



# Leadership Development Catalog

2026



Member, U.S. Department of State  
Overseas Security Advisory Council



# Thank You

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 we share some of our most popular offerings, **this catalogue is not exhaustive**.

If you have a particular interpersonal skill-set that you would like to address, we would be delighted 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

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

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

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Our

# Practitioner Advantage

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 service a **global client base**, both within private and public sectors.

Broadly speaking, our private sector clients include many of the Global 100, Big Four accounting firms, leading alternative investment funds, preeminent law firms, and other multinational industry leaders. We also partner with mid-cap and small-cap companies, non-governmental organizations, government agencies, family offices, smaller ventures, and individuals.





Our **Return On Interactions™** methodology guides each of our engagements across all three practice areas.

The approach, which we developed, tested, and applied throughout our 30-year history, focuses on generating **measurable results for our clients**. Broadly speaking, we incorporate multifaceted analyses, strategies, and solutions that leverage emotional intelligence, proven frameworks, and unique skill sets.

Combined, we provide a menu of services that generate **business value** for our clients – including **increased profits, reduced turnover, and sustained relationships** – by improving their interpersonal dynamics, discourse, and interactions.



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

The starts before we enter the classroom, when we perform  
critical **due diligence**, market research, and one-on-one interviews to  
surface the various details that make your participants' roles and  
situations uniquely challenging.

We then design a tailored syllabus that tackles those challenges and  
meets your learning objectives. We focus on **bespoke** case-study  
exercises that capture your corporate culture, participants' professional  
roles, perceived power imbalances, and other factors that ensure a  
realistic, applicable, and impactful design.

Throughout our 30+ years in business, we have streamlined our  
customization process to minimize your time-investment while still  
maximizing the impact of our solutions by capturing and addressing  
what makes your participants' roles challenging and stands  
in the way of improved performance and better results.

# Leadership Skills

## Focused Improvement. Cascading Results.

Our highly-customized Leadership Skills programs help clients achieve impactful results through a menu of highly customized training solutions.

We help professionals tackle leadership opportunities and maximize their leadership potential. They become highly effective leaders – well respected supervisors that drive success and bottom-line performance throughout your organization.

Our Leadership Skills solutions are designed to drive improved performance in five different components of leadership:

### Leadership Communication

Improve communication effectiveness in a variety of leadership contexts

### Lateral Leadership

Bolster the ability to navigate and collaborate across your organization

### Team Management

Increase cohesion, efficiency, and performance among direct reports

### Client Management

Improve the bottom line by achieving better agreements while protecting critical relationships

### Self-Management

Maximize leadership potential by developing critical skills that augment professional success





Leadership Communication

## Difficult Conversations

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

Participants learn how to use a powerful framework to tackle a variety of difficult conversations. They learn 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 Communication

## Negotiation Skills for Leaders

Our *Negotiation Skills for Leaders* workshop is perfect for experienced executives, as well as for up-and-coming leaders.

Participants learn how to 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: negotiating on behalf of your organization with external counterparts, while 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.





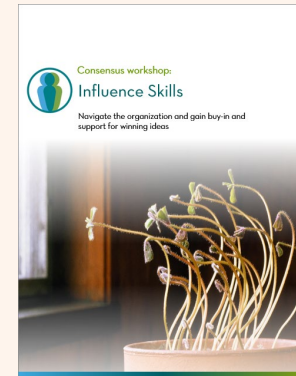
Leadership Communication

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



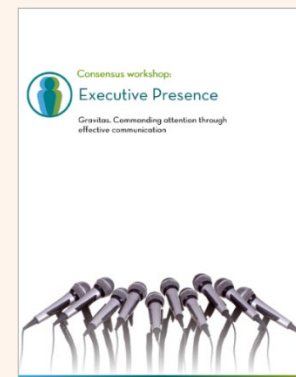
Leadership Communication

## 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.





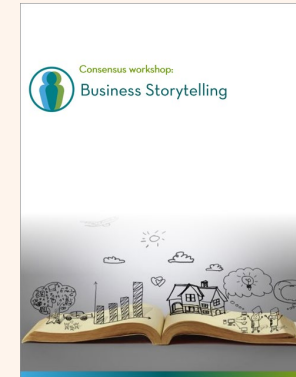
Leadership Communication

## Business Storytelling

A highly engaging method of moving others to action involves storytelling. Powerful stories help messages resonate emotionally and, in turn, increase understanding, buy-in, and trust.

