



**GENERAL SERVICES ADMINISTRATION**  
**Federal Supply Service**  
**Authorized Federal Supply Schedule Price List**

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**FSC Group:** Schedule 874 MOBIS  
**Commodity:** Instructor-Led Training  
**FSC Class/Product Code:** 6930  
**SIN 874-4** Instructor Led Training  
**SIN 874-9** Training Services: Off-the-Shelf and Customizable Print, Audio, and Visual Instructional Training Devices



**THE TRAINING CONNECTION, INC.**

**4004 GENESEE PL STE 109**  
**WOODBIDGE, VA 22192-8305**  
**Phone: (703) 680-3780**  
**[www.thetrainingconnection.com](http://www.thetrainingconnection.com)**

**Business size: Small, Woman-owned**  
**Contract Number: GS-02F-0120R**  
**Effective: April 13, 2005 through April 12, 2020**  
**Pricelist current through modification PO-0027, dated December 23, 2014**



*For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).*



## CUSTOMER INFORMATION

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).**  
SIN 874-4 Instructor Led Training – See attached descriptions and pricing  
SIN 874-9 Training Services: Off-the-Shelf and Customizable Print, Audio, and Visual Instructional Training Devices
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.**  
SIN 874-9 Part Number WB-KTMS Price \$27.15/Per Attendee
- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.**  
Not Applicable
- 2. Maximum order.**  
\$1,000,000.00
- 3. Minimum order.**  
\$100.00
- 4. Geographic coverage (delivery area).**  
48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.
- 5. Point(s) of production (city, county, and State or foreign country).**  
The Training Connection, Inc.  
4004 Genesee Place Suite 109  
Woodbridge, VA 22192-8305  
Phone: (703) 680-3780
- 6. Discount from list prices or statement of net price.**  
All prices herein are net government prices.
- 7. Quantity discounts.**  
Additional 1% discount for orders in excess of \$250,000.00.
- 8. Prompt payment terms.**  
0.5% 10, Net 30 days.



- 9a. **Government purchase cards are accepted at or below the micro-purchase threshold.**
- 9b. **Government purchase cards are accepted above the micro-purchase threshold.**
- 10. **Foreign items (list items by country of origin).**  
Not applicable.
- 11. **Time of Delivery.**  
Specified on the Task Order
- 11a. **Expedited Delivery.**  
Contact Contractor
- 11b. **Overnight and 2-Day delivery.**  
Contact Contractor
- 11c. **Urgent Requirements.**  
Contact Contractor
- 12. **F.O.B. point.**  
Destination.
- 13a. **Ordering address(es).**  
The Training Connection, Inc.  
4004 Genesee Place Suite 109  
Woodbridge, VA 22192-8305  
Phone: (703) 680-3780
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](https://fss.gsa.gov/schedules)).
- 14. **Payment address.**  
The Training Connection, Inc.  
4004 Genesee Place Suite 109  
Woodbridge, VA 22192-8305
- 15. **Warranty provision.**  
Not applicable.
- 16. **Export packing charges, if applicable.**  
Not Applicable.
- 17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).**  
The Government purchase card is accepted above the micro-purchase threshold.
- 18. **Terms and conditions of rental, maintenance, and repair (if applicable).**  
Not Applicable.



- 19. Terms and conditions of installation (if applicable).**  
Not Applicable.
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).**  
Not Applicable.
- 20a. Terms and conditions for any other services (if applicable)**  
Not Applicable.
- 21. List of distribution points (if applicable).**  
The Training Connection, Inc., 4004 Genesee Place Suite 109, Woodbridge, VA 22192-8305, Phone: (703) 680-3780
- 22. List of participating dealers (if applicable)**  
Not Applicable.
- 23. Preventive maintenance (if applicable).**  
Not Applicable.
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).**  
Not Applicable.
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).**  
Not Applicable.
- 25. Data Universal Number System (DUNS) number.**  
96-038-0806
- 26. Notification regarding registration in Central Contractor Registration (CCR) database.**  
The Training Connection, Inc. has registered with the Central Contractor Registration database. The CAGE code is **1KTNO**.



### Course Descriptions and Pricing

SIN	Course Number	Descriptions	GSA Price for orders up to \$250,000	GSA Price for orders in excess of \$250,000
<b>The Mentoring Connection</b>				
874-4	TMC	The Mentoring Connection - This is a web-based delivery system that supports the mentoring program. This tool helps to expedite the formalized mentoring program. Detailed course descriptions are found on the following pages.		
874-4	TMC-1	Up to 25 attendees	\$7,723.00	\$7,645.77
874-4	TMC-1a	26 - 50 attendees	\$9,452.00	\$9,357.48
874-4	TMC-1b	51 - 75 attendees	\$11,181.00	\$11,069.19
874-4	TMC-1c	76 - 100 attendees	\$12,910.00	\$12,780.90
874-4	TMC-1d	101 - 125 attendees	\$14,639.00	\$14,492.62
874-4	TMC-1e	126 - 150 attendees	\$16,368.00	\$16,204.32
874-4	TMC-1f	151 - 175 attendees	\$18,097.00	\$17,916.04
874-4	TMC-1g	176 - 200 attendees	\$19,826.00	\$19,627.73
874-4	TF-SP	Establishing A Mentoring Program: Strategic and Action Planning - An introduction to formal mentoring intended but not limited to program coordinators. Provides a detailed roadmap for implementing their own formal mentoring program. Involves the principles and processes involved in planning, designing and executing a successful mentoring program. Detailed course descriptions are found on the following pages. Price includes a written mentoring plan and 10 copies of The Keys to Mentoring Success. Minimum # of participants: 5 Maximum # of participants: 10	\$4,795.00	\$4,747.06
874-9	WB-KTMS	Program Materials (Per person) May be purchased separately	\$29.00	\$28.71
874-4	TMC-PS	The Mentoring Connection Program Support – Each client is provided up to 10 hours of program support from The Training Connection, Inc., to set up the website; customize application forms, matching forms, and program evaluations; and train the Program Coordinator on the entire mentoring connection application from all user perspectives. The Training Connection, Inc. also provides on-going guidance and support to the Program Coordinator to facilitate partnership issues (such as gaining top level support, or closing down a partnership that is not working) along with supporting continuous improvement of program design.	\$800.00	\$791.42
874-4	TMC-PM	TMC System Modifications – The Mentoring Connection (TMC) is a web-based delivery system developed to offer business, government, and non-profit organizations a comprehensive and efficient means of establishing and operating mentoring programs and partnerships. TMC assists organizations in identifying, matching, tracking, and evaluating mentoring partnerships. TMC also reduces up to 80% of the hands-on administration and processing normally required to run a formal mentoring program. The Mentoring Connection is an off-the-shelf product. Any modifications to the current system will need to be re-designed, tested and transferred to client application.	\$140.00	\$138.48
874-4	TF-DMO	Dynamic Mentoring Orientation - Intended for mentors, mentorees and supervisors. In this course, one learns how to cultivate mentoring relationships and why mentoring is an essential tool for professional development. Involves role clarification and how to get the most benefit out of a mentoring relationship. Detailed course descriptions are found on the following pages. (Per day) Minimum # of participants: 5 Maximum # of participants: 10	\$2,217.00	\$2,194.83



