



# consensus

talentdevelopmentcatalog 2022



Discover the practitioner advantage

# Our MOST POPULAR WORKSHOPS

Q3-Q4 2021

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- 🌐 Leading Remote Teams
- 🌐 Discussing “Returning to the Office”
- 🌐 Negotiating Remotely
- 🌐 Tackling Challenging Conversations (Remotely)
- 🌐 Active Listening for Remote Environments

All Consensus workshops can be delivered in a virtual format

**THANK YOU** for your interest in Consensus workshops for your organization.

Our firm specializes in **collaborative relationship management**. We also have an expertise in adult education. The combination of these two competencies allows us to create and customize skill-building solutions that target all types of improvement areas relating to the interpersonal dimensions of business.

Accordingly, while the pages that follow present some of our most popular offerings, **this catalogue is not exhaustive** by any means.

If you have a particular interpersonal skill-set that you would like to address, **we are always happy to design a bespoke solution** that meets your specific challenges and precise learning objectives.

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We believe that **experiential learning** is the most effective approach to adult education. Accordingly, in each workshop, we use

- ① **interactive exercises,**
- ① **customized case-studies,** and
- ① **role-play simulations**

to drive participant learning. Lecture-driven programs are less effective, so we avoid talking heads.

# The PRACTITIONER ADVANTAGE

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Beyond the classroom, Consensus facilitators routinely negotiate, mediate, and resolve other business and relational challenges on behalf of our global client base.

We have been involved in a variety of client matters ranging from **hostage situations** to **civil unrest** to **public mergers**.

We help political, organizational, and industry leaders enjoy positive results that endure over time.

And, we leverage that field experience in the classroom.

Each of our customized, skill-building workshops is led by senior professionals with more than fifteen years of experience, both within the classroom and out in the field. Our team draws on our firsthand field experience to inform training decisions (e.g., which conceptual models would best address your learning objectives and participant challenges), and introduces personal examples from our field work to reinforce concepts and enhance the participant experience. Similarly, as seasoned experts, we are positioned to handle your most complex challenges and your most skeptical participants.

The duality of our **practitioner-facilitator** roles – with extensive “practitioner experience” – is perhaps the most distinguishing facet of our talent development workshops, and what makes us the training-vendor-of-choice for the world’s leading organizations.

We **customize** each of our programs to meet your specific goals.

This starts even before we enter the classroom, when we perform due diligence to surface various facets that make your participants' contexts uniquely challenging. We then tailor a syllabus to tackle those challenges and meet your learning objectives, including bespoke case-study exercises that reflect your organizational culture, the audience's professional roles, perceived power imbalances, and other factors that help make the case realistic and on point.

**All workshops** can be delivered in a **virtual format**.

Our team is familiar with most of the popular web-conferencing platforms including Zoom, Webex, Saba, MS Teams, Google Meet, BlueJeans, Skype for Business, and GoToMeeting, and we are open to other platforms that you might prefer.



# NEGOTIATION & INFLUENCE

## WORKSHOPS

### Maximizing Value through Collaborative Negotiation

This is our most popular negotiation skills workshop, and is a must for anyone who has ongoing relationships with negotiation counterparts.

Using a negotiation framework originally developed at Harvard Law School, participants learn how to protect, if not cultivate, those important relationships while still pursuing all of your organization's substantive goals for a negotiation.

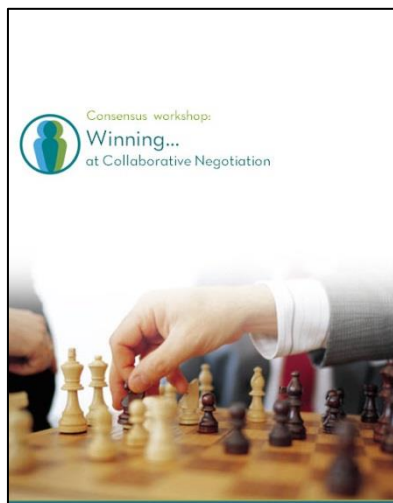
While other negotiation approaches certainly have their place, this collaborative paradigm is arguably the most essential negotiation tool for today's sophisticated professionals.





## Advanced Negotiation Skills:

# Winning...at Collaborative Negotiation



An ideal follow-on to our *Maximizing Value through Collaborative Negotiation* workshop, this workshop takes the win-win framework to a higher level by giving more focus to the competitive component of collaborative negotiation – claiming value.

Participants learn how to apply the latest negotiation breakthroughs to claim a disproportionate share of the value they create while still maintaining trust and preserving relationships with counterparts. They also learn strategies for confronting uncooperative, deceitful, and irrational counterparts, as well as tackling uneven trading situations in which counterparts seem to have leverage.

## Management & Leadership Series:

# Influencing Colleagues

In most external negotiations, matters such as price, volume, liability, and other contractual terms are the central issues that must be addressed. In contrast, most *internal* influencing situations deal with less transactional issues. Intra-organizational discussions include gaining buy-in to ideas and initiatives, choosing the best ways to move projects forward and uncovering and constructively addressing objections.

This high-energy workshop concentrates on these and other challenges facing professionals who have to influence their co-workers. It introduces a simple yet effective model that addresses the *thinking preferences* adopted by the parties involved. Participants prepare to tackle a real-life influencing situation by receiving expert coaching while applying the theoretical tools to their cases.



## Sales Negotiation: Closing the Deal... without Giving Away the House

Even the most seasoned salesperson or business leader experiences difficulty in closing client agreements with optimal terms. Customer threats and demands can make us feel pressed to sign a deal at almost any cost. After all, what are our alternatives?

This action-based workshop helps participants transition a sales negotiation from “Agree to our demands or lose the business” to a more comprehensive discussion that ends with mutually beneficial deal terms. This powerful negotiation framework is an excellent complement to many sales models, including Consultative Selling, Sandler, Solution Selling, SPIN Selling, and Strategic Selling (Miller-Heiman).



## Management & Leadership Series: Negotiation Skills for Leaders & Managers



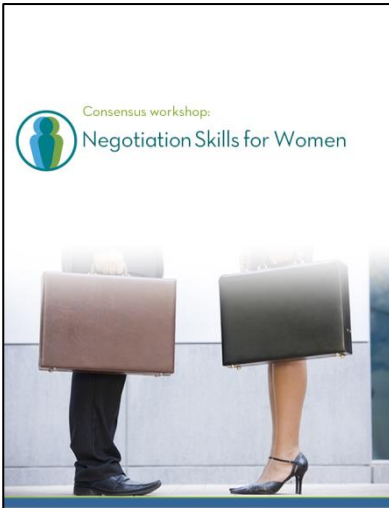
Senior professionals often are forced to confront simultaneous negotiations over high-stakes transactions:

- 1) negotiating on behalf of their organization with an external counterpart, and
- 2) negotiating with other stakeholders within their organization.

