencies necessary to be successful in a job and how to ask appropriate, targeted interview questions that elicit meaningful responses.

Objectives

- Discuss the interview process
- Explore the importance of clarifying needs and competencies
- Explain various questioning techniques using the STAR technique
- Explore legal issues, topics to avoid, interviewing pitfalls, and documentation best practices
- Understand biases and how to interview for job fit
- Practice and get feedback on interview techniques

Benefits

- A targeted approach to determining competencies and fit
- A proven process for conducting interviews
- Legal dos and don'ts of questions you can and cannot ask in an interview

Languages

English, Spanish

Delivery

Classroom	Half day
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LEADING ACROSS GENERATIONS



In today's workplace, it is common to find four generations represented in the employee population. This multigenerational environment presents both challenges and opportunities for managers as they work to keep all employees engaged, motivated, and performing at a high level. Leading Across Generations explores the behaviors, work habits, values, cultural expectations and other styles and preferences employees of all ages bring to their professions, affecting how they communicate, interact, and learn both as individuals and in teams. This program also shows managers how to move beyond stereotypes and labels to cultivate a dynamic of inclusiveness and respect for the strengths that workers from all generations bring to the organization.

Objectives

- Explain the various generations found in the modern workplace
- Discuss the historical and cultural touchstones that have shaped each generation and how those experiences shape workplace behavior
- Understand the dangers of generalizations, assumptions, and stereotypes
- Discuss changes in priorities and sources of motivation throughout an individual's career arc
- Examine ways to leverage individual strengths and values as opportunities

Benefits

- Improved engagement of workers of all ages
- Increased awareness and sensitivity to generational differences in the workforce
- Enhance innovation, problem-solving, and interpersonal relationships
- Improved productivity
- Supports workforce retention

Delivery

Classroom Full day

See Also

Inclusion in the Workplace

LEADING IN A MATRIX

C

Leading in a matrix organization presents unique demands and challenges. Without effective leadership in this highly complex environment, the competition for resources and a lack of role clarity can jeopardize accountability and trust. Success in a matrix requires particular attention to certain key skills, including collaboration, decision making, conflict resolution, communication, influence, and performance management, often applied in new ways. In this program, participants will explore the matrix structure, its function and importance, and its impact on how individuals work and how leaders get results.

Objectives

- Define what it means to lead in a matrix
- Examine the challenges and benefits of leading in a matrix
- Explore the key leadership shifts required for success
- Discover best practices for organizational impact
- Practice key skills for successful matrix leaders
- Create a leadership action plan

Benefits

- Improve cross-functional, cross-departmental, and cross-geographical work performance
- Intimidation and skepticism about leading in a matrix structure is addressed and mitigated
- Emphasis on applying existing competencies and skills in new ways demystifies the matrix structure
- Reduce silos and sub-groups within the organization
- Application of discoveries and best practices result in immediate organizational impact

Delivery

Classroom Half day

LEADING TEAMS



Dion Leadership's Leading Teams program presents a foundation for success upon which a leader can develop a personal leadership style. Based on the powerful Five Behaviors of a Cohesive Team™ model, this course will position leaders to focus on and foster the behaviors that will make the team more cohesive and improve its performance. Participants will learn the role of a team leader in enabling their team to build trust, master conflict, achieve commitment, embrace accountability, and focus on results. This unique take on the Five Behaviors model presents strategies and practices that support a leader's efforts to build these behaviors and allows for reflection and planning according to each participant's needs.

Objectives

- Discuss the characteristics of a successful leader
- Examine five behaviors that underlie team cohesiveness and performance
- Explore leadership strategies that support each of the behaviors

Benefits

- Improve team performance
- Utilizes a model that is simple but robust
- Skills and practices are applicable to leaders of any type of team

Delivery

Classroom Half day

Virtual Two 2-hour instructor-led modules

See Also

The Five Behaviors of a Cohesive Team

LEADING VIRTUAL TEAMS



Leading Virtual Teams addresses the challenges and opportunities presented to managers, teams, and organizations when direct reports and other colleagues are spread across disparate work locations. Participants will learn to leverage the dynamics and characteristics of high-performing teams in the context of remote-worker situations. The course considers a range of factors, including culture, company policies, and leadership styles and preferences, and incorporates situational and scenario-based learning activities that allow participants to apply best practices. Participants will leave the course with an action plan they can apply immediately to improve their effectiveness by optimizing team relationships and the productivity of all workers, whether they are in the next cube, county, or time zone.