874-9	WB-DMO-Live	Program Materials (Per person) May be purchased separately	\$24.00	\$23.75
874-9	WB-DMO-Virtual	Program Materials (Per person) May be purchased separately	\$37.00	\$36.62
874-4	TF-SM	Speed Mentoring - To identify and select a suitable match, mentors and mentorees will be invited to participate in a networking event known as Speed Mentoring. Speed Mentoring is a fast-paced and powerful way to meet mentoring prospects and clarify mentoring goals and match competency criteria. After the event, mentors and mentorees will be able to identify and prioritize a short list of potential mentoring candidates. Minimum # of participants: 25 Maximum # of participants: 50	\$2,560.00	\$2,534.40
874-4	TF-MP	Dynamic Mentoring Matching Process -Using specific criteria developed in the strategic and action planning process, an in-house program coordinator will use The Mentoring Connection© software to recruit volunteers to participate as mentors and identify mentoree candidates. The program is flexible with regard to appropriate matching. Detailed course descriptions are found on the following pages.	\$2,217.00	\$2,194.83
874-4	TF-DMC	Dynamic Mentoring Connections - This course is designed to build a legacy of knowledge throughout the organization and moves the mentoring partnership from informal to formal. This is where the tools and knowledge obtained in earlier coursework are put into practice. Detailed course descriptions are found on the following pages. (One Day Session) Minimum # of participants: 25 Maximum # of participants: 50	\$2,217.00	\$2,194.83
874-4	TF-DMC-1	Dynamic Mentoring Connections - This course is designed to build a legacy of knowledge throughout the organization and moves the mentoring partnership from informal to formal. This is where the tools and knowledge obtained in earlier coursework are put into practice. Detailed course descriptions are found on the following pages. (Two Day session) Minimum # of participants: 25 Maximum # of participants: 50	\$4,435.00	\$4,390.65
874-9	WB-DMC	Program Materials (Per person) May be purchased separately	\$73.42	\$72.69
<b>Success Triangle Tools and Training Aids</b>				
874-4	TF-ST	The Success Triangle - This session explores the concept that multiple elements are the key to being well rounded and successful in today's workplace. The competencies explored in this model are: Building Relationships, Expertise and Navigating the Organization. Participants receive a 360/multi-rater assessment designed to identify developmental strengths and needs. Each "Success Triangle" set includes nine surveys. One survey is completed by the ratee, one is completed by his or her immediate supervisor, and the remaining seven surveys are completed by a combination of the ratee's superiors, peers and direct reports. TTC will administer the assessment, track and collect the results for processing, and provide one-on-one confidential feedback sessions. Detailed course descriptions are found on the following pages. Maximum number of participants: 8	\$2,217.00	\$2,194.83
874-9	WB-ST	Program Materials (Per person) May be purchased separately	\$404.25	\$400.21
874-4	TF-MPE	Dynamic Mentoring - Mid Point Energizer - This course is designed as a follow up to give both mentors and mentorees a chance to reflect on their learning experiences and to clarify any questions with regards to the mentoring process. This also assures that participants are not getting stagnant and that the mentoring process continues to be a successful tool in creating the most effective organization. Detailed course descriptions are found on the following pages. (Per day) Minimum # of participants: 25 Maximum # of participants: 50	\$2,217.00	\$2,194.83
874-4	RPT-MPE	Written Survey and Mid-Point Report	\$1,977.00	\$1,957.23



874-4	TF-EOP	Dynamic Mentoring - End of Program Review and Celebration - Gives mentoring participants the opportunity to assess their personal and professional growth while participating in the mentoring program. This session does not represent the end of the mentoring program but rather the continuation of the mentoring program without the formal support which has been provided to date. Detailed course descriptions are found on the following pages. (Per day) Minimum # of participants: 25 Maximum # of participants: 50	\$2,217.00	\$2,194.83
874-4	RPT-EOP	Written Survey and Final Report	\$1,977.00	\$1,957.23
874-4	TF-MF	MENTORING/LEARNING FORUMS – A facilitator from TTC’s expert cadre will offer participants an opportunity to develop new skills, enhance group dynamics and provide a forum to exchange ideas and current information. Topics include but are not limited to: Managing Change, Presenting with Style, Dealing with Difficult People, Customer Service, Political Savvy, Mentor-the-Mentor, Trust Based Leadership, The Role of a Supervisor in a Formal Mentoring Program, Emotional Intelligence, Time Management, etc. Minimum # of participants: 25 Maximum # of participants: 50	\$2,560.00	\$2,532.53
874-9	WB-MF-1	Mentoring Forum Level 1 Sessions Program Materials. (Per person) May be purchased separately	\$24.00	\$23.75
874-9	WB-MF-2	Mentoring Forum Level 2 Sessions Program Materials. (Per person) May be purchased separately	\$54.00	\$53.45
874-9	WB-MF-3	Mentoring Forum Level 3 Sessions Program Materials. (Per person) May be purchased separately	\$74.00	\$73.25
874-4	TF-DTMW	Discovering The Mentor Within -This course is intended for mentors and provides information on how to coach others and how to continue one’s own personal development to ensure the continued success and growth of the mentoring relationship. Detailed course descriptions are found on the following pages. (One Day Session) Minimum # of participants: 25 Maximum # of participants: 50	\$2,217.00	\$2,194.83
874-4	TF-DTMW-1	Discovering The Mentor Within -This course is intended for mentors and provides information on how to coach others and how to continue one’s own personal development to ensure the continued success and growth of the mentoring relationship. Detailed course descriptions are found on the following pages. (Two Day Session) Minimum # of participants: 25 Maximum # of participants: 50	\$4,435.00	\$4,390.65
874-9	WB-DTMW	Program Materials (Per person) May be purchased separately	\$73.42	\$72.69
874-4	TF-SCM	Strategic Career Management - Provides a framework and tools to assist participants in managing their professional and career development while increasing their contribution to the organization. Detailed course descriptions are found on the following pages. (One Day Session) Minimum # of participants: 25 Maximum # of participants: 50	\$2,217.00	\$2,194.83
874-4	TF-SCM-1	Strategic Career Management - Provides a framework and tools to assist participants in managing their professional and career development while increasing their contribution to the organization. Detailed course descriptions are found on the following pages. (Two Day Session) Minimum # of participants: 25 Maximum # of participants: 50	\$4,435.00	\$4,390.65
874-9	WB-SCM	Program Materials (Per person) May be purchased separately	\$73.42	\$72.69
874-4	DISC-TTT	DISC Train-The-Trainer - DISC stands for Dominance, Influence, Steadiness and Conforming. DISC is an analysis tool which assesses how different personalities react to different circumstances. This knowledge will assist in pairing an employee with the position that best fits their behavioral style. This will allow organizations to improve efficiencies and productivity while contributing to improved employee satisfaction. Detailed course descriptions are found on the following pages. (Cost per person) Minimum # of participants: 10 Maximum # of participants: 15	\$691.00	\$684.09