In our *Negotiation Skills for Leaders & Managers* workshop, your senior-level participants learn a proven framework for negotiating with internal and external counterparts. They walk away with an essential, immediately-actionable skill set that they can use within your organization and when negotiating with third parties such as clients, vendors, and other important relationship partners.



# Negotiation Skills for Women



Some women feel that they are disadvantaged when negotiating, and want to develop a skill set that specifically speaks to their needs.

In *Negotiation Skills for Women*, participants learn the same powerful negotiation framework taught in our *Maximizing Value through Collaborative Negotiation* workshop. However, in addition to learning how the collaborative-negotiation model can fuel better agreements and stronger relationships, they explore how factors such as societal influences, power, status, and access to information impact women in negotiations.

Moreover, they learn how to harness specific, inherent advantages that they have as female negotiators.

## Cross-Cultural Negotiation

If your professionals negotiate with people from different cultures, and you want to avoid missing out on opportunities due to cultural disparities and misunderstandings, then this is the workshop for you.

Participants learn the same powerful negotiation framework taught in our *Maximizing Value through Collaborative Negotiation* workshop. However, in addition to learning how a collaborative-negotiation model can fuel better agreements and stronger relationships, they explore how cultural factors can impact a negotiation, and the steps they can take to ensure that differences in beliefs, behaviors, values, and norms do not negatively impact their negotiations.

In addition to offering general advice for bridging cultural differences, we customize our *Cross-Cultural Negotiation* workshops to include prescriptive advice for the particular regions in which your participants do business.



# Negotiating Remotely



These days, health concerns, travel restrictions, and resource constraints inhibit face-to-face negotiation. When negotiating remotely, critical non-verbal cues are lost, as are other conventions that, while often unnoticed, contribute to a collaborative process, protect important relationships, and lead to win-win outcomes.

In this powerful virtual session, in addition to learning a proven negotiation framework, your participants learn best practices and prescriptive advice for negotiating via videoconference, telephone, and email.

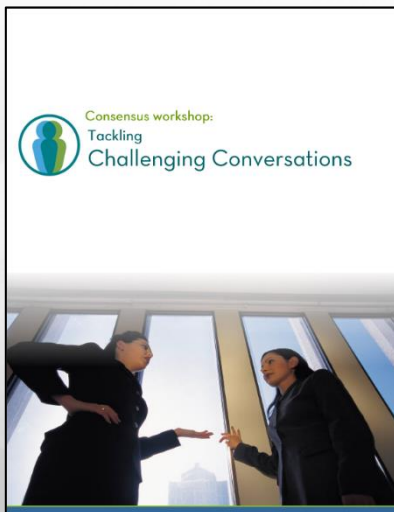
They learn how to directly address challenges associated with virtual negotiation, and how to avoid mistakes many people make with shifting from in-person negotiation.





# COMMUNICATION SKILLS

## WORKSHOPS



### Tackling Challenging Conversations (Remotely)

aka Constructive Candor, Courageous Conversations, and Engaging Difficult Conversations

Our *Tackling Challenging Conversations* workshop is the perfect solution for anyone who struggles with or avoids difficult conversations.

Participants learn how to use a simple, yet effective communication framework to address all types of challenging dynamics. We show them how to transform their most intimidating situations into opportunities for building stronger relationships and improving outcomes.

Optional: Participants also learn timely tools for tackling challenging topics via web conference and telephone.

## Management & Leadership Series: Performance Reviews 2.0

Performance reviews are healthy and important tools for improving performance on both individual and organizational levels. Yet, many managers shy away from sharing unfavorable feedback with their direct reports.



Our *Performance Reviews 2.0* workshop helps professionals at all levels of management deliver even the most critical evaluations to their staff. Participants learn how to use a powerful framework to constructively share difficult feedback; they also learn how to:

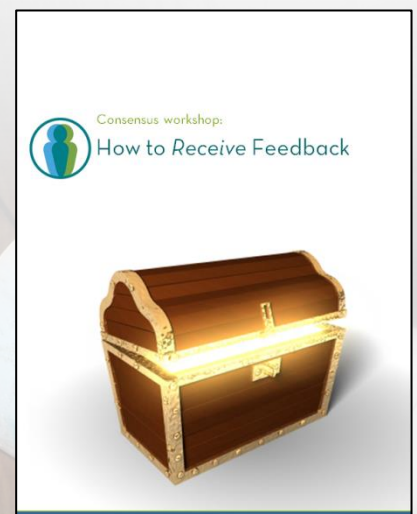
- ① protect employee relationships
- ① raise levels of engagement
- ① increase productivity
- ① reduce turnover, and
- ① improve outcomes.

## How to Receive Feedback

Many organizations understand the value of teaching their managers the ins and outs of giving important, yet critical feedback, through workshops such as our *Performance Reviews 2.0* workshop.

However, do your employees understand the value of seeking out and processing critical feedback?

Our *How to Receive Feedback* workshop teaches professionals at all levels of the organization how to see criticism in a positive light. They also learn essential skills for eliciting feedback and critical information that they can use to further their development and improve their job performance.

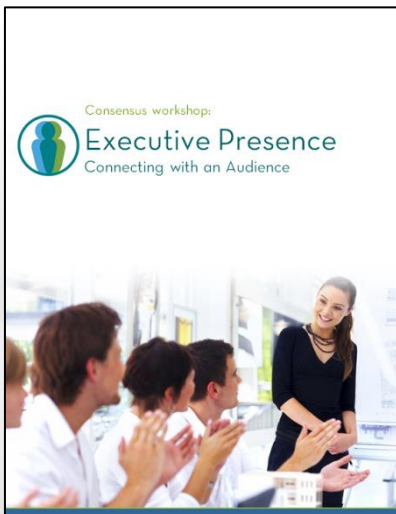




# Cross Cultural Communication

As one operates in today's global business environment, they are bound to encounter cultural disparities. Some are rooted in custom. Others are rooted in philosophy. And yet others are rooted in communication.