Objectives

- Discuss the challenges of managing virtual team members, including team- and organization-specific challenges
- Explore the dynamics of high-performing teams in the context of virtual/remote-worker situations
- Explore best practices specific to addressing the challenges of leading virtual teams
- Develop an action plan for implementing best practices that will optimize team relationships and productivity

Benefits

- Improves performance of remote teams
- Increased self-awareness of leader attitudes and biases that may compromise effectiveness
- Improved team communication, trust, and engagement
- Increased ownership and accountability among leaders for optimizing team effectiveness

Delivery

Classroom Full or half day

Virtual Two 2-hour self-paced modules

Blended Two or three 2-hour modules with 1 hour self-paced work

See Also

Understanding Cultures for Effective Communication

MAKING BETTER DECISIONS



The health and success of any organization depends on the ability of its employees to make sound, impactful, confident decisions. This foundational program supports this critical skill by presenting a system to guide the decision-making process. Participants get a view of their current skills and preferences through the Decision Style Profile, a management assessment tool that provides guidance on how to choose the most effective and appropriate decision-making styles for given situations. The assessment evaluates the appropriateness with which respondents include others in the decision-making process and the extent to which respondents consider five critical decision factors in their decision process. A personalized report compares the participant's chosen decision-making styles to the most appropriate styles.

Objectives

- Examine and apply five decision-making styles and factors
- Understand when to include others in the decision-making process
- Discuss how improved decision-making affects an organization's bottom line
- Learn a uniform system to guide the decision-making process
- Discover weaknesses in decision-making skills and how to strengthen them

Benefits

- Supports improved speed and quality of organizational decisions
- Supports improved self-awareness using Decision Style Profile results
- Presents a proven, results-oriented process for making decisions

Assessment

Decision Style Profile®

Delivery

Classroom 2 hours

See Also

Critical Thinking

MINDSET FOR LEADERS



Mindset is a critical element of a leader's short and long term success. Skill building only translates to behavior change when filtered through a healthy mindset. It determines the way we think about, approach, and interpret situations in the workplace and directly influences the quality of our actions, decisions, and relationships. Cultivating a mindset that enhances effectiveness and enables success must be a priority for any genuine leader. This course draws together research on effective leadership mindsets and distils them into six key elements which enable participants to examine the leadership mindset as a concept (e.g., fixed vs. growth), as a manifestation of their personal values and experiences, and as the product of organizational culture. Participants also consider the impact of their mindset as a leader on individuals and the organization, and they conclude by crafting a galvanizing, powerful, and personal mindset statement.

Objectives

- Deeply explore the concept of the leadership mindset and its impact on individuals and organizations
- Connect the six dimensions of the leadership mindset to personal values and organizational competencies
- Synthesize learnings and individual insights to craft a personal mindset statement

Benefits

- Increased self-awareness
- Improved effectiveness, productivity, and engagement
- Better relationships and organizational culture

Delivery

Classroom Full day

MYERS-BRIGGS TYPE INDICATOR®

AND TEAM BUILDING



The Myers-Briggs Type Indicator® (MBTI) is a nonjudgmental instrument that helps individuals and teams to understand themselves and others in a way that is value-oriented versus evaluative. MBTI provides an indication of preferences. The preferences refer to gathering energy or processing thoughts; being detail-oriented versus big-picture-focused in gathering information; being objective or subjective in decision-making; and being structured or go-with-the-flow in orienting one's lifestyle. In this course, participants will complete a 95-question instrument and identify a four-letter MBTI type. Participants will receive a personalized report based on their responses.