This is why powerful stories – and the way they are structured – are among the most effective tools leaders, salespeople, and other business professionals can wield.

In this hands-on workshop, participants learn best-practices for storytelling used by celebrity speakers, business leaders, and even Disney-Pixar. They don't have to be natural-born storytellers. Instead, they learn skills and structures that anyone can apply to share their vision, connect with others, and bolster consensus.



Leadership Communication

## 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 critical feedback with their direct reports.

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

- protect employee relationships
- reduce turnover
- raise engagement
- improve outcomes
- increase productivity



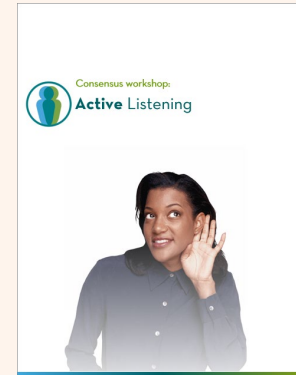


Leadership Communication

## Active Listening

As a leader, it's essential that one process and consider information shared by others – be those clients, executives, colleagues, direct reports, 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 participants develop their active listening using fun, interactive exercises.



Leadership Communication

## 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.





Leadership Communication

## Public Speaking

Taught by a winner of four Emmy Awards and a National Edward R Murrow Award, with time at CBS and the Chicago Tribune, our *Public Speaking* workshop develops the skills to win and retain the attention of large audiences.

Participants learn techniques used by many of the world's best speakers. They also learn how to prepare a winning speech, overcome fears they might have, and capitalize on their personal style and charisma.

With a chance to practice what they learn, they leave with a greater sense of confidence and know how.

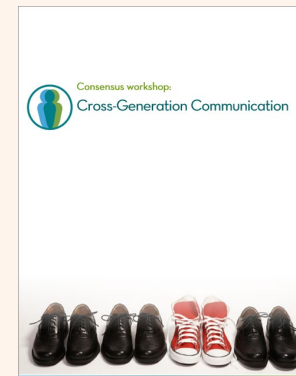


Leadership Communication

## Cross-Generation Communication

Let's face it - we often find a communication divide, 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.





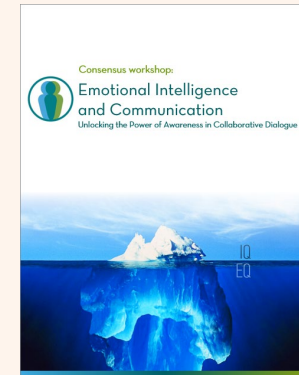
Leadership Communication

## Emotional Intelligence & Communication

Traditional communication skills such as active listening and effective advocacy are invaluable tools for professional success. As such, professionals often focus their attention on refining these skill sets.

Yet, even when one understands what the building blocks for effective communication are, and has cultivated those skills through professional development initiatives, something stands in the way of effectively implementing the skills, particularly in emotionally-charged, critical situations.

This workshop makes the connection between emotional intelligence and communication, and offers strategies for increasing self and social awareness and, in turn, for self and relationship management through effective communication.



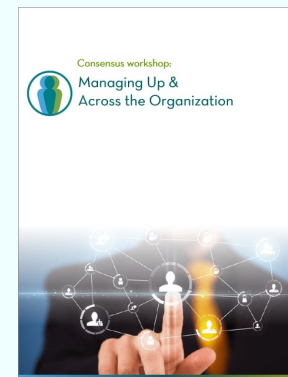


Lateral Leadership

## Managing Up & Across the Organization

As one ascends 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 managers engage and influence supervisors and other departments on matters on which they might not be in agreement, as well as prepares them to provide critical feedback to those parties. They learn how to express their views without jeopardizing relationships with people key to their professional success.



