



consensus

leadershipdevelopmentcatalog 2025



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



Discover the practitioner advantage

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.

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.

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The 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.

RETURN ON INTERACTIONSTM

Our **Return On Interactions**TM 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.

OUR CLIENTELE

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.



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.



LEADERSHIP SKILLS

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 solutions help your leaders excel in different facets of leadership:

Roll over **Page Links** for easy navigation

Communication

Improve your leaders' communication effectiveness in a variety of professional contexts

Organizational Dynamics

Bolster your leaders' ability to navigate and increase collaboration across your organization

Team Management

Hone your leaders' ability to increase cohesion, efficiency, and performance within their teams

Client Management

Increase your leaders' bottom lines by achieving better agreement terms and protecting critical relationships

Self-Management

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

Whether you are looking for a comprehensive end-to-end Leadership Program (e.g. “**Learning Journey**” or **Milestone Program**), or are interested in developing specific skills, our team will help your participants expand their capabilities and take your organization to the next level.

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.

• COMMUNICATION • COMMUNICATION • 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.

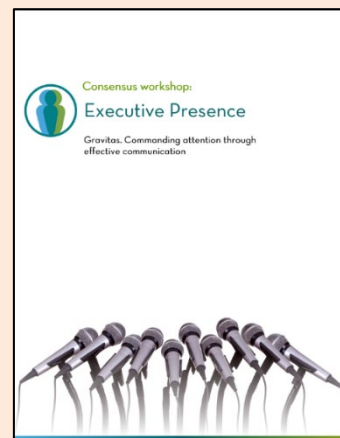
One way to do this is by developing active listening skills that enable one to better process messages being shared by others. This high-energy workshop helps participants develop their active listening using fun, interactive exercises.

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.



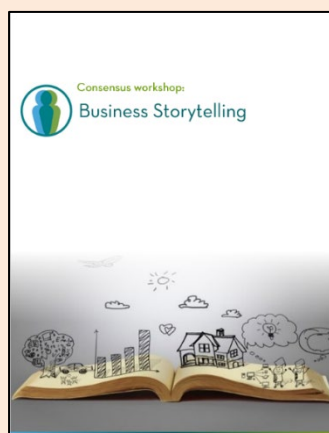
• COMMUNICATION • COMMUNICATION • COMMUNICATION •

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.



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 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:

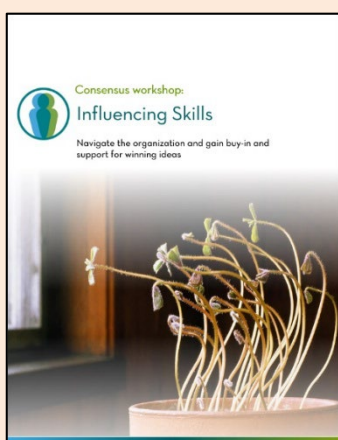
- 1) negotiating on behalf of your organization with external counterparts, while
- 2) negotiating with other stakeholders within your organization.

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



• COMMUNICATION • COMMUNICATION • COMMUNICATION •

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 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.

Performance Reviews 2.0



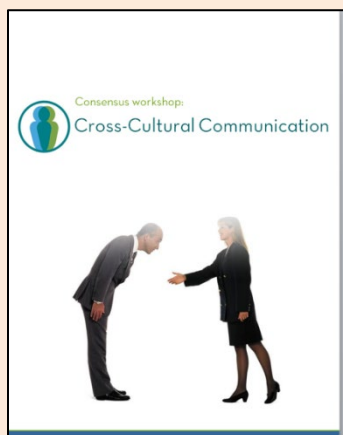
Performance reviews are healthy and important tools for improving performance on both individual and organizational levels. Yet, many managers shy away from sharing unfavorable feedback with their direct reports.

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:

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

• COMMUNICATION • 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.

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.

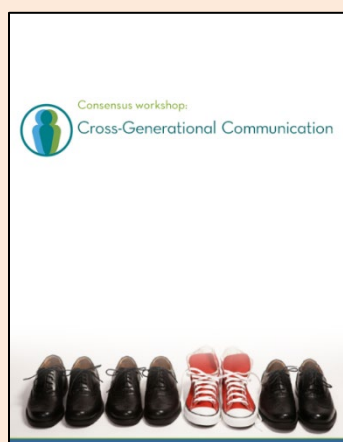
Participants learn techniques used by many of the world's best speakers. They also learn how to prepare a winning speech, overcome fears they might have, and capitalize on their personal style and charisma.