Objectives

- Value individual preference types
- Integrate this information into how we work as a team and with others
 - Conduct meetings more effectively
 - Resolve conflicts effectively
 - Break workflow bottlenecks
 - Further our careers
 - Reduce stress levels
 - Make better decisions
 - Increase communication effectiveness
- Implement a strategy to build team appreciation and productivity

Benefits

- A greater understanding of why we do the things we do
- Techniques for working with other MBTI preference types
- Understanding of MBTI and team dynamics

Assessment

Myers-Briggs Type Indicator®, Self-Scorable Form M

Delivery

Classroom Full or half day

Note: Myers-Briggs Type Indicator®, MBTI, the MBTI logo, and Introduction to Type are trademarks or registered trademarks of the Myers-Briggs Type Indicator Trust in the United States and other countries.

PERFORMANCE MANAGEMENT

FUNDAMENTALS

C

In this full-day course, participants will learn what effective performance management looks like in the modern workplace and why it's necessary for setting their employees up for success. Using Dion Leadership's SOAP model, participants will take a deep dive into the four steps in executing an impactful performance-management process. Participants will learn how to set and align goals, observe behavior to get results, assess and evaluate performance, and provide feedback and establish next steps. This course also emphasizes the skills and best practices that promote a productive feedback experience and uses a simple model and actionable techniques that participants can use to plan and engage in successful feedback conversations as part of their performance-management process.

Objectives

- Discuss how and why organizations are evolving their approach to managing performance
- Explore an approach to setting goals and objectives that support those of the larger organization
- Write SMART goals
- Discuss and apply the SOAP model of managing performance, moving from setting objectives and observing behavior to assessing performance and providing feedback
- Improve the ability to give performance feedback at all levels

Benefits

- Clearly defined performance-management process for use immediately following the classroom
- Hands-on practice executing the performance-management process through role plays and case studies
- Simple but effective model for giving feedback enables more effective communication and clarity on performance strengths and deficits

Languages

English, Spanish

Delivery

Classroom Full or half day

See Also

Effective Feedback

PRESENTATION SKILLS FOR NON-NATIVE ENGLISH SPEAKERS



In today's global business world, the ability to effectively communicate a message in person and online is critical to a leader's success. A leader who can deliver strong, clear presentations is better positioned to influence others and to be recognized for their contributions. This can be particularly challenging for people whose mother-tongue is not English. Lack of clarity can be caused by limited vocabulary, differences in sentence structure or a strong accent, but it can also be caused by not being explicit or direct enough. Furthermore, what constitutes a "good" presentation in one culture may not be acceptable in another. Instructor Barbara Boldt is an international facilitator, educator, and coach with two decades of experience empowering global managers and executives to deliver clear, impactful, memorable messages.

Objectives

- Become aware of cultural differences in communication style
- Practice making a powerful introduction
- Explore expectations of culturally diverse audiences
- Organize content for maximum impact
- Create effective visual support materials
- Demonstrate confidently managing a question and answer session
- Deliver authentically with poise and assurance

Benefits

- Specifically addresses issues faced by non-native speakers of English when they make presentations in English
- Focuses on being clear, confident, and understood
- Allows ample time to practice and receive targeted feedback

Delivery

Classroom Four 3-hour sessions with 8 hours of additional self-paced work

Blended Four 2-hour sessions with 8 hours of additional self-paced work

See Also

Impactful Presentations

PRODUCTIVE CONFLICT MANAGEMENT



This program combines the insights of the Everything DiSC® Productive Conflict assessment with Dion Leadership's practical, actionable model for conversations that address and resolve conflict in a healthy way. Participants increase their self-awareness regarding productive and destructive conflict behaviors and learn how to effectively respond to conflict in the workplace. They also plan, practice, and receive feedback on real-life conflict conversations in a way that builds skill and confidence that can be immediately applied.