Lateral Leadership

## Influencing Colleagues

While leaders cannot control decisions made by peers, supervisors, and other functional areas, to be successful they must persuade others to adopt particular perspectives, decisions, or actions. Intra-organizational discussions include gaining buy-in to ideas and initiatives, choosing the best ways to move projects forward, and constructively addressing objections.

Our high-energy *Influencing Colleagues* workshop is designed to help leaders increase buy-in and collaboration to increase productivity and meet business objectives.







Lateral Leadership

## Collaborative Decision-Making

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 *Collaborative Decision-Making* workshop provides a solution.

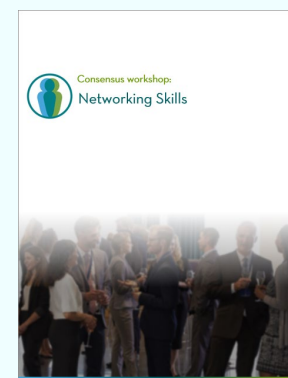


Lateral Leadership

## Networking Skills

Do your professionals know how to work a room?  
Can they quickly identify who could be a valuable resource?  
Do they command attention and forge critical relationships?

Our *Networking Skills* workshop is a hands-on solution that shares the building blocks for identifying target relationships and for building critical professional relationships. Participants learn how to reframe networking as value-creation through authentic interaction, practice real-world skills for quickly initiating relationships, and learn how to align networking behaviors with their professional and organizational goals.





Lateral Leadership

## Difficult Conversations

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

Participants learn how to use a powerful framework to tackle a variety of difficult conversations. They learn 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.



Lateral Leadership

## 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.





Lateral Leadership

## Dealing with Difficult People

In the course of their work, professionals must 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 professionals 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.



Lateral Leadership

## 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.





Team Management

## Coaching & Mentoring

In many instances, managers have two sets of responsibilities: generating work product and supporting staff. Often, it can seem that resources committed to one must come at the expense of the other.

Our *Coaching & Mentoring* workshop teaches a research-based approach for successfully pursuing both.

It is designed to empower people-leaders in their ongoing management efforts. Participants learn a proven framework for both supporting and challenging individuals through one-on-coaching.



Team Management

## Leading through Change

Now, more than ever, leaders confront large-scale changes that impact their organizations in profound ways.

While challenging, changes can 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 opportunities inherent to organizational change. Participants adopt constructive attitudes, and build leadership skills for confronting and leading through change.





Team Management

## 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 critical feedback with their direct reports.

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Team Management

## Leading Dispersed Teams

Team cohesion is fundamental to business success. Accordingly, when team members are dispersed – whether working in different regions or simply working from home – it presents both opportunities and challenges.

In *Leading Dispersed Teams*, leaders build essential skills for convening, leading, and sustaining remote work teams. Best practices include how to manage individual employees, how to 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.



Team Management

## Mediation Skills

Research shows that the average leader 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 how to deescalate emotions, surface underlying issues, and facilitate a productive dialogue – transforming “intractable” conflict into opportunities for collaboration.





Team Management

## Reaching Consensus

One's ability to gain buy-in and enhance collaboration across a team contributes to productivity and engagement.

Rather than relying on hierarchy, our Reaching Consensus workshop helps leaders enlist team members in the decision-making process, while preserving their ability to make decisions unilaterally. The end result is better decisions, more buy-in, and a better bottom line.



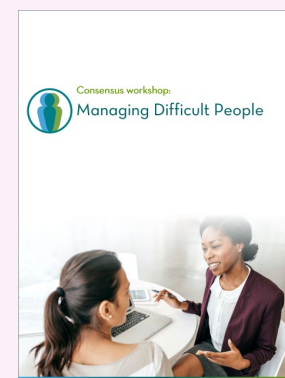
Team Management

## Managing Difficult People

Sometimes, leaders confront direct reports that have sharp edges or lack the people skills that invite others to collaborate with them. Managed poorly, these individuals can jeopardize team dynamics, engagement, and productivity.

Our *Managing Difficult People* workshop is designed to help your leaders manage challenging direct reports.