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



• COMMUNICATION • COMMUNICATION • COMMUNICATION •

Cross-Generational Communication



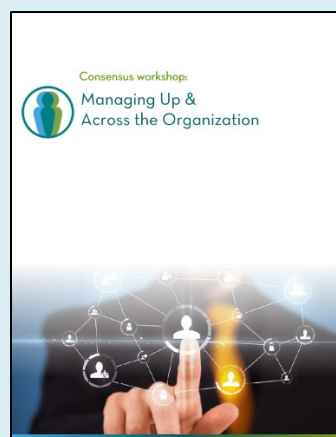
Let's face it - we often find a communication, if not cultural gap, between the different generations that compose our workforce. Preferences for communication modes and styles can leave even the best functioning teams at a loss.

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.

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.



• ORGANIZATIONAL DYNAMICS • ORGANIZATIONAL DYNAMICS •

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 leaders that have to influence colleagues.

Collaborative Decision-Making: 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.



• ORGANIZATIONAL DYNAMICS • ORGANIZATIONAL DYNAMICS •

Difficult Conversations

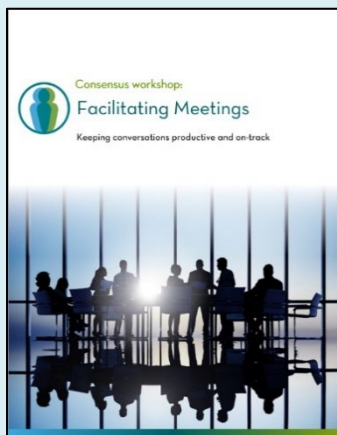


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Participants learn how to use a powerful framework to tackle a variety of difficult conversations. They learn how to transition their most daunting situations into opportunities for building stronger relationships and improving outcomes.

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.

Facilitating Meetings



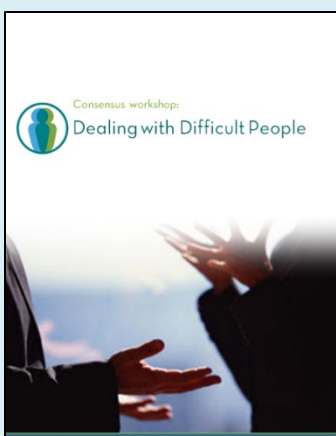
Do your leaders ever find themselves involved in meetings riddled with tangents and disagreements that can take the conversation off track?

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.

• ORGANIZATIONAL DYNAMICS • ORGANIZATIONAL DYNAMICS •

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.

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.

• ORGANIZATIONAL DYNAMICS • ORGANIZATIONAL DYNAMICS •

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 • TEAM MANAGEMENT • 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 c leadership skills for confronting and leading through change.

Performance Reviews 2.0



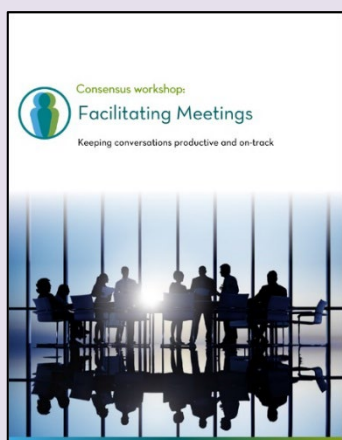
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TEAM MANAGEMENT • TEAM MANAGEMENT • TEAM MANAGEMENT

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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.

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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.

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.



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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.

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 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:

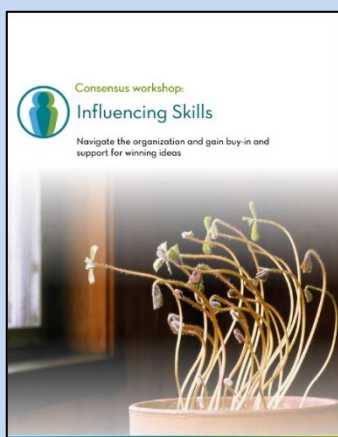
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Your leaders will learn a negotiation model that builds on concepts pioneered at Harvard Law School, and taken to new levels by Consensus.