Objectives

- Explore the destructive and productive conflict behaviors of each DiSC® style
- Understand how to manage their response to conflict situations
- Discover communication strategies when engaging in productive conflict with colleagues

Benefits

- Increased self-awareness of personal conflict behaviors
- Improved work relationships and productive conflict situations

Assessment

Everything DiSC® Productive Conflict Profile

Languages

English, Spanish

Delivery

Classroom Full or half day

Blended Two 2-hour instructor-led modules with 1 hour of self-paced work

See Also

Conflict Management

Everything DiSC Productive Conflict Management

TEAMS AND TRUST



Dion Leadership's Teams and Trust course combines the framework of Patrick Lencioni's Five Behaviors of a Cohesive Team™ model with the teachings of Charlie Green, the author of three best-selling books about trust. Lencioni emphasizes trust as the first and foundational of the Five Behaviors; Green's research, as outlined in *Trust-Based Selling* and *The Trusted Advisor*, examines trust as a fundamental element of the manager/employee relationship. The course includes a detailed self-assessment used as a diagnostic tool for leaders to understand their natural styles and how they align with the critical behaviors that build trust. It also prepares leaders to build upon trust to facilitate other key team behaviors.

Objectives

- Analyze the Trust Quotient Assessment to identify personal strengths and areas for trust development
- Explore how to create an environment of trust-based leadership by demonstrating credibility, reliability, intimacy, and self-orientation
- Explore aspects of leading cohesive teams to build trust, master conflict, achieve commitment, embrace accountability, and focus on results

Benefits

- Helps an organization focus on trust and build a healthy culture
- Enables leaders' understanding of their natural leadership style
- Provides tools for building trust with colleagues and direct reports

Delivery

Classroom Full day

Assessment

Trust Quotient Assessment

See Also

The Five Behaviors of a Cohesive Team

Leading Teams

Trust-Based Leadership

TIME MANAGEMENT



This program teaches skills and strategies for efficiently managing time and organizing work. Strategies learned include planning, note-taking, prioritizing, scheduling, responding when the day doesn't go as planned, organizing the desk, and handling paper documents and e-mail messages.

The Time Mastery Profile® completed during class will assess time management habits in twelve dimensions. Improving time management capabilities often requires a change in habits. Participants will identify the habits that need changing and develop an action plan based on the lessons learned in the session.

Objectives

- Define time management
- Assess your mastery level on 12 time management dimensions
- Plan using a three-step process
- Identify time wasters and what to do about them
- Prevent and control interruptions
- Organize your paperwork and e-mails

Benefits

- Efficiency in managing time and organizing workflow
- Increased productivity
- Creation of an action plan for immediately increasing time management skills

Assessment

Time Mastery Profile®

Delivery

Classroom Full day

TRUST-BASED LEADERSHIP



Trust-Based Leadership is a comprehensive, one-day workshop designed for frontline and middle managers in leadership positions. This program was created by one of the most influential writers and researchers on trust, Charlie Green. Charlie has written three best-selling books about trust, including *Trust-Based Selling* and *The Trusted Advisor*. His latest research applies trust to the manager/employee relationship. The course includes a detailed self-assessment used as a diagnostic tool for leaders to understand their natural styles and how they align with the key behaviors that build trust.

Objectives

- Define the difference between trusting and being trustworthy
- Create an environment of trust-based leadership and demonstrate credibility, reliability, intimacy, and self-orientation
- Analyze the Trust Quotient assessment to identify personal strengths and areas for trust development
- Apply five skills that build trust: listening, risk-taking, partnership, improvising, and self-awareness
- Implement a personal plan for building trustworthiness

Benefits

- An understanding of your own natural leadership style
- Tools to build trust with those who work for you and with you

Assessment

Trust Quotient Assessment

Delivery

Classroom Half day

See Also

Leading Teams

Teams and Trust

UNDERSTANDING CULTURES FOR EFFECTIVE COMMUNICATION



As the world flattens and our multicultural workplaces expand, cultural competence is one of the most valuable business skills we can acquire. Culture underpins how individuals present themselves in the workplace, and knowledge of culture is critical to improving communication and relationships among our colleagues and customers. This program provides a basic understanding of culture and the specific behaviors that culture affects, particularly in a business setting. Participants will be introduced to the characteristics, values, and behaviors of high-context vs. low-context cultures and have the opportunity to practice navigating communication situations with each of these groups. Participants will also learn and apply best practices for effective cross-cultural communication, identify barriers to cross-cultural communication, and reflect on their personal cultural characteristics as well as those of their organization.