They learn tools for addressing difficult behaviors head on, transitioning caustic employees into team players that enhance the team experience.







Client Management

## Sales Negotiation

Even the most seasoned leaders experience difficulty when negotiating with clients. 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).



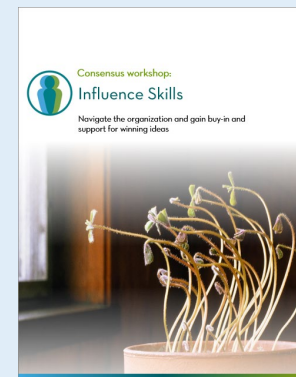
Client Management

## Influence Skills

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

Leaders must gain buy-in from clients to meet strategic objectives. While some rely on alienating tactics others seem to achieve their goals seemingly effortlessly, without jeopardizing their client relationships and professional reputations.

Through our Influencing Skills workshop, your leaders will develop skills for persuading clients and the decisions they make.





Client Management

## Difficult Conversations

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

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## Bridging Differences

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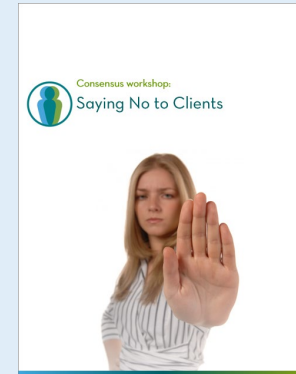


Client Management

## Saying “No” to Clients

If your leaders are responsible for building and maintaining client relationships, they surely face the challenge of pushing back on client requests.

Our *Saying No to Clients* workshop provides anyone involved with client management 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 client relationship.



Client Management

## Resolving Client Conflicts

Do your leaders 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.





Client Management

## 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 client relationships. Participants learn a framework developed by Consensus, and then apply it to customized case studies that reflect the challenges they face at your organization.



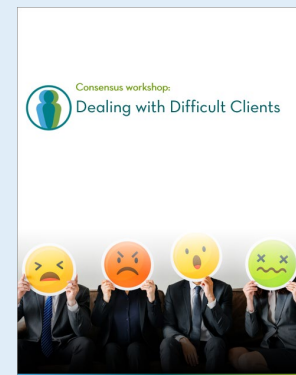
Client Management

## Dealing with Difficult Clients

Often, leaders must interact with difficult clients. This poses challenges, and can stand in the way of maximizing the client opportunity.

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

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



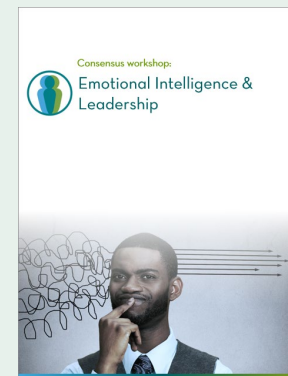


Self-Management

## Emotional Intelligence & Leadership

When matters become emotionally escalated, it can be difficult to address a situation productively.

What makes these situations particularly difficult is the emotional component. This interactive workshop helps develop participants' emotional intelligence – their ability to identify and manage the emotions of the various parties involved, as well as the relationship dynamics. The result is knowing how to better 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.



Self-Management

## Innovation & Creativity

Our *Innovation & Creativity* workshop is designed to help leaders unlock their potential and increase their innovation capabilities.

But creativity doesn't flourish in isolation – it grows when it's cultivated with the team.

In this hands-on workshop, leaders learn how Design Thinking can be used to leverage diverse perspectives and tackle complex problems. They learn how to create an environment that encourages creativity within the team (as well as within themselves), and how to overcome the challenges that stand in the way of a creative culture.





Self-Management

## Adaptability & Resilience

As one climbs the corporate ladder, they face all types of challenges and setbacks.

To perform at their best – especially over time – leaders must know how to adapt in response to changes in conditions and environments, as well as how to withstand and recover from setbacks, stress, and adversity.

Our hands-on, exercise-driven *Adaptability & Resilience* workshop teaches them how.