This high energy workshop is designed to help professionals communicate across cultures and avoid confusion, misunderstanding, and other potential damage to relationships with colleagues, clients, and other business partners. Participants learn a framework developed by Consensus, and then apply it to customized case studies that reflect the challenges they face at your organization.



## Management & Leadership Series:

### Executive Presence:

#### Connecting with an Audience (in a Virtual Environment)

The skills that fuel an effective professional meeting or presentation go beyond knowing how to assemble a PowerPoint deck or crafting and delivering concise talking points. Fundamentally, effective presenters know how to connect with their audience such that their message is readily understood, welcomed, and remembered.

This hands-on workshop shares the building blocks for creating that connection. Participants learn essential “do’s” and “don’ts”, and acquire specific skills to increase their communication effectiveness in meetings and formal presentations. The use of videotaping (optional) allows participants to gain even greater awareness of their own style and how they are perceived by others.

Optional: Participants receive specific advice for connecting with counterparts when engaging via web conference or telephone.

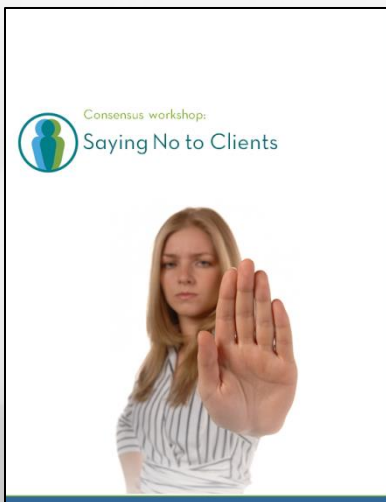
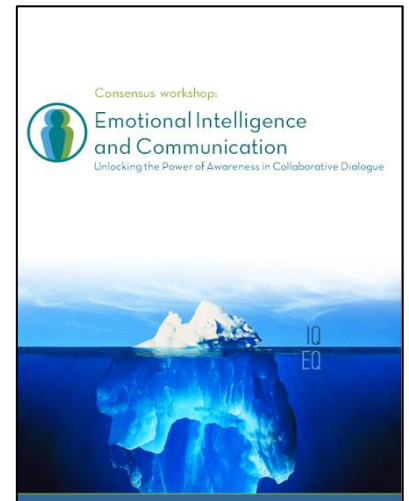


# Emotional Intelligence & Communication

*Unlocking the Power of Awareness in Collaborative Dialogue*

When things get emotionally heated, it can be difficult to address a situation productively. We can feel that our choice is limited to speaking out of anger and frustration or to avoid the conversation altogether. Yet, a far better option exists.

What often makes these situations particularly difficult is the emotional component. This interactive workshop helps develop participants' emotional intelligence – their ability to identify, evaluate, and influence the emotions of the various parties involved. The result is knowing how to address emotionally-heightened situations in the workplace. Theories come to life when participants apply the concepts – with guidance from our experts – to “live” cases that they are experiencing in the office.



## Management & Leadership Series: Saying No to Clients

If you are responsible for building and maintaining client relationships, you surely have faced the challenge of pushing back on client requests.

Our *Saying No to Clients* workshop provides anyone involved with client relationships the skills needed to push back against clients while protecting those critical business relationships. Participants learn a simple yet powerful framework for addressing a variety of client challenges including scope creep, untenable requests, unmet expectations, and other situations that can make one feel that they must choose between conceding or risking the relationship.



## Managing Up

As one climbs the professional ranks, they are expected to share their ideas and feedback more and more – this is how organizations advance. Even if not expressly encouraged to do so, people identify opportunities for improvement, and want to contribute. However, it can be difficult to influence decisions when those that are senior have a different perspective.

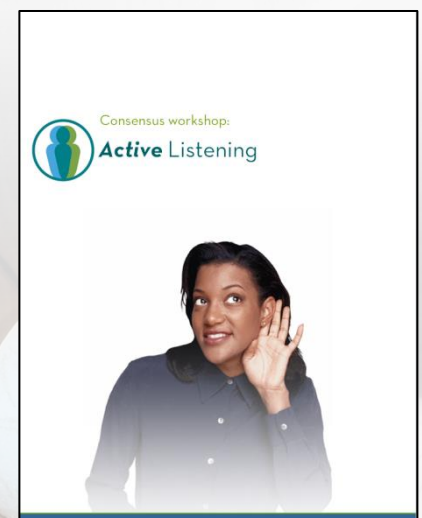
This high-energy workshop helps participants engage and influence their supervisors on matters on which they might not be in agreement, as well as prepares them to provide critical feedback to their supervisors. They learn how to express their views without jeopardizing relationships with people key to their professional success.

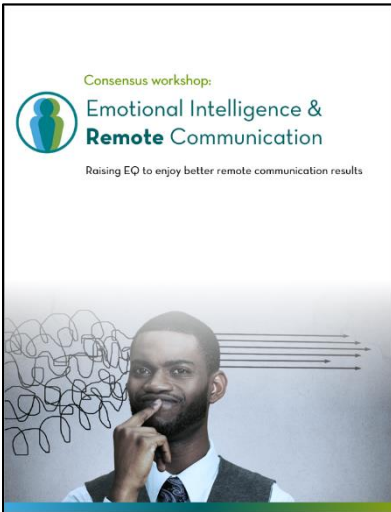
## Active Listening (for Remote Environments)

Whether someone is in a sales, management, or leadership position, it's essential that they process and consider information shared by others – be those clients, supervisors, colleagues, or other counterparts. Unfortunately, research shows that we remember only 25% to 50% of what we hear. Clearly, anyone would benefit by improving their ability to take in and recall information.

One way to do this is by developing *active* listening skills that enable one to better process messages being shared by others. This high-energy workshop helps participant develop their active listening using fun, interactive exercises.

Optional: Participants learn how to overcome challenges inherent to virtual platforms, including specific strategies and skills to engage counterparts and yield high-quality communication.





## Emotional Intelligence for **Remote** Communication

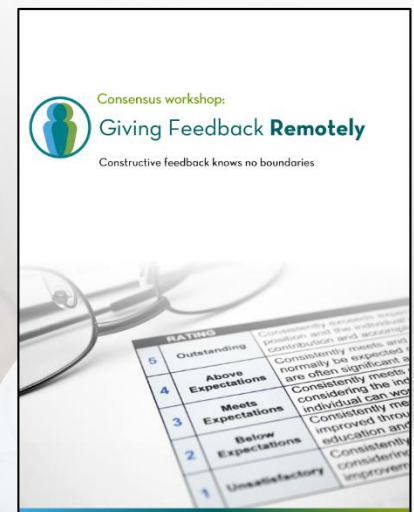
While virtual platforms provide interconnectivity, they tend to interrupt a natural sense of interpersonal connectivity. This tends to create challenges for professionals operating in this environment.