874-4	TF-CWS	Communicating with Style - Communicating with Style provides a model for equipping managers (and employees they manage) with the tools necessary for building and enhancing productive relationships. Through a series of individual and group activities, participants will explore strategies for interacting with others and become aware of different individual work styles. Minimum # of participants: 25 Maximum # of participants: 50	\$2,560.00	\$2,532.53
874-9	WB-CWS	Program Materials (Per person) May be purchased separately	\$59.00	\$58.40
874-4	TF-BHPT	Building High Performing Teams provides a model for equipping organizations with the tools necessary for building, motivating and leading high performing teams and provides a process to link training and development to the organization's mission, goals and objectives. The personalized information received from the TTI Success Insights™ software, companies have the opportunity to examine how their individual and collective skills have a significant impact on the mission. Detailed course descriptions are found on the following pages. (One Day Session) Minimum # of participants: 25 Maximum # of participants: 50	\$2,217.00	\$2,194.83
874-4	TF-BHPT-1	Building High Performing Teams provides a model for equipping organizations with the tools necessary for building, motivating and leading high performing teams and provides a process to link training and development to the organization's mission, goals and objectives. The personalized information received from the TTI Success Insights™ software, companies have the opportunity to examine how their individual and collective skills have a significant impact on the mission. Detailed course descriptions are found on the following pages. (Two Day Session) Minimum # of participants: 25 Maximum # of participants: 50	\$4,435.00	\$4,390.65
874-9	WB-BHPT	Program Materials (Per person) May be purchased separately	\$70.60	\$69.89



## DETAILED COURSE DESCRIPTIONS

### ESTABLISHING A MENTORING PROGRAM: STRATEGIC AND ACTION PLANNING

#### INTRODUCTION

Many of the most successful public and private organizations are those that have come to the realization that investing in their own people will reap the biggest returns. Scores of organizations worldwide have implemented innovative and dynamic mentoring programs. These professional partnerships have not only proved to boost morale within the organization, but have also increased productivity and efficiency. The purpose of this program is to provide mentoring Program Coordinators with a detailed roadmap for implementing their own formal mentoring program. Mentoring practitioners will explore, in depth, the principles and processes for planning, designing and executing a successful mentoring program in their organizations.

#### BENEFITS

- Creates a supportive environment to transfer knowledge from one individual to another.
- Enhances the culture of continuous learning and growth where people can live and work to their full potential.
- Offers mentors the personal satisfaction of “giving back” to the organization and passing along their legacy.

#### PRE-COURSE WORK

Each participant will receive a TTI Success Insights™ assessment to be completed on-line 10 days prior to the Dynamic Mentoring Connections workshop.

#### OBJECTIVES

##### **BUILDING STRONG MENTORING PROGRAMS AND RELATIONSHIPS**

- Explore the difference between informal and formal mentoring.
- Learn how to identify, select, and match mentoring program participants.
- Explore mentoring evaluation criteria and how to keep the mentoring program and participants on track.
- Discuss the use of Mentoring Action Plans (MAP) and Mentoring Agreements.

##### **SUPPORTING THE MENTORING PROCESS**

- Build organizational support at all levels.
- Clarify the supervisor’s role in an informal mentoring process.
- Learn how to honor the integrity of the mentoring program.
- Explore tips and techniques for maintaining accountability and sustaining momentum.

#### MATERIALS

Participants will receive a book entitled *Keys to Mentoring Success* and a personalized report generated from the TTI Success Insights™ software. In addition, a facilitated Mentoring Plan will be produced, detailing the step-by-step sequence of events necessary to implement the program. The plan will address time commitment, roles, responsibilities, expectations and program features. The mentoring plan will also include a time line for implementation.



## THE MENTORING CONNECTION

**The Mentoring Connection (TMC)** is a web-based delivery system developed to offer business, government and non-profit organizations a comprehensive, effective and efficient means of establishing and operating formal mentoring programs and partnerships.

Through the use of sophisticated data management tools, **TMC** can streamline administrative and processing operations while maintaining the personal aspects so critical to effective mentoring programs while providing significant savings in staff costs.

### MENTORING PROGRAMS WITHOUT THE HASSLE

Whether you have an established mentoring program, or are just launching a new one, **The Mentoring Connection** can offer the following enhancements to your program:

- **Quicker implementation of a formalized mentoring program.**  
Mentors and mentorees apply to the mentoring program on-line by completing an application form that includes a biographical profile. **TMC** collects this important data to make selections, facilitate future matches and track the relationship after these matches have been made.
- **Easier, more effective matching of mentors and mentorees.**  
The success of a formal mentoring program is dependent upon a carefully orchestrated selection and matching process. There are a variety of ways to match participants. These methods range from formal matches by an outside committee/task force to a more informal one that encompasses one's own mentoring philosophy. **TMC** assists organizations in matching mentors with mentorees by collecting vital information and then employing a dynamic scoring system to match mentorees with an appropriate mentor. Every effort is made to match mentorees with someone who can best support their developmental needs.
- **Insightful self and 360 degree feedback.**  
Most mentoring programs begin with developmental feedback. Confidential self and multi-rater feedback provides employees an opportunity to target developmental needs and goals and in turn develop effective learning plans. **TMC** supports two popular assessment tools: The Success Triangle (a multi-rater feedback system) and TTI Success Insights™ (a DISC self-assessment).
- **Less hands-on administration and processing.**  
An on-line Mentoring Action Plan and Mentoring Agreement provides a roadmap for keeping partnerships on track and on target. The plans are based on an individual assessment of the mentorees' needs and are supported by adequate resources and an active mentoring partnership. Program Coordinators can use this feature to forecast funding requirements as well as analyze the collective training needs of the mentoring group.
- **Communication with Program Coordinators and other participants.**  
An on-line forum for mentors, mentorees and Program Coordinators provides them the tool to stay connected through a threaded discussion style bulletin board.



- **Efficient online scheduling of mentoring activities.**  
An on-line calendar of events provides the Program Coordinator an opportunity to post upcoming events and developmental opportunities.
- **Program evaluations that keep you on top of progress and problems.**  
Continual evaluation of the development process is an integral part of a successful mentoring program. Consistent monitoring will ensure that pro-active adjustments are made to the program design to facilitate further success. Therefore, there are two critical checkpoints: six months after the program begins and at the conclusion. **TMC** provides an on-line evaluation process that collects information that clearly determines what aspects of the program are successful and what areas could benefit from a mid-course correction or adjustment.
- **More efficient collection and storage of data and resource materials.**  
**TMC** offers an on-line newsletter highlighting mentoring success stories and lessons learned. In addition, **TMC** has a Library where the Program Coordinator can post articles, workbooks, PowerPoint presentations and other key resource materials that offer mentoring tips and techniques.
- **Accessible, secure and complete privacy for all information.**  
**TMC** provides the infrastructure that includes hardware, software and data-encryption certification through VeriSign (to protect personal information). **TMC** has been verified to meet all [U.S. Section 508 guidelines](#).

### THE MENTORING CONNECTION PROGRAM SUPPORT

Each client is provided with program support from The Training Connection, Inc., to set up the website. This includes customizing application forms, matching forms, and program evaluations. It also includes training the Program Coordinator on the entire Mentoring Connection application from all user perspectives. The Training Connection, Inc. also provides on-going guidance and support to the Program Coordinator to facilitate partnership issues (such as gaining top level support, or closing down a partnership that is not working) along with supporting continuous improvement of program design.

### THE MENTORING CONNECTION SYSTEM MODIFICATIONS

**The Mentoring Connection (TMC)** is a web-based delivery system developed to offer business, government, and non-profit organizations a comprehensive and efficient means of establishing and operating mentoring programs and partnerships. TMC assists organizations in identifying, matching, tracking, and evaluating mentoring partnerships. TMC also reduces up to 80% of the hands-on administration and processing normally required to run a formal mentoring program.

The Mentoring Connection is an off-the-shelf product. Any modifications to the current system will need to be re-designed, tested and transferred to the client's application.