Consensus workshop:

Adaptability &amp; Resilience



Self-Management

## Seeking & Receiving Feedback

Many leaders understand the value of sharing critical feedback with their team members.

However, do they understand the value of seeking out and processing critical feedback of themselves?

Our *Seeking & Receiving Feedback* workshop teaches senior professionals 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.



Consensus workshop:

Seeking &  
Receiving Feedback



Self-Management

## Wellness for Professional Success

The pressures and responsibilities of today's leaders – both inside and outside the office – often lead to burnout and health issues. Those, in turn, lead to lower levels of productivity and engagement both within themselves and, in turn, within their teams.

Led by a former C-suite executive turned board-certified Healthy & Wellness Coach, our *Wellness for Professional Success* workshop teaches leaders how to incorporate simple, healthy habits that yield higher levels of energy, focus, creativity, and resilience at work, while enjoying better health, less stress, and more enjoyment both in and outside the office.





# Professional Development

Essential. Future-Ready. Powerful.

Our highly-customized Professional Development programs help your organization maximize your ROI on human capital by advancing individual effectiveness.

Our solutions unleash the potential of your workforce to take on more responsibilities, build critical workplace relationships, and improve their job performance by developing key skills in three critical areas:

## Communication

Take communication capabilities and professional relationships to new heights in a variety of contexts

## Negotiation & Influence

Boost relationships and agreement terms that directly impact individual performance and the bottom line

## Self-Management

Maximize your professionals' potential by developing critical skills that augment their success

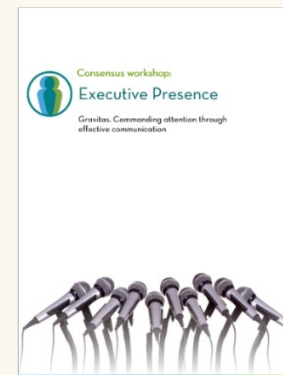


Communication

## Difficult Conversations

Our *Difficult 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.

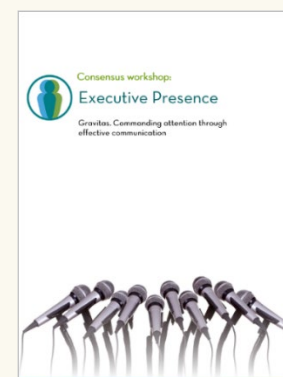


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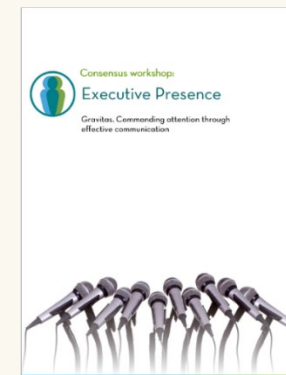
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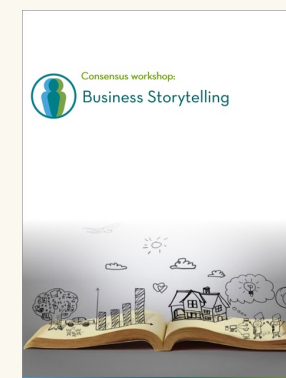
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## Business Storytelling

A highly engaging method of moving others to action involves storytelling. Powerful stories help messages resonate emotionally and, in turn, increase understanding, buy-in, and trust.

This is why powerful stories – and the way they are structured – are among the most effective tools leaders, salespeople, and other business professionals can wield.

In this hands-on workshop, participants learn best-practices for storytelling used by celebrity speakers, business leaders, and even Disney-Pixar. They don't have to be natural-born storytellers. Instead, they learn skills and structures that anyone can apply to share their vision, connect with others, and bolster consensus.





Communication

## Public Speaking

Taught by a winner of four Emmy Awards and a National Edward R Murrow Award, with time at CBS and the Chicago Tribune, our Public Speaking workshop develops the skills to win and retain the attention of large audiences.

Participants learn techniques used by many of the world's best speakers. They also learn how to prepare a winning speech, overcome fears they might have, and capitalize on their personal style and charisma.

With a chance to practice what they learn, they leave with a greater sense of confidence and know how.