Organizations and professionals that strengthen the capacity for human connection and emotional intelligence in these new environments thrive and grow. In this course, your professionals acquire tools needed to overcome technological barriers, and learn how using these tools create stronger, more resilient business connections.

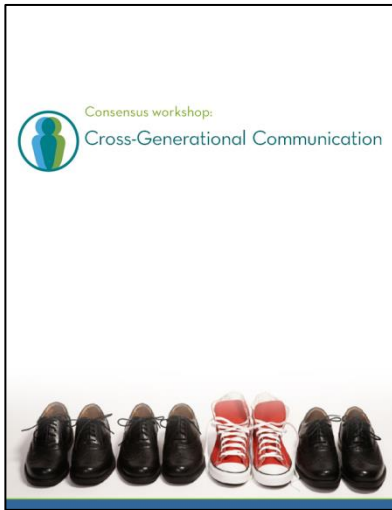
## Giving Feedback **Remotely**

In this timely workshop, your participants develop the skills needed to conduct even the most intimidating employee performance appraisals and reviews by videoconference or telephone.

They transition their attitude toward the feedback process from being a necessary “evil” with headaches attached, to being a wonderful motivational tool. The transition is the result of learning how to use a powerful framework to constructively share difficult feedback. The result is positive outcomes, supported organizational objectives, and better employee morale and professional development.







## Cross-Generational Communication

Let's face it – we often find a communication, if not cultural gap, between the different generations that compose our workforce. Preferences for communication modes and styles can leave even the best functioning teams at a loss.

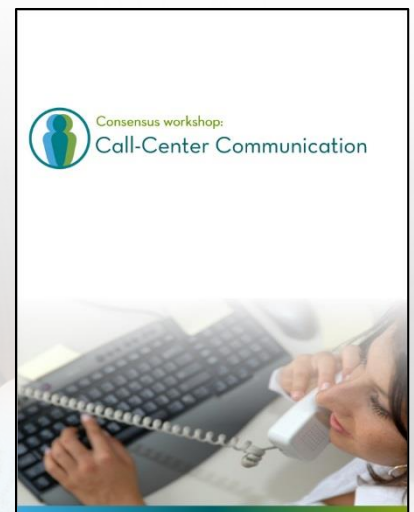
This cutting-edge workshop shares advice and best practices for bridging intergeneration divides in the workplace. Participants apply conceptual frameworks through a variety of fun, interactive activities that underscore the learning.

## Call-Center Communication

A call-center often is your organization's first line of communication with your clients and partners. As such, the client's call-center experience can make or break that relationship.

But call-center professionals often face a barrage of heightened emotions, heated complaints, and untenable demands. Without targeted training, they can feel overwhelmed...and your business can suffer.

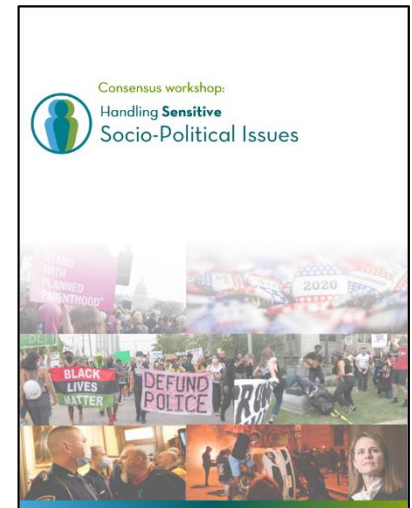
This hands-on workshop shares the essential skills for deescalating conflict situations via the telephone. Participants acquire specific skills to increase their effectiveness at representing your organization without escalating matters.



## Handling **Sensitive** Socio-Political Issues

There are many socio-political issues on the minds of today's professionals. It is unrealistic to expect that such hot button topics not to seep into workplace conversation. Yet, if not handled well, the discussion of controversial subjects can lead to division, isolation, resentment, and hostility among staff.

This timely and important workshop provides the skills needed to navigate divisive issues. Participants walk away ready to tolerate and respect opposing perspectives, despite not agreeing with them. Moreover, they learn the value of broadening one's understanding of opposing perspectives, leading to peaceful "learning" dialog in place of contentious argument and debate.







# CONFLICT RESOLUTION

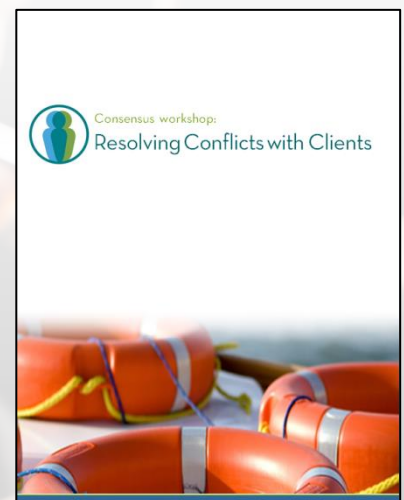
## WORKSHOPS

### Resolving Conflicts with Clients

Does your staff experience conflict with their clients? Are they unsure how to resolve those situations, repair the relationships, and move forward together?

If so, our *Resolving Conflicts with Clients* workshop could be the answer for you.

In this high-energy workshop, participants learn an integrated framework for addressing and resolving client conflicts head on. They build skills for broaching matters with the other side, deescalating the situation, and resolving differences using a collaborative decision-making methodology.