## **DYNAMIC MENTORING ORIENTATION**

Mentoring is a time-honored tradition that has revolutionized the way people develop. Organizations worldwide are realizing the value of mentoring and are investing time, money and resources into facilitating successful developmental mentoring relationships. Why has mentoring made such a comeback? The answer is simple—it's a valuable tool for developing a high performance workplace.

The Dynamic Mentoring Orientation teaches participants how to cultivate productive mentoring relationships and shows them why mentoring is an essential tool for career and professional development. In addition, participants will explore what to look for in a mentor/mentoree and learn how to clarify roles, responsibilities and expectations.

To identify and select a suitable match, mentorees and mentors are invited to participate in a networking event known as Speed Mentoring. Speed Mentoring is a fast-paced and powerful way to meet mentoring prospects and clarify mentoring goals and matching criteria.

### **INTRODUCTIONS AND ORIENTATION**

- History of the program.
- Introduction of the coordinators.
- Introduction of participants.

### **CLARIFY ROLES AND EXPECTATIONS**

- Define “dynamic” mentoring.
- Clarify the mentoring program goals and objectives.
- Explore the benefits of mentoring.
- Understand the roles, responsibilities of mentors, mentorees and supervisors.
- Explore the characteristics to look for in a mentor/mentoree.

### **SPEED MENTORING**

- Introduction to the on-line mentoring matching process.
- Meet, mingle and network with the available pool of mentors.

### **MATERIALS**

Participants will receive a customized handout package.



## **SPEED MENTORING FOR MENTORS/MENTOREES**

### **INTRODUCTION**

The mentoring matching process offers interested employees an opportunity to work with a mentor who can best support their developmental needs. To identify and select a suitable match, mentors and mentorees will be invited to participate in a networking event known as Speed Mentoring. Speed Mentoring is a fast-paced and powerful way to meet mentoring prospects and clarify mentoring goals and match competency criteria.

Although an informal mentoring connection between two people may naturally happen, formal mentoring relationships are built over time and include mutual trust and respect for differences. Designed to facilitate thought provoking conversations, the Speed Mentoring event will help participants get to know each other before committing to and finalizing a formal mentoring partnership.

### **OBJECTIVES**

- Meet and network with others in the mentoring cohort.
- Meet mentors who possess the skills, traits and characteristics the mentorees hope to develop through mentoring.
- Identify and prioritize a short list of potential mentoring candidates.

### **MATERIALS**

Participants will receive a customized handout package.



## **DYNAMIC MENTORING MATCHING PROCESS**

### **INTRODUCTION**

The potential for a successful mentoring program is based on careful recruiting and selection of mentors and mentorees. Using specific criteria developed in the strategic and action planning process, an in-house Program Coordinator will use The Mentoring Connection© software to recruit volunteers to participate as mentors and identify mentoree candidates.

Prior to the Dynamic Mentoring Connection training, The Training Connection, Inc. (TTC) will lead the Mentoring Program Coordinator through a facilitated matching process. Every effort will be made to match mentorees with mentors who can best support their developmental needs. In an attempt to recruit a suitable match, mentors and mentorees will be encouraged to recommend potential matches by:

- Reviewing profiles from a select pool of candidates.
- Participating in an orientation/networking workshop.
- Interviewing/meeting with other potential participants.

The goal is to empower participants to provide the initial screening process using objective criteria based on career and developmental goals. Individual choices will strongly be considered, but cannot be guaranteed. Under the direction of TTC, the Mentoring Program Coordinator will gather all information and make the appropriate match based on the mentor's capability to support mentoree needs. If at any point, either the mentor or the mentoree feels that the match is inappropriate, they are encouraged to notify the Program Coordinator for a rematch.



## **DYNAMIC MENTORING CONNECTIONS**

### **(1 Day Session)**

#### **INTRODUCTION**

Mentoring is a dynamic process designed to unleash the potential of employees. Built on mutual respect, trust and the sharing of ideas and experience, mentoring plays a critical role in career development. As organizations adapt to dynamic environments, traditional training methods may not keep pace with the complexity and diversity of today's landscape. Those who cannot adapt and learn quickly will not prosper.

Dynamic Mentoring Connections is designed to build a legacy of knowledge throughout the organization. It moves the mentoring partnership from the informal to the formal and combines the key elements of relationship building with a well thought-out plan for individualized development.

Through personalized information generated from the TTI Success Insights™ software, participants have the opportunity to immediately increase their knowledge of self and others. TTI Success Insights™ reports clarify individual work styles, how styles effect job performance and how the mentor and mentoree can work together to build on strengths and overcome weaknesses.

#### **BENEFITS**

##### ***DYNAMIC MENTORING***

- Creates a learning organization that continually adapts and improves its performance to meet the needs of demanding and informed customers.
- Improves communications, strategic planning, job satisfaction and cross-training.
- Provides employees with an opportunity to assess their potential and place themselves in roles where they can thrive.
- Fosters career, organizational and personal growth.

#### **PRE-COURSE WORK**

Each participant will receive a TTI Success Insights™ assessment to be completed on-line 10 days prior to the Dynamic Mentoring Connections workshop.

##### ***MORNING SESSION (MENTORS AND MENTOREES)***

###### **Building Effective Mentoring Partnerships:**

- Define “dynamic” mentoring and explore why mentoring is an essential tool for career and organizational development.
- Explore the difference between informal and formal mentoring.
- Discuss productive mentoring relationships and how to keep them on track.
- Learn how a person's DISC behavioral style can help or hinder the connection between mentor and mentoree.
- Learn how to blend DISC behavioral styles for improved mentoring relationships.



## ***AFTERNOON SESSION***

### **Clarify Mentoring Roles And Responsibilities:**

- Explore mentoring roles and responsibilities.
- Learn how to create developmental opportunities that grow and groom a seasoned workforce.
- Learn how to develop a Mentoring Action Plan based on the individual needs of the mentoree.
- Develop a mentoring agreement on the “logistics” of the mentoring process.

### **MATERIALS**

Participants will receive practical, easy-to-use mentoring guides for use during the training program and for on-going career counseling and career planning. Through personalized information generated from the TTI Success Insights™ software, participants have the opportunity to immediately increase their knowledge of self and others. TTI Success Insights™ reports clarify individual work styles, how styles effect job performance and how the mentor and mentoree can work together to build on strengths and overcome weaknesses.



## **DYNAMIC MENTORING CONNECTIONS**

### **(2 Day Session)**

#### **INTRODUCTION**

Mentoring is a dynamic process designed to unleash the potential of employees. Built on mutual respect, trust and the sharing of ideas and experience, mentoring plays a critical role in career development. As organizations adapt to dynamic environments, traditional training methods may not keep pace with the complexity and diversity of today's landscape. Those who cannot adapt and learn quickly will not prosper.

Dynamic Mentoring Connections is designed to build a legacy of knowledge throughout the organization. It moves the mentoring partnership from the informal to the formal and combines the key elements of relationship building with a well thought-out plan for individualized development.

Through personalized information generated from the TTI Success Insights™ software, participants have the opportunity to immediately increase their knowledge of self and others. TTI Success Insights™ reports clarify individual work styles, how styles effect job performance and how the mentor and mentoree can work together to build on strengths and overcome weaknesses.