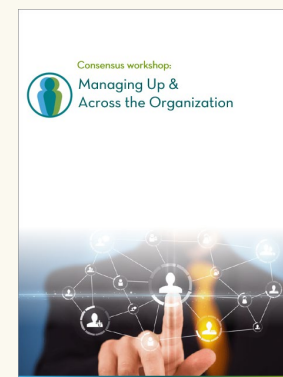


Communication

## Managing Up & Across the Organization

As one ascends 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 managers engage and influence supervisors and other departments on matters on which they might not be in agreement, as well as prepares them to provide critical feedback to those parties. They learn how to express their views without jeopardizing relationships with people key to their professional success.





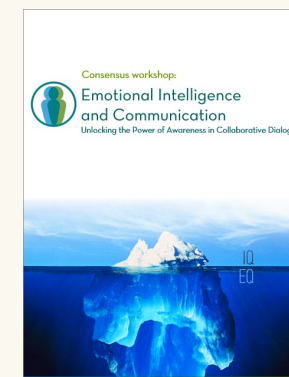
Communication

## Emotional Intelligence & Communication

Traditional communication skills such as active listening and effective advocacy are invaluable tools for professional success. As such, professionals often focus their attention on refining these skill sets.

Yet, even when one understands what the building blocks for effective communication are, and has cultivated those skills through professional development initiatives, something stands in the way of effectively implementing the skills, particularly in emotionally-charged, critical situations.

This workshop makes the connection between emotional intelligence and communication, and offers strategies for increasing self and social awareness and, in turn, for self and relationship management through effective communication.



Communication

## 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.



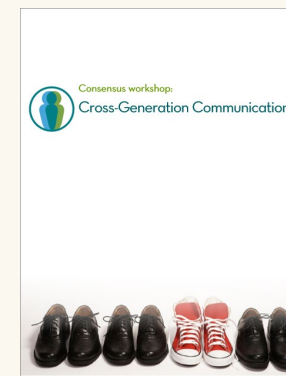


Communication

## Cross-Generation Communication

Let's face it – we often find a communication divide, 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.



Communication

## Delivering Critical Feedback

Feedback is not only healthy, but it is an important tool for improving performance on both individual and organizational levels. Yet, many professionals shy away from sharing critical feedback.

Our *Delivering Critical Feedback* workshop helps professionals deliver even the most unfavorable feedback to colleagues, clients, managers, and others. Participants learn how to use a powerful framework to constructively share difficult feedback; they also learn how to:

- protect employee relationships
- reduce turnover
- raise engagement
- improve outcomes
- increase productivity





Communication

## Saying “No”

If your professionals are responsible for building and maintaining client relationships, they surely face the challenge of pushing back on requests.

Our *Saying “No”* workshop provides anyone involved with client management 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 client relationship.







Negotiation &amp; Influence

## Collaborative Negotiation

Can your professionals 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 professionals 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 professionals project gravitas and conduct highly effective meetings and formal presentations.



Negotiation &amp; Influence

## Influence Skills

The ability to persuade and influence others is an essential professional skill.

Almost every day, professionals must gain buy-in from colleagues, supervisors, and clients, as well as encourage collaboration across the organization 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 *Influence Skills* workshop, your professionals will develop skills for navigating the organization, persuading others, garnering support, adopting a decision, and addressing opposition.





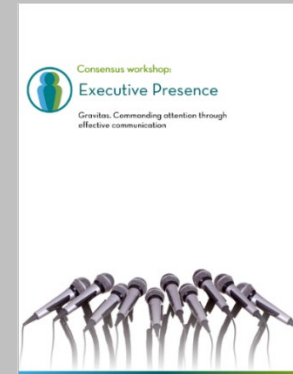
Negotiation &amp; Influence

**Advanced Negotiation:**

## Winning...at Collaborative Negotiation

An ideal follow-on to our *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.



Negotiation &amp; Influence

## Sales Negotiation

**Closing the Deal...without Giving Away the Farm**

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).





Negotiation &amp; Influence

## 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.



Negotiation &amp; Influence

## 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 *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.

(We can customize the workshop to include prescriptive advice for the particular regions in which your participants negotiate.)