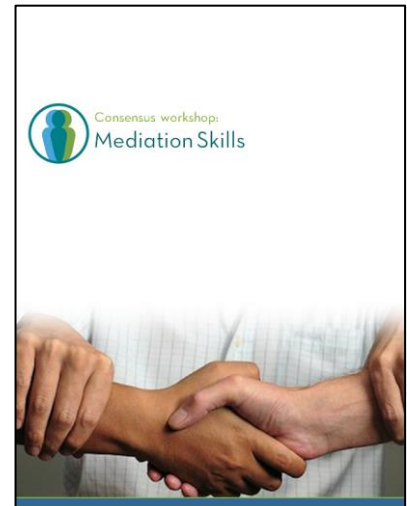


## Management & Leadership Series: Mediation Skills

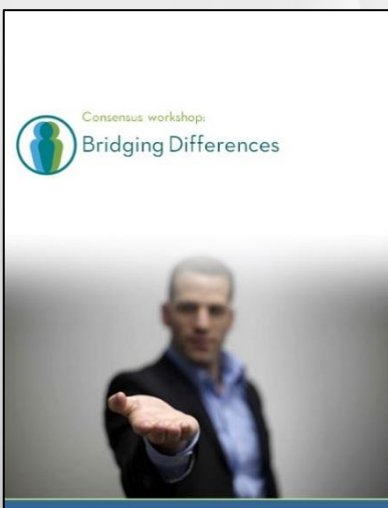
Research shows that the average executive spends at least 13% of their time addressing work disputes. Human Resource professionals spend even more.

Our *Mediation Skills* workshop is a great solution for anyone who wants to learn an efficient and effective process for resolving disputes.

Participants learn a framework for generating mutually-agreeable solutions, as well as a unique skill-set for acting as a third-party neutral. They learn how to deescalate emotions, surface underlying issues, and facilitate a productive dialogue – transforming “intractable” conflict into opportunities for collaboration.



## Management & Leadership Series: Bridging Differences



You’ve tried to collaborate, to problem solve, and to negotiate, but you still meet resistance. You are stuck, unsure how to resolve the tension and move forward. What you need is to shift your perspective by analyzing the situation from multiple vantages: your own, your counterpart’s, indirect players’, and the larger context.

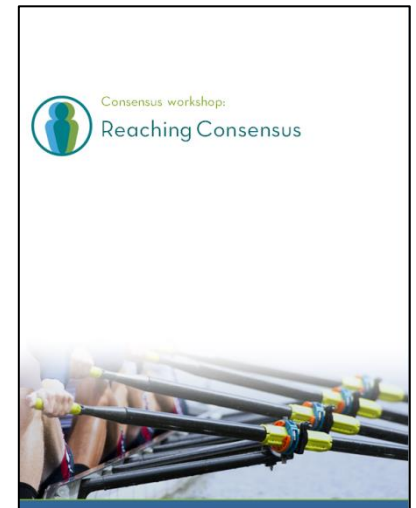
Our *Bridging Differences* workshop helps participants analyze situations more objectively, more comprehensively, and more constructively. Since people tend only to see things only from their perspective, the question is “How can one capitalize on all four dimensions?” This workshop provides that answer by introducing a framework developed by Consensus.

## Reaching Consensus

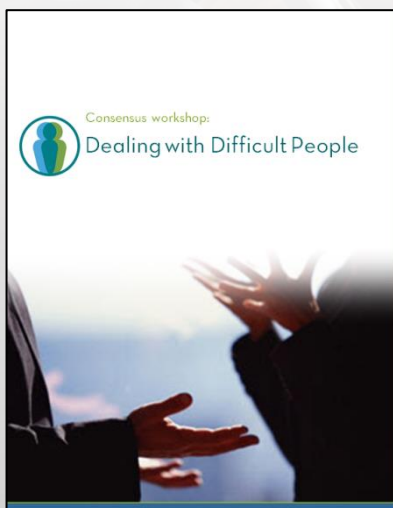
One's ability to collaborate with colleagues is essential to their professional success, as well as to the organization's bottom line.

Yet, often people bring very different perspectives and opinions to the table. In those situations, they can feel pressed to choose between (i) pushing hard for their position and risking damage to their reputation and to the relationship with their counterpart and (ii) conceding to something that they don't agree with in order to protect their reputation and the relationship with the other side.

Our *Reaching Consensus* workshop provides a solution.



## Dealing with Difficult People



In the course of their work, most professionals have to interact with difficult people. Often this poses challenges, and stands in the way of productivity and job satisfaction. It can result in underperformance, escalation, and attrition.

Our *Dealing with Difficult People* workshop can help your staff deal with these challenges and transition them into healthier situations.

Participants learn tools for addressing difficult behaviors head on. They build skills for broaching the matter with the other side, employing a nuanced and diplomatic approach for advocating their needs and communicating their limits, and identifying a better process for moving forward together.





# LEADERSHIP DEVELOPMENT

## PROGRAMS

Our highly-customized Leadership Development programs help professionals transition into effective leaders – well-respected supervisors who drive success and bottom-line performance within their teams.

Our programs integrate group training and individual coaching sessions. While group training is an efficient means of helping an entire cohort learn new skill-sets, coaching is designed to hone in on participants' individual strengths and development areas in the privacy of one-on-one sessions with our professional coaches.



Whether you are looking for a comprehensive end-to-end Leadership Program, or are interested in developing specific skills, we will help your participants expand their capabilities and be better positioned to help take your organization to the next level.

## Leadership Development: Leading Remote Teams

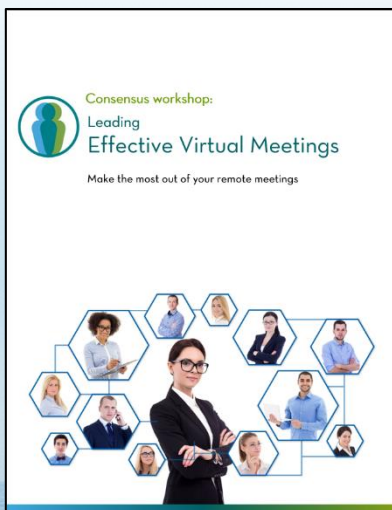


Professional teams are fundamental to business success. The shift to virtual engagement presents both opportunities and challenges.

In this timely virtual classroom, participants build essential skills for convening, leading, and sustaining remote work teams. Best practices include how to use manage individual employees, how lead a team, and how to leverage the latest technologies in new and powerful ways.

They also learn how to tackle, if not avoid, common mistakes.

## Leadership Development: Running Effective Virtual Meetings



Leaders and managers often find themselves involved in meetings full of tangents and disagreements that derail productivity. When those meetings take place virtually – by videoconference or by telephone – the ability to maintain focus, engagement, and cohesion among participants is challenged even more.

Our Leading Effective Virtual Meetings workshop is the solution.

In this lively workshop, your leaders learn skills for keeping folks engaged, reconciling divergent ideas and opinions among attendees, and helping ensuring the time spent together is productive. They also consider the benefits and challenges associated with the latest technological platforms, as well as the advantages that video and telephone each offer.