#### **BENEFITS**

##### ***DYNAMIC MENTORING***

- Creates a learning organization that continually adapts and improves its performance to meet the needs of demanding and informed customers.
- Improves communications, strategic planning, job satisfaction and cross-training.
- Provides employees with an opportunity to assess their potential and place themselves in roles where they can thrive.
- Fosters career, organizational and personal growth.

#### **PRE-COURSE WORK**

Each participant will receive a TTI Success Insights™ assessment to be completed on-line 10 days prior to the Dynamic Mentoring Connections workshop.

##### ***DAY 1: MORNING SESSION (MENTORS AND MENTOREES)***

###### **Introductions and Orientation:**

- History of the mentoring program.
- Introduction of Program Coordinators and participants.

###### **Why Mentoring?**

- Define “dynamic” mentoring and explore why mentoring is an essential tool for career and organizational development.
- Explore the difference between informal and formal mentoring.
- Explore the benefits of mentoring.
- Clarify the mentoring program goals and objectives.



### **Building Effective Mentoring Partnerships:**

- Discuss productive mentoring relationships and how to keep them on track.
- Learn how a person's DISC behavioral style can help or hinder the connection between mentor and mentoree.
- Learn how to blend DISC behavioral styles for improved mentoring relationships.

### ***DAY 1: AFTERNOON SESSIONS FOR MENTOREES ONLY***

#### **The Mentoree's Roles:**

- Set career goals and make wise career decisions based on these goals.
- Assess skill level in three key areas: building relationships, demonstrating expertise and navigating the organization.
- Explore the pivotal role of the supervisor.
- Understand strengths and weaknesses.
- Identify education and training needs.

### ***DAY 2: MORNING SESSION FOR MENTORS ONLY***

#### **The Mentor's Roles:**

- Understand strengths and based on these strengths how to share his/her wisdom of experience.
- Understand the four stages of a mentoring conversation.
- Build 5 key skills for mentoring success: strategic questioning, skillful listening, wisdom sharing, productive feedback and designing valuable developmental experiences.
- Provide developmental opportunities that grow and groom a seasoned workforce.

### ***DAY 2: AFTERNOON SESSION FOR MENTORS AND MENTOREES***

#### **Sustaining Momentum:**

- Explore the rules of trust, respect and confidentiality.
- Identify planning strategies for long distance mentoring.
- Develop a Mentoring Action Plan based on the individual needs of the mentoree.
- Develop a mentoring agreement on the "logistics" of the mentoring process.
- Trouble-shooting tips and techniques.

### **MATERIALS**

Participants will receive practical, easy-to-use mentoring guides for use during the training program and for on-going career counseling and career planning. Through personalized information generated from the TTI Success Insights™ software, participants have the opportunity to immediately increase their knowledge of self and others. TTI Success Insights™ reports clarify individual work styles, how styles effect job performance and how the mentor and mentoree can work together to build on strengths and overcome weaknesses.



## THE SUCCESS TRIANGLE

### Multi-Rater Feedback

#### INTRODUCTION

One of the things we all value in any interactive working situation is feedback. Good feedback is a gift. It can lessen stress, improve productivity and enhance your career. We all would benefit if we knew how our actions impact others, but for whatever reason, good feedback is hard to come by.

Traditionally, 95% of all feedback in the workplace comes from your supervisor. In today's environment, many supervisors feel "unqualified" to give valuable feedback because they are not close to the employee on a day-in and day-out basis. Ideally, feedback about performance should be received on an ongoing, continuous basis so you can monitor and correct your own actions. With the move to self-directed teams, telecommuting and other workplace dynamics, the traditional supervisor may not be a reliable judge of an employee's performance.

Feedback provided through The Success Triangle gives a more reliable source for your performance data. The Success Triangle provides a comprehensive view of your actions from a circle of contacts who are, in many cases, closer to the action.

The key issues concerning feedback are to keep it objective and beneficial. Feedback provided through The Success Triangle is intended to be for development only; it is a tool for increasing self-awareness. When participants know that feedback will not be used for appraisals, selections or promotions, a new and candid avenue for communication is opened for everyone involved. Information gained using The Success Triangle enhances confidence, is non-threatening and absolutely confidential.

#### THE SUCCESS TRIANGLE

The Success Triangle is based on the idea that more than one personal element is needed to be a well-rounded, successful individual. The Success Triangle measures specific skills and competencies in three key areas:

- **Building Relationships** - Demonstrating the ability to work effectively with others.
- **Expertise** - Mastering the specialized knowledge or skills that set you apart.
- **Navigating the Organization**- taking the responsibility to understand the organization, its culture and values—and making the effort to fit in.

We can all think of someone we have associated with who had superior technical ability or outstanding work habits. Some of these people are referred to as being "brilliant" or "talented." But put them in a team environment and they are at a loss. They don't understand the political ramifications of their actions. Without "people skills" and political savvy, talented and energetic individuals may find a rut in an organization instead of a niche. Often their attitude is: "I am what I am." They see no need to change or to develop the skills needed to fit in and rely strictly upon their technical skills to get by (rather than getting along).

Participants will receive a 360/multi-rater assessment designed to identify developmental needs in 15 skill clusters. Each *Success Triangle* set includes nine surveys. One survey is completed by the employee, one is completed by his or her immediate supervisor, and the remaining seven surveys are completed by a combination of the participant's superiors, peers and direct reports. The consultant will administer the assessment, track and collect the results for processing, and provide one-on-one confidential feedback sessions.



## **DYNAMIC MENTORING MID-POINT ENERGIZER**

### **INTRODUCTION**

Dynamic mentoring is a two-way learning process. The mid-point energizer has been carefully designed to give both mentorees and mentors a chance to reflect on their learning experiences. By bringing actions to a conscious level, participants are better able to understand the significance of their mentoring experiences and make quick adjustments if and when necessary.

In addition, TTC will coordinate the mid-point evaluation process by conducting needs assessments through personal interviews and written surveys evaluating the mentoring climate. A prepared written document upon completion will be submitted with observations, lessons learned and recommendations.

### **OBJECTIVES**

Participants will explore the following:

#### ***WHAT'S WORKING?***

- Define “dynamic” mentoring and the keys to mentoring success.
- Assess effectiveness in four main mentor/mentoree roles.
- Discuss productive mentoring relationships and how to keep on track.

#### ***LESSONS LEARNED***

- Evaluate the time commitment, suitability of mentoring match and effectiveness of the developmental opportunities and plans.
- Surface and address problems or barriers.
- Give feedback on the overall mentoring program design.

#### ***NEXT STEPS AND ACTION PLAN***

- Reaffirm original mentoring goals and refocus energy.



## **DYNAMIC MENTORING END OF PROGRAM REVIEW AND CELEBRATION!**

### **INTRODUCTION**

Dynamic Mentoring is a time-honored tradition that has revolutionized the way organizations are developing their people. Throughout history leaders have had the responsibility to pass along the wisdom of experience from one generation to the next. Dynamic Mentoring creates a non-threatening environment where information is shared and knowledge is transferred.

This session gives mentoring participants an opportunity to assess their personal and professional growth over the past year and explore the value mentoring played in their career and leadership development. What's more, participants will discuss strategies for concluding their mentoring partnership. Closing down the partnership might feel a little awkward, yet it is vital to end the formal aspects of the relationship as deliberately as it began. This session, in itself, signals the ending of the "formal support" and provides a framework for exploring, leveraging and celebrating success. Participants will also give feedback on their progress, develop an action plan for the future and celebrate their success!