Objectives

- Define culture
- Describe how culture affects behavior
- Compare high-context/relationship-based cultures with low-context/rules-based cultures in a business setting
- Explore strategies for effective cross-cultural communication
- Explain how respecting cultural differences can lead to a reconciliation of differences

Benefits

- Techniques for “reading between the lines”
- An understanding of the general cultural assumptions and expectations of others
- Skills for bridging various communication styles
- The ability to communicate respect and empathy to global counterparts

Delivery

Classroom Full or half day

See Also

Communicating with Impact

Cultural Intelligence

Inclusion in the Workplace

VISION, ALIGNMENT, AND EXECUTION: THE WORK OF LEADERS®



This course focuses on building understanding, self-awareness, and skills to assist leaders in effectively leading a group or organization to achieve business outcomes. Based on the book *The Work of Leaders* by Julie Straw, Mark Scullard, Barry Davis, and Susie Kukkonen and Wiley's Everything DiSC Work of Leaders® Foundation workshop, this program uses best-practice research to teach the process most effective leaders follow. It gives participants a fundamental language and clear framework for leading and covers the skill sets required to increase business performance. Learners will take a deep dive into the fundamental work of leaders: the process of creating a Vision, building Alignment around that vision, and championing Execution of the vision.

Objectives

- Explore the meanings, drivers, and best practices of visioning, alignment, and execution in a leadership context.
- Increase awareness about current visioning, alignment, and execution behaviors and practice related skills
- Provide insight to and receive insight from peers on process details
- Create a vision and a plan for gaining alignment and executing it

Benefits

- A crafted vision for the future through exploration, boldness, and testing assumptions
- Proven method to communicate with clarity, engage in dialogue, and provide inspiration, so everyone is moving in the same direction
- Ability to champion execution of a vision through momentum, structure, and feedback

Assessment

Everything DiSC Work of Leaders® Profile

Delivery

Classroom 3.5 days

Blended Seven 3-hour instructor-led modules with 30-45 min of self-paced work for each module

See Also

Everything DiSC Work of Leaders® Foundation

WOMEN'S LEADERSHIP PROGRAM



Dion Leadership's Women's Leadership Program is a multifaceted, cohort-based intensive learning experience that provides targeted opportunities for personal discovery, skill development, and relationship building. Participants gain deep and meaningful insight into their personal effectiveness through 360 feedback, which provides a foundation for creating actionable development goals. Discussions of gender differences in the workplace and modules on conflict, influence, accountability, and courageous leadership provide challenging perspective and build essential skills. Participants will also learn strategies for growing their professional networks and practice methods of self-care and mindfulness. Personal development planning is supported beyond the session with opportunities for individual coaching.

Objectives

- Explore professional and personal roles and goals in a supportive, challenging, and inspiring forum
- Examine 360 feedback to gauge personal effectiveness and identify opportunities for development
- Review methods of modeling and cultivating accountability and exercising influence as a leader
- Explore and optimize personal conflict behaviors with Everything DiSC Productive Conflict
- Practice mindfulness and methods of self-care that help manage stress and improve mental and physical wellness
- Examine courage as an essential aspect of leadership
- Create focused and actionable development plans that improve personal effectiveness

Benefits

- Targets key learning and networking needs of women leaders
- Facilitates development of peer-to-peer support networks
- Personalized feedback and coaching facilitate individualized growth

Assessments

- CCL 360
- Everything DiSC Productive Conflict

Delivery

Classroom 3 days

EXPERIENTIAL LEARNING THROUGH BUSINESS SIMULATIONS

Dion Leadership has partnered with a leading global custom business simulation creator to offer our clients a set of business simulations to support the application of our leadership development curriculum. This learning modality is a form of "serious gaming" that encourages the development of business skills by presenting testing and realistic business scenarios and asking the participants to make informed decisions, championing the concept of "learning by doing."