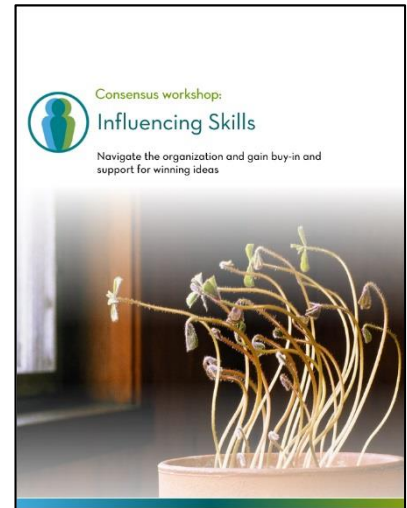


## Leadership Development: Influencing Skills

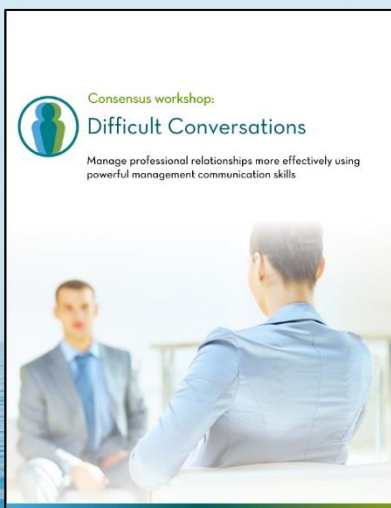
The ability to persuade and influence others is a key leadership skill.

Almost every day, leaders must gain buy-in from colleagues and encourage collaboration across the organization in order to meet strategic objectives. While some rely on the power of their position to enforce what they want, others seem to achieve their goals seemingly effortlessly, without jeopardizing their professional relationships and reputations.

Through our *Influencing Skills* workshop, your leaders will develop skills for navigating the organization, persuading others, garnering support, adopting a decision, and addressing opposition.



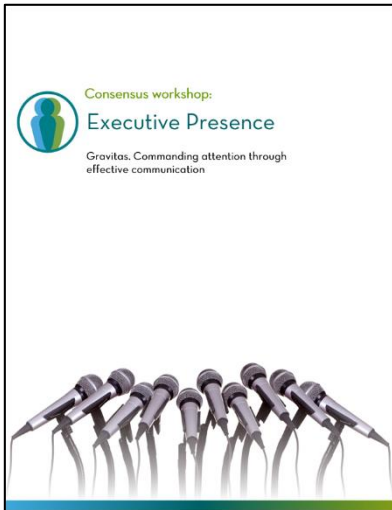
## Leadership Development: Difficult Conversations



Our *Difficult Conversations* workshop is a great resource for any senior professional that confronts difficult conversations.

Participants learn how to use a powerful and straightforward framework to tackle a variety of challenging and difficult conversations. We show them how to transition their most daunting situations into opportunities for building stronger relationships and improving outcomes.

Participants practice applying the *Difficult Conversations* model throughout a variety of exercises and case-studies, including customized simulations that recreate the contexts and challenges they face as a group, as well as their own real-life, personally-challenging situations.



## Leadership Development: Executive Presence

Can your leaders command a room? Do people stop and listen when they speak? Do they project gravitas?

The skills that fuel an effective professional meeting or presentation go beyond knowing how to assemble a PowerPoint deck or crafting and delivering concise talking points. Fundamentally, effective leaders know how to connect with their audience such that their message is readily understood, respected, and remembered.

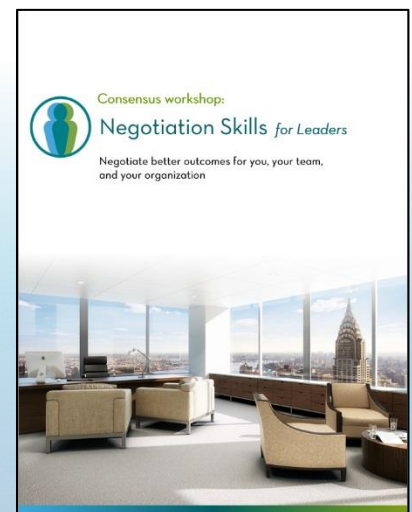
Our *Executive Presence* workshop shares the building blocks for creating that connection. It helps your leaders project gravitas and conduct highly effective meetings and formal presentations.

## Leadership Development: Negotiation Skills for Leaders

Our *Negotiation Skills for Leaders* workshop is perfect for experienced executives, as well as for up-and-coming managers. Participants learn how tackle important deals, negotiate in uncertain environments, improve working relationships, claim (and create) more value, and resolve seemingly intractable disputes. They also learn how to confront simultaneous negotiations over high-stakes transactions:

- 1) negotiating on behalf of your organization with external counterparts, while
- 2) negotiating with other stakeholders within your organization.

Your leaders will learn a negotiation model that builds on concepts pioneered at Harvard Law School, and taken to new levels by Consensus and other recognized thought leaders.



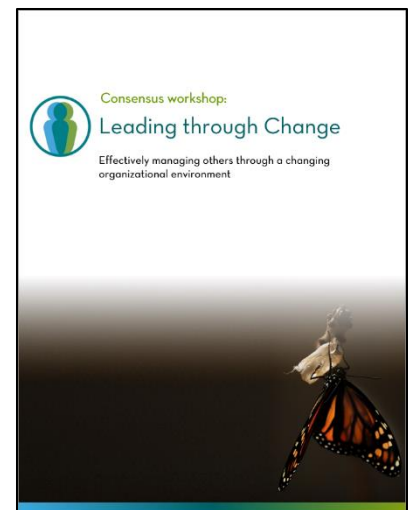


## Leadership Development: Leading through Change

Now, more than ever, leaders confront large-scale changes that impact their organizations in profound ways. Global expansion and acquisitions, contractions and divestitures, and ever-revising business plans are just a few examples of profound and unexpected changes that challenge today's organizational leaders.

Yet, changes like these also present opportunities for growth and improvement. Forward thinking organizations understand the importance of shifting from a culture that fears change to a culture that embraces it.

Our *Leading through Change* workshops focus on the dynamics, challenges, and – most important – opportunities inherent to organizational change. Participants gain understanding, adopt more constructive attitudes, and build change management skills and other leadership skills for confronting and leading through change.