The Training Connection, Inc. will coordinate the end of program evaluation process by conducting written surveys and progress reviews. A prepared written document upon completion will be submitted with observations, lessons learned and recommendations.

### **OBJECTIVES**

- Mining learning outcomes and lessons learned.
- Closing down the mentoring relationship.
- Celebrating success.

### **MATERIALS**

Participants will receive a handout package as well as a mentoring journal.



## **MENTORING/LEARNING FORUMS**

### **INTRODUCTION**

A facilitator from TTC's expert cadre will offer participants an opportunity to develop new skills, enhance group dynamics and provide a forum to exchange ideas and current information. Topics include but are not limited to: Managing Change, Presenting with Style, Dealing with Difficult People, Customer Service, Political Savvy, Mentor-the-Mentor, Trust Based Leadership, The Role of a Supervisor in a Formal Mentoring Program, Emotional Intelligence, Time Management, etc.

### **MATERIALS**

Participants will receive a handout package.



## **DISCOVERING THE MENTOR WITHIN** **(1 Day Session)**

### **INTRODUCTION**

Organizations worldwide are realizing the value of mentoring. They are investing time, money and resources into creating cultures that embrace these important developmental relationships. Mentoring partnerships vary based on the developmental needs of the employee. These relationships can be content focused (sharing knowledge or teaching skills that may be needed) or process focused (creating an environment to shift thinking and develop new ideas and behaviors).

**Discovering the Mentor Within** explores the skills necessary to help employees seize learning opportunities in the midst of everyday events. Volunteer mentors will learn how to position themselves with a mix of coaching skills: diagnostic listening, strategic questioning, gap planning, wisdom sharing, and productive feedback. This foundational training serves as a basis for effective mentoring.

### **BENEFITS**

- Creates a supportive environment to transfer knowledge from one individual to another.
- Enhances the culture of continuous learning and growth where people can live and work to their full potential.
- Offers mentors the personal satisfaction of “giving back” to the organization and passing along their legacy.

### **PRE-COURSE WORK**

Each participant will receive a DISC assessment to be completed on-line 10 days prior to the Discovering the Mentor Within workshop.

### **MORNING SESSION**

#### **Building Strong Mentoring Relationships:**

- Explore the difference between informal and formal mentoring.
- Discuss productive mentoring relationships and how to keep them on track.
- Respect and value the natural DISC behavioral styles of others and how to blend style for improved interpersonal relationships.

### **AFTERNOON SESSION**

#### **The Keys to Mentoring Success:**

- Clarify the four key mentoring roles.
- Learn how to engage others in their own process of self-discovery.
- Build skills in diagnostic listening, strategic questioning, gap planning, sharing wisdom and productive feedback.
- Learn how and when to involve the supervisor in the mentoring process.



### **Designing Developmental Experiences:**

- Help mentorees set learning goals, priorities and milestones.
- Discuss examples of developmental activities including: classroom courses, shadowing, developmental assignment or project, insightful feedback (self & 360), detail assignments/job rotations, networking, self-study and research.
- Learn how to develop a Mentoring Action Plan and a Mentoring Agreement based on the individual needs of the mentoree.

### **EXPERIENTIAL-BASED LEARNING SESSIONS**

Discovering the Mentor Within is an experiential-based training program. Experiential learning offers participants an opportunity to learn by doing. Mentors will be asked to “contract” with another participant in the training program to be coached around a particular issue or skill that is relevant to them. This will ensure that 1) the skills they are learning are immediately reinforced by being put to use and 2) that they experience being on the “other side of the table,” which also enhances their ability to mentor.

### **MATERIALS**

Participants will receive a **Discovering the Mentor Within** workbook for use during the training program and for on-going mentoring. Through personalized information generated from the TTI Success Insights™ software, participants have the opportunity to immediately increase their knowledge of self and others. TTI Success Insights™ reports clarify individual work styles, how those styles affect job performance and how the mentoring partnership can build on strengths and overcome weaknesses.



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Each participant will receive a DISC assessment to be completed on-line 10 days prior to the Discovering the Mentor Within workshop.

#### **DAY 1: MORNING SESSION**

##### **Building Strong Mentoring Relationships:**

- Explore the difference between informal and formal mentoring.
- Discuss productive mentoring relationships and how to keep them on track.
- Respect and value the natural DISC behavioral styles of others and how to blend style for improved interpersonal relationships.

#### **DAY 1: AFTERNOON SESSION**

##### **The Keys to Mentoring Success:**

- Clarify the four key mentoring roles.
- Learn how to engage others in their own process of self-discovery.
- Build skills in diagnostic listening, strategic questioning, gap planning, sharing wisdom and productive feedback.
- Learn how and when to involve the supervisor in the mentoring process.



## **DAY 2: MORNING SESSION**

### **Designing Developmental Experiences:**

- Help mentorees set learning goals, priorities and milestones.
- Discuss examples of developmental activities including: classroom courses, shadowing, developmental assignment or project, insightful feedback (self & 360), detail assignments/job rotations, networking, self-study and research.
- Learn how to develop a Mentoring Action Plan and a Mentoring Agreement based on the individual needs of the mentoree.

## **DAY 2: AFTERNOON SESSION**

### **Sustaining Momentum and Renewing Commitment:**

- Learn how to evaluate progress and renew commitment.
- Identify momentum-blockers and what can cause a “plateau” in a mentoring relationship.
- Develop strategies for renewing commitment and sustaining momentum.

### **Closing Down the Mentoring Relationship:**

- Learn how to mine learning outcomes and lessons learned.
- Explore strategies for closing down the mentoring relationship.
- Discuss ideas for celebrating success and sharing acknowledgements and gratitude.

## **EXPERIENTIAL-BASED LEARNING SESSIONS**

Discovering the Mentor Within is an experiential-based training program. Experiential learning offers participants an opportunity to learn by doing. Mentors will be asked to “contract” with another participant in the training program to be coached around a particular issue or skill that is relevant to them. This will ensure that 1) the skills they are learning are immediately reinforced by being put to use and 2) that they experience being on the “other side of the table,” which also enhances their ability to mentor.

## **MATERIALS**

Participants will receive a **Discovering the Mentor Within** workbook for use during the training program and for on-going mentoring. Through personalized information generated from the DISC Behavioral Assessment and TTI Success Insights™ software, participants have the opportunity to immediately increase their knowledge of self and others. TTI Success Insights™ reports clarify individual work styles, how those styles effect job performance and how the mentoring partnership can build on strengths and overcome weaknesses.



## **STRATEGIC CAREER MANAGEMENT**

### **(1 Day Session)**

#### **INTRODUCTION**

Many individuals and organizations do not have a clear process for leadership development and career planning. Career paths are no longer predictable, customer expectations are increasing, technological changes continue to impact work processes, and individuals are unclear as to what is needed to keep pace and contribute meaningfully to the organization.

Organizations today need leaders who can identify their strengths and know how they relate to the strategic needs of the organization. While organizations can provide their employees with opportunities for education and growth, employees must commit their own time to planning and developing their skills. The Strategic Career Management Workshop can make this happen.

Strategic Career Management provides the framework and tools to help partnerships manage their professional and career development while increasing their contribution to the organization. With the unique perspectives and knowledge gained from this workshop, individuals will be able to develop their skills and align their performance to parallel the organization's business strategy and future needs.

#### **PRE-COURSE WORK**

Each participant will receive a DISC assessment to be completed on-line 10 days prior to the Strategic Career Management workshop.