Negotiation &amp; Influence

## Negotiation Skills for Leaders

Our *Negotiation Skills for Leaders* workshop is perfect for experienced executives, as well as for up-and-coming leaders. Participants learn how to 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: negotiating on behalf of your organization with external counterparts, while 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.



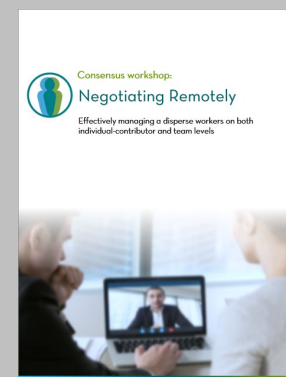
Negotiation &amp; Influence

## Negotiating Remotely

Different factors can 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 timely 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.





Self-Management

## Building Emotional Intelligence

When matters become emotionally escalated, it can be difficult to address a situation productively.

What makes these situations particularly difficult is the emotional component. This interactive workshop helps develop participants' emotional intelligence – their ability to identify and manage the emotions of the various parties involved, as well as the relationship dynamics. The result is knowing how to better 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.



Self-Management

## Innovation & Creativity

Our *Innovation & Creativity* workshop is designed to help professionals unlock their potential and increase their innovation capabilities.

But creativity doesn't flourish in isolation – it grows when it's cultivated with the team.

In this hands-on workshop, participants learn how Design Thinking can be used to leverage diverse perspectives and tackle complex problems. They learn how to create an environment that encourages creativity, and how to overcome the challenges that stand in the way of a creative culture.





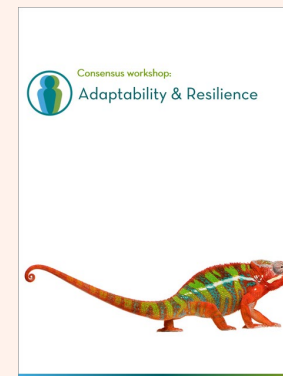
Self-Management

## Adaptability & Resilience

As one climbs the corporate ladder, they face all types of challenges and setbacks.

To perform at their best – especially over time – leaders must know how to adapt in response to changes in conditions and environments, as well as how to withstand and recover from setbacks, stress, and adversity.

Our hands-on, exercise-driven *Adaptability & Resilience* workshop teaches them how.



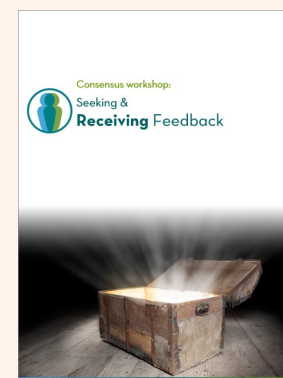
Self-Management

## Seeking & Receiving Feedback

Many professionals understand the value of sharing critical feedback with their team members.

However, do they understand the value of seeking out and processing critical feedback of themselves?

Our *Seeking & Receiving Feedback* workshop teaches professionals 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.



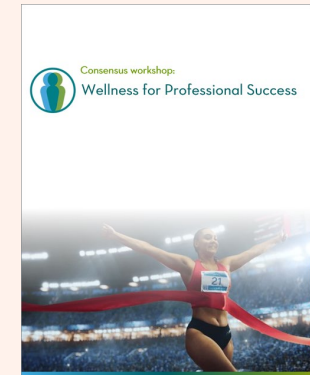


Self-Management

## Wellness for Professional Success

The pressures and responsibilities of today's leaders – both inside and outside the office – often lead to burnout and health issues. Those, in turn, lead to lower levels of productivity and engagement both within themselves and, in turn, within their teams.

Led by a former C-suite executive turned board-certified Healthy & Wellness Coach, our *Wellness for Professional Success* workshop teaches leaders how to incorporate simple, healthy habits that yield higher levels of energy, focus, creativity, and resilience at work, while enjoying better health, less stress, and more enjoyment both in and outside the office.