CLIENT MANAGEMENT • CLIENT MANAGEMENT • CLIENT MANAGEMENT

Influencing Skills

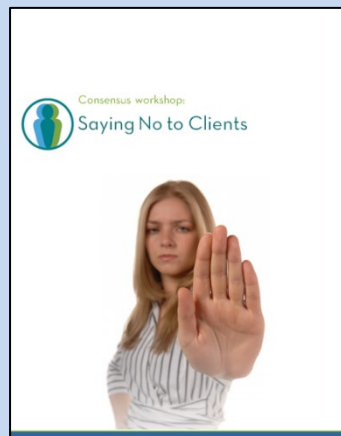


The ability to persuade and influence client decisions is a key leadership skill.

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.

Saying “No” to Clients

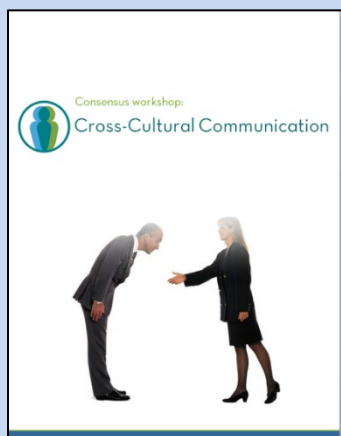


If your leaders are responsible for building and maintaining client relationships, they surely face the challenge of pushing back on client requests.

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 • CLIENT MANAGEMENT • 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.

Resolving Conflicts with Clients

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 • CLIENT MANAGEMENT • CLIENT MANAGEMENT

Difficult Conversations



When managing a client relationship, leaders are bound to encounter differences with their clients.

Through our *Difficult Conversations* workshop, your leaders will learn how to apply a powerful framework to tackle a variety of difficult client conversations. They learn how to transition their most daunting situations into opportunities for building stronger client relationships and improving outcomes.

They apply 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.

Bridging Differences

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CLIENT MANAGEMENT • CLIENT MANAGEMENT • 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.

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 • SELF-MANAGEMENT • SELF-MANAGEMENT

Innovation & Creativity

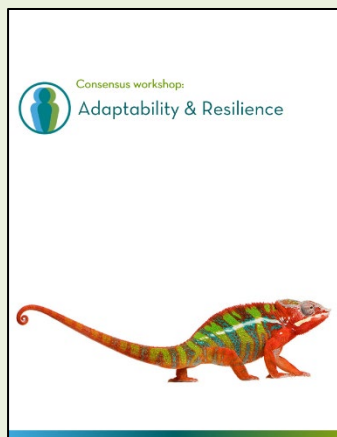


Our *Innovation & Creativity* workshop is designed to help leaders unlock their potential and increase their innovation capabilities.

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.

Adaptability & Resilience



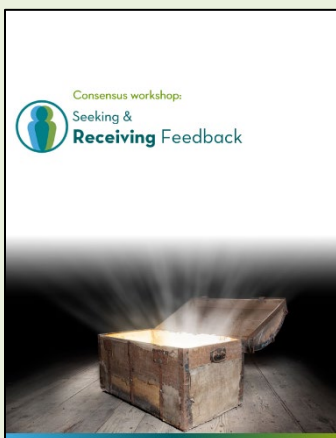
As one climbs the corporate ladder, they face all types of challenges and setbacks.

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 • SELF-MANAGEMENT • SELF-MANAGEMENT

Seeking & Receiving Feedback

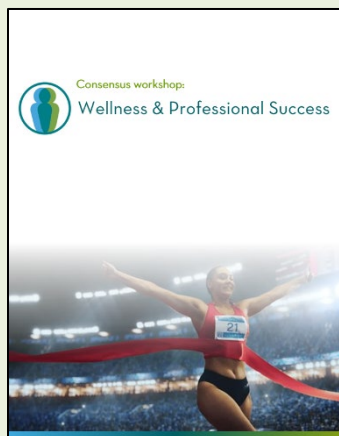


Many leaders understand the value of sharing critical feedback with their team members.