These facilitated computer-based simulations enhance and reinforce the models taught in our proprietary training courses. . Competition and collaboration are part of the dynamic as learners work in teams to move through the simulation. These simulations create an immersive learning experience that is supported by post-activity review and feedback. In addition to their utility in learning programs, these simulations are also suitable as a teambuilding activity at group events.

Two of our signature simulations, designed to be facilitated virtually or in a classroom setting using computers, are:

COHORT: A change management business game that develops influencing skills and understanding of organizational and reputational power as participants try to win the support of key stakeholders essential to the success of a major change project. Through the course of the simulation, participants must develop a compelling change narrative, demonstrate an understanding of social dynamics and build rapport, deal with different attitudes to change, and make effective change Interventions. Applied skills Include operating an effective team, making decisions under pressure, demonstrating agility, managing time, and processing new Information effectively.

XSIM: A business strategy game that helps participants develop business leadership skills by assuming the role of key members of the executive leadership team at a successful global organization. Through the course of this simulation, participants must deal with 10 dilemmas that are recurrent for leaders in any business. To do so, they must understand P&Ls, read and react to market changes, manage the customer value chain, assess leading and lagging indicators, resolve problems and make trade-offs, and respond to unexpected challenges and opportunities.

LEADERSHIP DEVELOPMENT PROGRAMS

Dion Leadership is pleased to offer three well-established paths to support, challenge, and develop leaders at all levels. These leadership training programs combine interactive content developed from research-based best practices with assessment tools designed to increase self-awareness. The result is a personalized learning experience that meets individual leaders wherever they are on their leadership development journey.

Delivery is configured into a series of multi-day sessions based on work schedules, travel considerations, corporate calendars, and other requirements. Each program can be expanded to target high potential employees with the addition of features such as 360-degree evaluations, individual coaching, peer mentoring, social and networking events, and capstone projects. We also have industry specific programs including manufacturing and healthcare leadership.

See the following pages for detailed descriptions of each program.

SENIOR-LEVEL LEADER PROGRAM



<p>Description</p>	<p>Dion Leadership’s Senior-Level Leader program prepares director-level leaders to successfully impact an organization and its people by driving results. This program combines interactive content developed from research-based best practices with assessment tools that increase self-awareness and provide a personalized learning experience. Learners attend 10 full-day classroom-based sessions, which can be configured into a series of multi-day series based on work schedules, travel considerations, corporate calendars, and other requirements (e.g., five 2-day sessions or similar configuration).</p>
<p>Objectives</p>	<p>Learners in the Senior-Level Leader program will:</p> <ul style="list-style-type: none"> • Personalize organizational goals and/or competencies into markers of individual success • Increase self-awareness of their emotional intelligence levels and their personal styles of leadership, building trust, making decisions, and managing change. • Understand and apply the strategic and tactical elements of the Work of Leaders model • Explore the concept of mindset as a driver of leadership success and organizational impact. • Examine courage as an aspect of leadership • Explore and practice models and methods of delegation, holding others accountable and modeling accountability, critical thinking, decision-making, and problem solving • Create action plans for trying and applying new insights • Supplement classroom learning with between-session assignments, including readings, interviews, practice, structured manager debriefs, and experiential learning activities
<p>Assessments</p>	<ul style="list-style-type: none"> • Everything DiSC Work of Leaders • EQ-i 2.0 (MHS) • Trust Quotient Assessment • Decision Style Profile • Change Style Indicator
<p>Additional Features for Hi-Po Learners</p>	<ul style="list-style-type: none"> • 360 assessment and debrief, individual action planning, and one-on-one coaching • Enrichment learning activities • Capstone project with presentation to executive leadership • Facility/plant tours • Mentoring partnerships • Learning journals • Peer roundtables • Executive leaders as guest speakers • Networking events • Cohort-based team-building activities