#### **APPRECIATE UNIQUENESS AND CAPABILITY**

- Assess unique strengths and contributions and learn how to best apply them.
- Understand capabilities and explore approaches for understanding and receiving feedback on reputation and performance.
- Build an effective work portfolio and target developmental needs.

#### **ANTICIPATE THE FUTURE AND ALIGN ASPIRATIONS**

- Understand the impact of current trends and strategies and prepare for organizational changes.
- Explore methods of uncovering jobs and projects that enhance and require mastery.
- Learn how to leverage reputation, build alliances and network.
- Develop a learning plan beyond the classroom.

#### **MATERIALS**

Each participant will receive a book entitled "Who's Running Your Career" and Career Planning Insights© report. Through personalized information generated from the Career Planning Insights© software, participants have the opportunity to immediately increase their knowledge of self and others. Career Planning Insights© reports clarify individual work styles, how styles affect job performance and how employees can build on strengths and overcome weaknesses.



## **STRATEGIC CAREER MANAGEMENT**

### **(2 Day Session)**

#### **INTRODUCTION**

Many individuals and organizations do not have a clear process for leadership development and career planning. Career paths are no longer predictable, customer expectations are increasing, technological changes continue to impact work processes, and individuals are unclear as to what is needed to keep pace and contribute meaningfully to the organization.

Organizations today need leaders who can identify their strengths and know how they relate to the strategic needs of the organization. While organizations can provide their employees with opportunities for education and growth, employees must commit their own time to planning and developing their skills. The Strategic Career Management Workshop can make this happen.

Strategic Career Management provides the framework and tools to help partnerships manage their professional and career development while increasing their contribution to the organization. With the unique perspectives and knowledge gained from this workshop, individuals will be able to develop their skills and align their performance to parallel the organization's business strategy and future needs.

#### **PRE-COURSE WORK**

Each participant will receive a DISC assessment to be completed on-line 10 days prior to the Strategic Career Management workshop.

#### ***APPRECIATE UNIQUENESS AND CAPABILITY***

- Establish a strategic plan for professional and leadership development.
- Assess unique strengths and contributions and learn how to best apply them.
- Understand capabilities and explore approaches for understanding and receiving feedback on reputation and performance.
- Build an effective work portfolio and target developmental needs.

#### ***ANTICIPATE THE FUTURE AND ALIGN ASPIRATIONS***

- Understand the impact of current trends and strategies and prepare for organizational changes.
- Identify viability or risk in current position, profession, organization, and industry.
- Align career goals and plans with the forces that influence success in today's work environment.
- Explore methods of uncovering jobs and projects that enhance and require mastery.

#### ***DYNAMIC MENTORING CONNECTIONS***

- Understand the purpose and power of successful mentoring connections.
- Learn how to leverage reputation, build alliances and network.
- Connect to ideal learning opportunities to better serve the success of the organization.
- Develop a learning plan beyond the classroom.



## **MATERIALS**

Each participant will receive a book entitled “Who’s Running Your Career” and a Career Planning Insights© report. Through personalized information generated from the Career Planning Insights© software, participants have the opportunity to immediately increase their knowledge of self and others. Career Planning Insights© reports clarify individual work styles, how styles effect job performance and how employees can build on strengths and overcome weaknesses.



## **DISC: TRAIN-THE-TRAINER**

### **BACKGROUND**

Your employees are the key to success in today's competitive marketplace. But are they satisfied in their jobs and feeling a sense of accomplishment in the work they're doing? Do they respect and value differences and know how to capitalize on the uniqueness of individuals?

Those aren't just theoretical questions. The answers to those questions can make a significant difference to your organization's bottom line. And now the answers to those questions are something you can affect.

DISC is a proven communication tool that helps employees interact more successfully. It helps managers and supervisors better understand both their employees and themselves. DISC is an objective system that helps build relationships, resolve conflicts and set realistic performance goals. It can help eliminate misunderstandings and build better coaching capabilities.

### **TRAIN-THE-TRAINER**

As the federal sector continues to streamline their organizations, the role of the HRD professional is expanding! Charged with helping to build career resiliency, successful HRD professionals are aligning themselves with a variety of assessment tools that will enhance their capabilities and effectiveness. DISC: Train-the-Trainer will help participants establish credibility in the field of career and human resource development. Participants will become an advanced user of the DISC theory of behavioral management, TTI Success Insights™ software and accompanying training materials.

### **COURSE OBJECTIVES**

Participants will learn how to:

- Use the DISC behavioral assessment tool for personal and professional development.
- Establish a solid foundation for proper use of the DISC language.
- Examine DISC compatibility and blending techniques.
- Learn how to read and interpret the Successful Career Planning report.
- Apply DISC in career and leadership development.

### **PRACTICAL HANDS-ON EXPERIENCE**

For more than a decade, Kathy Wentworth Drahosz has been using the DISC behavioral assessment tool to help organizations strengthen the connection between employee development and organizational effectiveness. As a Certified Professional Behavioral Analyst (CPBA), Kathy brings a wealth of experience helping trainers understand DISC and apply it in the work environment. Incorporating the latest research and practical hands-on experience, her DISC Train-the-Trainer program will help participants establish credibility in the field of organizational and human resource development.



## **MORE ABOUT THE DISC ASSESSMENT**

DISC is the acronym for a theory of behavioral management first developed by the noted psychologist, Dr. William Marston more than 90 years ago. It is a descriptive system of behavior that serves as the foundation for the TTI Success Insights™ software program.

### ***DISC IS USER-FRIENDLY***

DISC is a user-friendly approach to understanding and analyzing work behavioral styles. The basis of the DISC approach is a system for analyzing and describing the behavioral patterns each of us has developed. As individuals, we each react slightly different to a particular set of circumstances. Being able to understand those reactions, and to manage for the most effective behavior, has broad and significant implications for the work environment. The DISC name comes from the four factors that describe a person's behavior:

- Dominance - how we approach problems and challenges
- Influence - how we interact with and influence others
- Steadiness - how we respond to change and to levels of activity
- Conforming - how we respond to rules and regulations

### ***DISC GRAPH READING TECHNIQUES***

The key to the DISC system is measuring the intensity a person brings to each of the four areas of behavior. The Dominance factor, for example, does not measure whether or not a person can solve problems, but rather measures how the person goes about solving problems. The position of each DISC factor provides useful behavioral information. Understanding that can provide real and beneficial insights for the employee, and can give coaches a more accurate foundation for providing feedback and suggesting developmental assignments and training opportunities.

### ***DISC APPLICATION STRATEGIES***

DISC is a flexible assessment tool that offers users a variety of options:

- **Team Building:** Explore how individual energies can be harnessed in pursuit of group goals.
- **Mentoring:** Help facilitate the chemistry between mentor and mentoree.
- **Career Development:** Help employees assess their career strengths and weaknesses, as well as specific job targets that match their work style.
- **Leadership Development:** Help leaders clarify individual work styles, how styles affect job performance and how the employee-manager relationship affects productivity and goal achievement.

### ***DISC VALIDITY***

The DISC system of behavioral management has been successfully tested against every other major psychological instrument for measuring and analyzing human behavior. It is a system which delivers results, and, as the foundation for TTI Success Insights™ software programs, it is a system that can have a strong, positive impact for your organization.

## **MATERIALS**

(Price includes DISC: Train-the-Trainer course and related materials and exercise class.)