# Learning Journeys

## End-to-End Solutions.

Our end-to-end Learning Journeys help participant-cohorts develop a broad set of interdependent skills that boost their professional performance.

Whether as a **Milestone Program** or as a targeted professional development effort, our Learning Journeys incorporate different learning experiences that take place over time. They integrate group training and individual coaching sessions, as well as other elements such as independent study, virtual town halls, case-study analysis, etc.

Each program is designed to meet your learning objectives, according the timeline and other parameters you define.





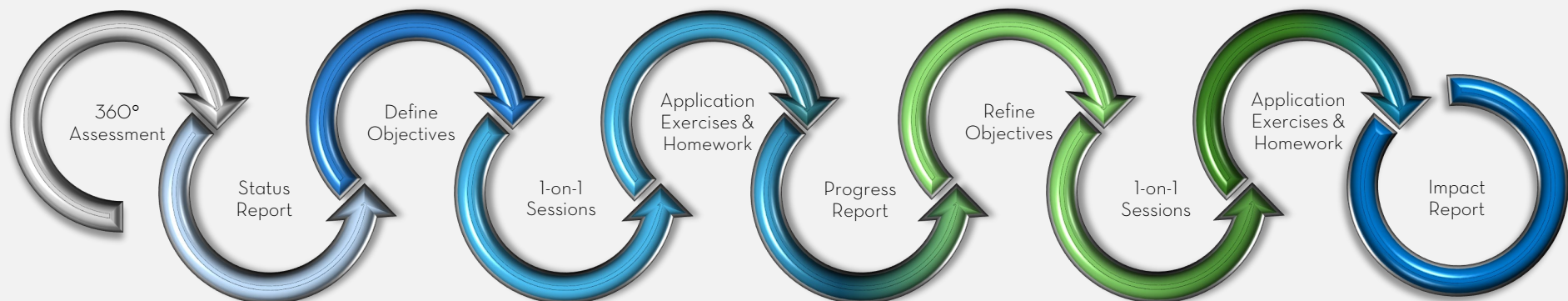
# Coaching

Tailored. Adaptive. Transformative.

Oprah Winfrey turned to Maya Angelou. Michael Jordan turned to Phil Jackson. And, Plato turned to Socrates.

**To whom do your leaders turn to maximize their performance?**

Our Executive Coaching solutions help your organization reach new levels by working one-on-one with your leaders. We help executives, managers, high-potentials, and others who can positively impact the bottom line refine their skills, overcome specific challenges, and maximize their potential.



# E-Learning

**Just in Time. Self-Paced. Independent.**

We are proud to introduce E-Learning to our menu of Leadership Development solutions.

Following today's best-practices, our self-paced solutions use a multimedia presentation to increase user engagement. They are composed of a series of individual modules that are 2-4 minutes each; combined, each course provides a comprehensive learning option for your remote and on-the-go professionals.

And, since our designs are modular in nature, we can incorporate customized elements that tackle your organization's specific challenges and learning objectives, as well as capture your corporate culture, market position, and other nuances that fuel knowledge transfer and immediate application of the tools learned in the course.

Current Curricula:

**Negotiation Skills**

**Difficult Conversations**

**Mentoring & Coaching  
Direct Reports**





We will continue to add new courses to our e-library. In the meantime, we would be delighted to design something especially for you.

# Distance Learning

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:

-  Online-Classroom
-  Video-Classroom
-  Virtual Coach
-  Blended Solutions

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

# Train-the-Trainer

Are you seeking 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 will develop a curriculum tailored for your needs and deliver a coordinated process for transferring our knowledge to your in-house facilitators. They will learn our frameworks, as well as our pedagogical methods and other workshop components that make our workshops solutions-of-choice for our clients.

Our Train-the-Trainer programs include ongoing support for your trainers, as well as all 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.

A customized syllabus,  
tailored to meet your learning  
objectives

An interactive train-the-  
trainer session led by our  
facilitator-practitioners

Training materials, including  
slide deck, participant book,  
exercises, and worksheets

Ongoing support to ensure  
the quality of the delivery and  
the participant experience

# Ready to See Results?

Contact Us Now

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