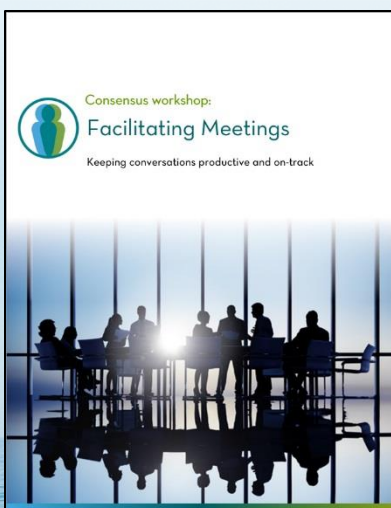


## Leadership Development: Facilitating Meetings

Do your leaders ever find themselves involved in meetings riddled with tangents and disagreements that can take the conversation off track?

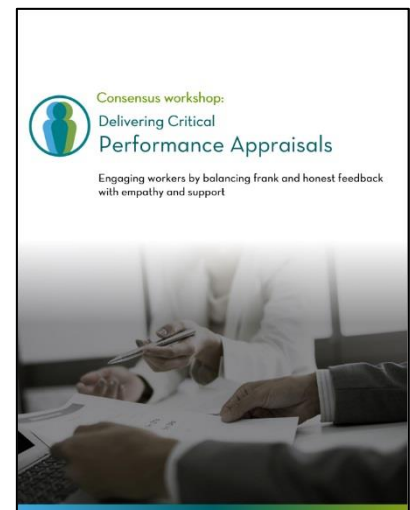
Our *Facilitating Meetings* workshop is the solution.

In this high-energy workshop, senior-level participants learn skills for reigning in folks around the table, addressing and reconciling different opinions, and helping ensure that meetings remain productive.



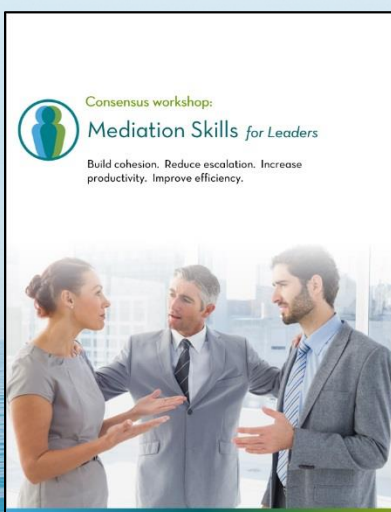
## Leadership Development: Delivering Critical Performance Appraisals (Remotely)

Our *Delivering Performance Appraisals* workshop provides managers with the skills and confidence to conduct even the most intimidating employee performance appraisals and reviews. Leaders learn how to reap positive results in terms of organizational goal achievement, as well as employee morale and competence enhancement.



Participants practice applying the model during a variety of exercises and case-studies, including customized simulations that recreate the contexts and challenges they face as a group, as well as their own real-life, personally-challenging situations. They learn how to turn the review process from administrative drudgery to an effective motivational tool by learning how to use a powerful framework to constructively share difficult feedback. They will walk away with a concrete, practical prescription for getting better results from performance appraisals.

## Leadership Development: Mediation Skills for Leaders



Research shows that the average executive spends at least 13% of their time addressing work disputes. Human Resource professionals spend even more.

Our Mediation Skills workshop is a great solution for anyone who wants to learn an efficient and effective process for resolving disputes.

Participants learn a framework for generating mutually-agreeable solutions, as well as a unique skill-set for acting as a third-party neutral. They learn how to deescalate emotions, surface underlying issues, and facilitate a productive dialogue – transforming “intractable” conflict into opportunities for collaboration.



## Sales Leadership: THINC B.I.G.R Sales

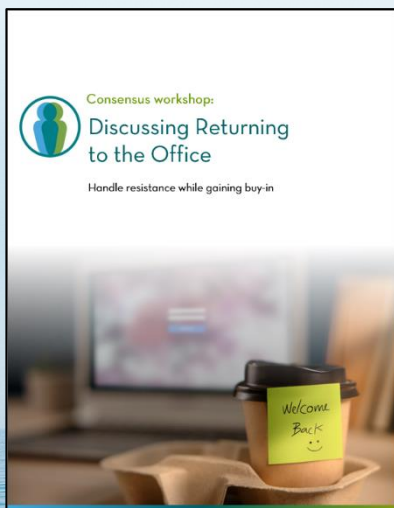
Whereas many sales models focus solely on a sales methodology, our proprietary *THINC B.I.G.R* framework addresses attitudes, mindsets, and skills in order to yield better sales results.

Participants develop greater sales acumen and critical skills for generating improved sales outcomes. They cultivate a strategic mindset, as well as essential competencies that, in combination, yield a real advantage for your organization.

Participants walk away with essential skills for understanding and capitalizing on sales opportunities, generating better sales results in all types of sales contexts, and enjoying more sustainable relationships with clients, customers, and circles of influence.



## Discussing Returning to the Office



As organizations map out their return-to-work plans, many employees are resistant to giving up their work-remotely privileges. Research shows that approximately 61% of workers can be expected to push back on a return-to-work plan.

Leaders have the task of navigating these difficult return-to-work conversations with their team members. Not only must they effectively advocate on behalf of the organization, but they also must confront resistance while maintaining morale, engagement, and headcount.

The questions is, "How?"

This workshop provides the roadmap.





# DIVERSITY EQUITY & INCLUSION

## PROGRAMS

Our customized Diversity, Equity & Inclusion programs help organizations and their staff recognize and capitalize on the value of a diverse workforce.

We offer comprehensive programs composed of several offerings, as well as targeted stand-alone solutions. While group training is an efficient means of helping an entire cohort learn new skill-sets, individual coaching, small-group coaching, facilitated dialog, and mediation are other solutions that can help you tackle opportunities and challenges that you might encounter.

We will help you capitalize on your most valuable asset – your people. And we will help your people take advantage of the incredible value inherent to their diversity.

Sample DE&I workshop topics include:

- *Meaningful Conversations across Deep Socio-Economic Divides*
- *Increasing Cultural Awareness & Bridging Cultural Differences*
- *Cross-Cultural Communication*
- *Cross-Cultural Negotiation*
- *Cross-Cultural Decision-Making*
- *Gender-Specific Programs e.g., Negotiation Skills for Women*



# EXECUTIVE COACHING

## PROGRAMS

Michael Jordan turned to Phil Jackson.

JFK turned to Robert Kennedy.

And Plato turned to Pythagoras.