## COMMUNICATING WITH STYLE

### INTRODUCTION

Any successful team can be compared to a good orchestra. Individuals who bear little resemblance to each other often need to learn how to harmonize and respect the differences they bring to the team. Their diversity in style and substance, when properly harmonized, makes sweet music.

It is rather easy for a conductor to identify who plays what instrument. It is no less important for managers to know the behavioral or work styles of the individuals they manage and how they can best contribute to the organization.

Communicating with Style provides a model for equipping managers (and employees they manage) with the tools necessary for building and enhancing productive relationships. Through a series of individual and group activities, participants will explore strategies for interacting with others and become aware of different individual work styles.

### BENEFITS

The ability to interact effectively with people may be the difference between success or failure in our work and personal life. Effective interaction begins with an accurate perception of oneself -- both strengths and weaknesses. Using personalized TTI Success Insights® reports, participants have the opportunity to immediately increase their knowledge of self and others. TTI Success Insights® clarifies individual work styles, how styles effect job performance and how the employee and manager can work together to build on strengths, overcome weaknesses and improve overall organizational effectiveness.

### PRE-COURSE WORK

Each participant will complete an on-line TTI Success Insights® assessment 10 days prior to the workshop.

### COURSE OBJECTIVES

- Learn to recognize and adapt to differences in communication styles.
- Reduce conflict and mistakes due to ineffective communications.
- Recognize the reactions of self and others under tension, stress or fatigue.

### MATERIALS

Each participant will receive a handout for use during the course as well as a TTI Success Insights® computer-generated report. Based on the individual's responses to the DISC Style Analysis assessment, a personalized report will detail the following:

- Basic Characteristics
- Work Characteristics
- Value to the Organization
- Checklist for Communicating
- Don'ts of Communicating
- Team Effectiveness
- Action Plan
- DISC Style Analysis Graphs



## **BUILDING HIGH PERFORMING TEAMS**

### **(1 Day Session)**

#### **INTRODUCTION**

A high performing team is not just a group of people who have learned to cooperate with each other. True teams have a shared sense of commitment, a high level of trust and effective leadership. As technologies and services in our society have become more equal, often the leading edge over the competition is how well organizations utilize their most valuable resource: *their people*. People are unique and must be managed, coached and supported in a way that capitalizes on their uniqueness. To be successful, leaders must focus the diverse skills and talents of all members of the team toward a common, compelling purpose or mission.

#### **BENEFITS**

**Building High Performing Teams** provides a model for equipping organizations with the tools necessary for building, motivating and leading high performing teams. The objective is to involve your employees in your mission; to make your vision their vision; and to unleash their experience toward your goals. **Building High Performing Teams** provides a process to link training and development to the organization's mission, goals and objectives. Through personalized information received from the TTI Success Insights™ software, employees have the opportunity to examine how their individual and collective skills have a significant impact on the mission.

#### **OBJECTIVES**

This one-day workshop provides a model for equipping organizations with the tools necessary for building, motivating and leading high performing teams.

The following highlights the objectives of each day:

#### ***BUILDING HIGH PERFORMANCE:***

- Understand the characteristics of a winning team and high performance.
- Identify the benefits and critical success factors of teams.
- Explore barriers to team development.
- Identify paradigm shifts for high performance teams: management controlled vs. team empowered.
- Recognize the risks and rewards of the team process.

#### ***TEAM COMMUNICATION:***

- Recognize differences in communication styles and how they may be used positively for the team.
- Establish open and honest communication channels.
- Encourage feedback and an open exchange of ideas.
- Actively listen to the view of others.
- Reduce conflict and mistakes due to ineffective communications.
- Mediate communication between conflicting parties.



### **TEAM DEVELOPMENT:**

- Understand and appreciate the different phases of team forming and development.
- Create boundaries and team ground rules for effectively working together.
- Learn how to run effective team meetings.
- Develop team decision making and consensus building skills.
- Utilize conflict management skills to effectively manage and resolve conflict.

### **MATERIALS**

Each participant will receive a team building workbook and a TTI Success Insights™ computer-generated report. Based on individual's responses to the Style Analysis instrument, each participant will receive a personalized report with details on:

- Basic Characteristics
- Don'ts on Communicating
- Work Characteristics
- Team Effectiveness
- Value to the Organization
- Action Plan
- Checklist for Communicating
- DISC Style Analysis Graphs



## **BUILDING HIGH PERFORMING TEAMS**

### **(2 Day Session)**

#### **INTRODUCTION**

A high performing team is not just a group of people who have learned to cooperate with each other. True teams have a shared sense of commitment, a high level of trust and effective leadership. As technologies and services in our society have become more equal, often the leading edge over the competition is how well organizations utilize their most valuable resource: *their people*. People are unique and must be managed, coached and supported in a way that capitalizes on their uniqueness. To be successful, leaders must focus the diverse skills and talents of all members of the team toward a common, compelling purpose or mission.

#### **BENEFITS**

**Building High Performing Teams** provides a model for equipping organizations with the tools necessary for building, motivating and leading high performing teams. The objective is to involve your employees in your mission; to make your vision their vision; and to unleash their experience toward your goals. **Building High Performing Teams** provides a process to link training and development to the organization's mission, goals and objectives. Through personalized information received from the TTI Success Insights™ software, employees have the opportunity to examine how their individual and collective skills have a significant impact on the mission.

#### **OBJECTIVES**

This two-day workshop provides a model for equipping organizations with the tools necessary for building, motivating and leading high performing teams.

The following highlights the objectives of each day:

#### **DAY 1**

##### **Building High Performance:**

- Understand the characteristics of a winning team and high performance.
- Identify the benefits and critical success factors of teams.
- Explore barriers to team development.
- Identify paradigm shifts for high performance teams: management controlled vs. team empowered.
- Recognize the risks and rewards of the team process.

##### **Team Communication:**

- Recognize differences in communication styles and how they may be used positively for the team.
- Establish open and honest communication channels.
- Encourage feedback and an open exchange of ideas.
- Actively listen to the view of others.
- Reduce conflict and mistakes due to ineffective communications.
- Mediate communication between conflicting parties.



### **Team Dynamics:**

- Explore how a group of people can be transformed into a productive team.
- Identify individual strengths and value to the team.
- Define (or redefine) team roles and responsibilities.
- Identify team skills and competencies necessary for high performance.
- Identify strategies for building trust and commitment.

## **DAY 2**

### **Team Development:**

- Understand and appreciate the different phases of team forming and development.
- Create boundaries and team ground rules for effectively working together.
- Learn how to run effective team meetings.
- Develop team decision making and consensus building skills.
- Utilize conflict management skills to effectively manage and resolve conflict.

### **Strategic Planning:**

- Define team vision and mission.
- Explore the benefits of customer-focused organizations.
- Identify customer interfaces: both internal and external.
- Set team objectives and craft an action plan.
- Design a plan for measuring progress for continuous improvement.
- Create a work environment in which team members motivate themselves and assume greater responsibility.

## **MATERIALS**

Each participant will receive a team building workbook and a TTI Success Insights™ computer-generated report. Based on individual's responses to the Style Analysis instrument, each participant will receive a personalized report with details on:

- Basic Characteristics
- Don'ts on Communicating
- Work Characteristics
- Team Effectiveness
- Value to the Organization
- Action Plan
- Checklist for Communicating
- DISC Style Analysis Graphs