MID-LEVEL LEADER PROGRAM



<p>Description</p>	<p>Dion Leadership’s Mid-Level Leader program enables experienced managers to strengthen specific critical competencies and increase their personal effectiveness as leaders of people. This program combines interactive content developed from research-based best practices with assessment tools that increase self-awareness and provide a personalized learning experience. Learners attend 8 full-day classroom-based sessions, which can be configured into a series of multi-day series based on work schedules, travel considerations, corporate calendars, and other requirements (e.g., four 2-day sessions or similar configuration).</p>
<p>Objectives</p>	<p>Learners in the Mid-Level Leader program will:</p> <ul style="list-style-type: none"> • Personalize organizational goals and/or competencies into markers of individual success • Increase self-awareness of their emotional intelligence levels and their personal styles of leadership, handling conflict, making decisions, managing change, exercising influence, and building trust • Explore models and best practices for delivering performance feedback, delegating and collaborating, and managing change • Learn to hold others accountable and model accountability as a leader • Explore and practice models and methods of critical thinking, decision-making, and problem solving • Create action plans for trying and applying new insights • Supplement classroom learning with between-session assignments, including readings, interviews, practice, structured manager debriefs, and experiential learning activities
<p>Assessments</p>	<ul style="list-style-type: none"> • Everything DiSC Productive Conflict • EQ-i 2.0 (MHS) • Decision Style Profile • Change Style Indicator • Influence Style Indicator • Trust Quotient Assessment
<p>Additional Features for Hi-Po Learners</p>	<ul style="list-style-type: none"> • 360 assessment and debrief, individual action planning, and one-on-one coaching • Enrichment learning activities • Capstone project with presentation to senior leadership • Facility/plant tours • Mentoring partnerships • Learning journals • Peer roundtables and networking events • Senior leaders as guest speakers • Cohort-based team-building activities

FIRST-LEVEL LEADER PROGRAM



<p>Description</p>	<p>Dion Leadership’s First-Level Leader program introduces learners to concepts and skills essential for leading others. Targeted at new managers, individuals ready for promotion to management, or existing managers who have experienced little to no previous training and development, the program combines interactive content developed from research-based best practices with assessment tools that increase self-awareness and provide a personalized learning experience. Learners attend 6 full-day classroom-based sessions, which can be configured into a series of multi-day series based on work schedules, travel considerations, corporate calendars, and other requirements (e.g., two 3-day sessions, or three 2-day sessions).</p>
<p>Objectives</p>	<p>Learners in the First-Level Leader program will:</p> <ul style="list-style-type: none"> • Personalize organizational goals and/or competencies into markers of individual success • Increase self-awareness of their emotional intelligence levels, personal leadership styles, and preferred modes of handling conflict and exercising influence • Explore Lencioni’s five behaviors in the context of team leadership • Explore elements of and barriers to effective communication • Learn and practice a behavioral model for engaging in healthy conflict • Explore goal setting and performance assessment • Explore and practice models and methods of delivering performance feedback • Create action plans for trying and applying new skills and insights • Supplement classroom learning with between-session assignments, including readings, interviews, practice, structured manager debriefs, and experiential learning activities
<p>Assessments</p>	<ul style="list-style-type: none"> • Everything DiSC Management • EQ-i 2.0 (MHS) • Thomas-Kilman Conflict Handling Modes • Influence Style Indicator
<p>Additional Features for Hi-Po Learners</p>	<ul style="list-style-type: none"> • Individual action planning and one-on-one coaching • Enrichment learning activities • Facility/plant tours • Mentoring partnerships • Senior leaders as guest speakers • Networking events • Cohort-based team-building activities

Would you like your employees to start every day *excited* and end every day *accomplished*?

Dion Leadership can help you by providing:

- Leadership Coaching
- Leadership Development Programs
- Team Effectiveness Facilitation
- Talent Assessment
- Organizational Capabilities Consulting

We do this work with a:

- Long-term partnership philosophy
- People-centered approach
- Team of extraordinary coaches & consultants
- Set of powerful solutions

Let's get started! Contact us today so that we can pinpoint how best we can help your organization.

STEP 1

DISCOVERY

Tell us about your unique problem.

STEP 2

TAILORED SOLUTION

We provide a custom plan.

STEP 3

RESULTS

Together, we get to work!

DION
LEADERSHIP

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