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.

Wellness & 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 & 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.

SELF-MANAGEMENT • SELF-MANAGEMENT • SELF-MANAGEMENT



PROFESSIONAL DEVELOPMENT

PROGRAMS

Our highly-customized **Professional Development** programs help your professionals excel by developing essential, future-ready, power skills.

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 that contribute to the success of your organization:

Roll over **Page Links** for easy navigation

Communication

Take your professional's communication capabilities – and their 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 leaders' potential by developing critical skills that augment their professional success

Our Professional Development solutions can be customized to meet the specific challenges and contexts faced by a homogenous participant audience (e.g., the unique challenges and contexts faced by a particular corporate function), or they can be designed for cross-functional, open-enrollment audiences.

Tackling Challenging 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.



• COMMUNICATION • COMMUNICATION • COMMUNICATION •

Active Listening



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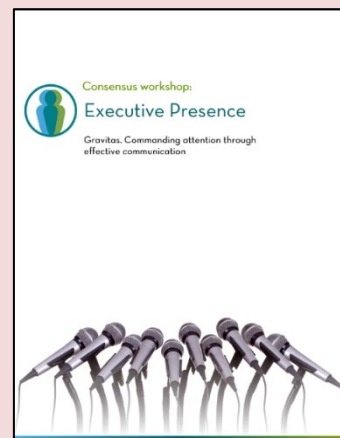
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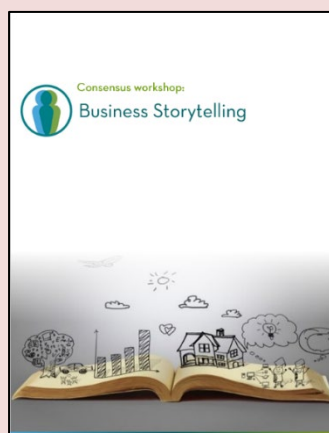
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This is why powerful stories – and the way they are structured – are among the most effective tools leaders, salespeople, and other business professionals can wield.

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.



Performance Reviews 2.0



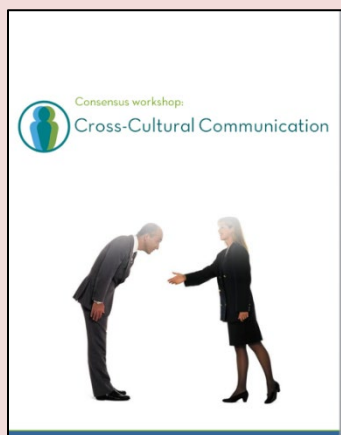
Performance reviews are healthy and important tools for improving performance on both individual and organizational levels. Yet, many professionals shy away from sharing unfavorable feedback with their team.

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:

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

• COMMUNICATION • 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.

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.

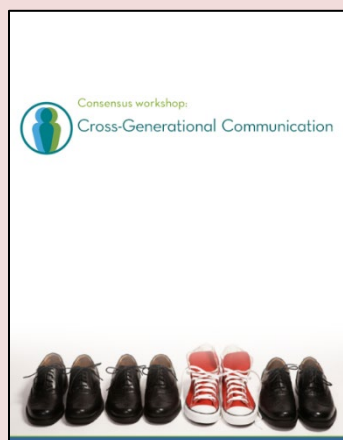
Participants learn techniques used by many of the world's best speakers. They also learn how to prepare a winning speech, overcome fears they might have, and capitalize on their personal style and charisma.

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



• COMMUNICATION • COMMUNICATION • COMMUNICATION •

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.

Managing Up

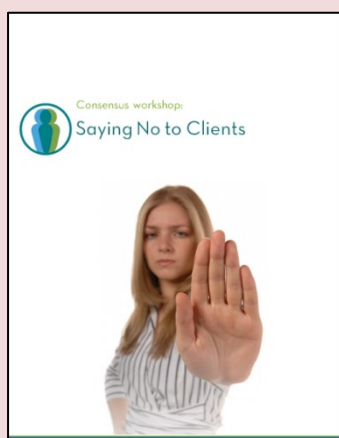
As one ascends the professional ranks, they are expected to share their ideas and feedback more and more – this is how organizations advance. Even if not expressly encouraged to do so, people identify opportunities for improvement, and want to contribute. However, it can be difficult to influence decisions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

This high-energy workshop helps professionals 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 • COMMUNICATION • COMMUNICATION •

Saying “No” to Clients



If your professionals 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.