Even those performing at the highest levels benefit from an outside expert's perspectives, insights, and advice.

To whom do your professionals turn to maximize their performance?

Our team of experienced coaches can help your organization reach new levels by working one-on-one with your staff. We help leaders, high-potentials, and others who can positively impact your bottom line refine their skills and overcome specific challenges.

### How it works

- ✓ Your sponsors and stakeholders consult with us to identify the goals for the coaching engagement
- ✓ Together we identify other parties that are related to the engagement
- ✓ We interview colleagues and other parties that can inform the engagement
- ✓ We present our findings and recommendations to the coachee
- ✓ We design a coaching solution that meets the goals identified by the sponsors and stakeholders, as well as any additional objectives surfaced by the coachee
- ✓ Your coachee meets with one of our experienced coaches in a series of confidential sessions
- ✓ The sessions take place in person, via videoconference, or by telephone, and last 1-3 hours depending on needs, preferences, and availability
- ✓ Your sponsors, stakeholders, and coachee receive reports on the progress and results of the engagement





# DISTANCE LEARNING

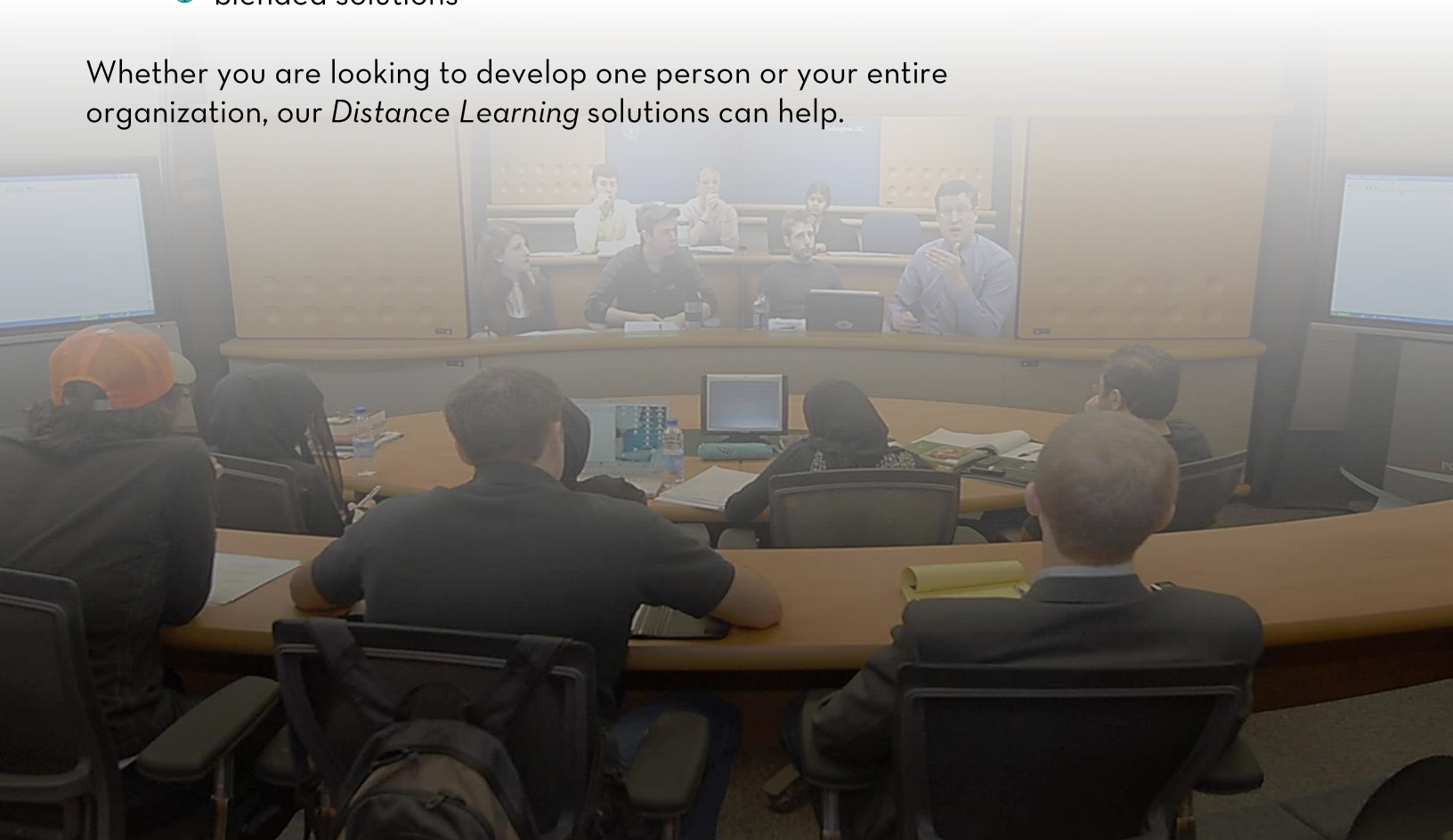
## PROGRAMS

We offer a variety of synchronous and asynchronous training options that help ensure that even your most remote professionals have access to skill-building programs. Our *Distance Learning* solutions incorporate the same frameworks used in our classroom-based workshops, and we incorporate many of the same proven pedagogical elements, as well.

Your organization can choose which modality best suits your needs and objectives, including:

- 👤 video-classroom
- 👤 virtual classroom
- 👤 virtual coach
- 👤 e-workshop
- 👤 blended solutions

Whether you are looking to develop one person or your entire organization, our *Distance Learning* solutions can help.







Are you looking for an enterprise solution that leverages the talent of your in-house trainers?

We can work with you to create a solution that meets your specific learning objectives. We can develop a curriculum tailored for your needs, and deliver a coordinated process for transferring our knowledge to your in-house team of facilitators. They will learn our frameworks, as well as our pedagogical methods and other workshop components that make our workshops solutions-of-choice among our clients.

Our *Train the Trainer* programs include ongoing support for your trainers, as well as all of the training materials needed to deliver our workshops.

Your organization will be poised to provide internal audiences with a series of high-quality workshops – a scalable, cost-effective solution.

Each of our *Train the Trainer* solutions includes:

- A customized syllabus that is tailored to meet your organization's specific learning objectives
- An interactive train-the-trainer session led by our team of experienced facilitator-practitioners
- Ongoing support for your in-house trainers to ensure the quality of the delivery and the participant experience
- Training materials, including a visual presentation, a participant book, exercises, and worksheets



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