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.

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.

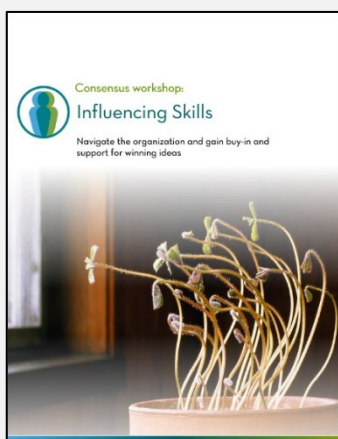
Using a negotiation framework originally developed at Harvard Law School, participants learn how to protect, if not cultivate, those important relationships while still pursuing all your organization's substantive goals for a negotiation.

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



• NEGOTIATION & INFLUENCE • NEGOTIATION & INFLUENCE •

Influencing Skills



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

Professionals at all levels strive to get buy-in from supervisors, clients, colleagues, vendors, and other parts of the organization. While some rely on alienating tactics others seem to achieve their goals seemingly effortlessly, without jeopardizing their relationships and professional reputations.

Through our *Influencing Skills* workshop, your professionals will develop skills for persuading others and the decisions they make.

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.



• NEGOTIATION & INFLUENCE • NEGOTIATION & INFLUENCE •

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).



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 & INFLUENCE • NEGOTIATION & 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 *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, 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.



• NEGOTIATION & INFLUENCE • NEGOTIATION & INFLUENCE •

Negotiation Skills for Leaders & Managers



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

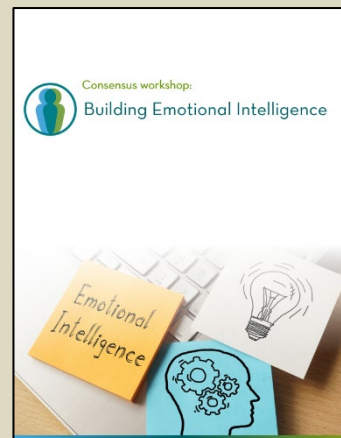
- 1) negotiating on behalf of your organization with an external counterpart, and
- 2) negotiating with other stakeholders within your organization.

In our *Negotiation Skills for Leaders & Managers* workshop, your 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.

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.



Innovation & Creativity

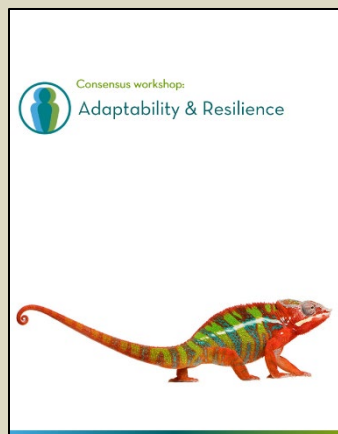


Our *Innovation & Creativity* workshop is designed to help leaders unlock their potential and increase their innovation capabilities.

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.

Adaptability & Resilience



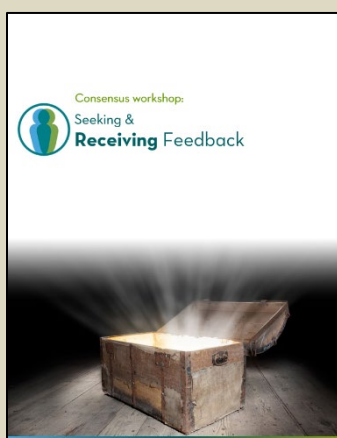
As one climbs the corporate ladder, they face all types of challenges and setbacks.

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 • SELF-MANAGEMENT • 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.

Wellness & 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 & 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.

SELF-MANAGEMENT • SELF-MANAGEMENT • SELF-MANAGEMENT



LEARNING JOURNEYS

END-TO-END SOLUTIONS

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

Whether as a **Milestone Program** or as a targetted 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 (e.g., independent study, virtual town halls, case-study analysis, etc.). 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.



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.

We currently offer e-learning curricula in:

- 🌐 Negotiation
- 🌐 Difficult Conversations
- 🌐 Mentoring and 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

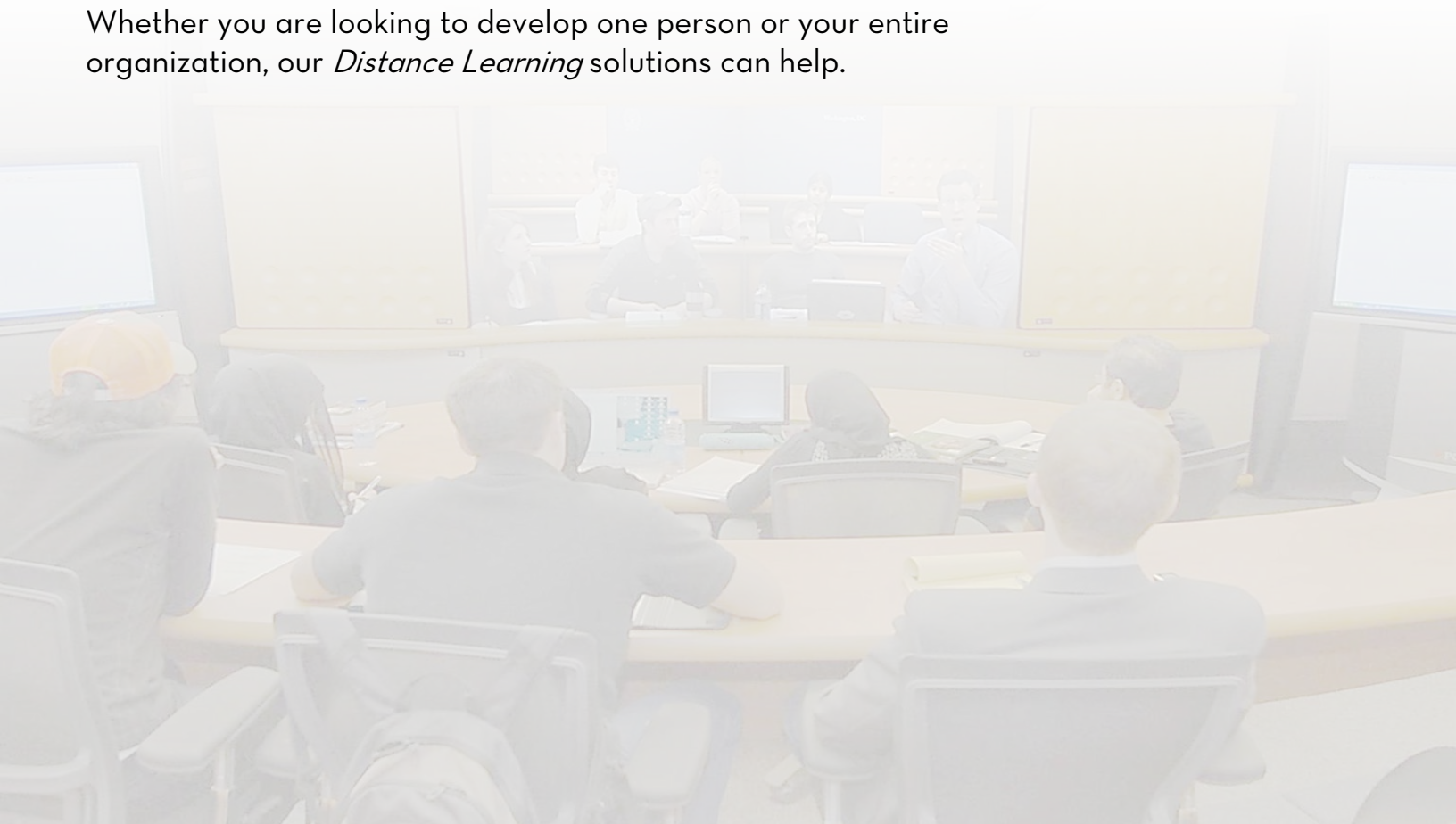
PROGRAMS

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
- 🌐 blended solutions

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





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



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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