



Leadership & Talent Essentials 2026

Building Better Leaders. Developing Better Performers.

John St. John

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WELCOME



Organizations today face increasing expectations to develop capable leaders, engage employees, improve performance, and build stronger workplace cultures—all while adapting to changing business priorities, evolving workforce expectations, and limited development resources.

CareerO² Leadership & Talent Essentials was created to help organizations meet those challenges with practical, research-informed learning experiences that participants can immediately apply in their daily work.

Every workshop combines proven leadership principles, adult learning practices, coaching techniques, facilitated discussion, and real-world organizational examples drawn from more than two decades of executive advisory, leadership development, talent management, organizational consulting, and enterprise learning experience.

Whether your organization is developing new supervisors, strengthening experienced managers, building coaching capability, improving communication, or enhancing organizational performance, CareerO² provides practical solutions designed to help people learn, apply, and perform.

**Leadership Development • Talent Development • Learning •
Coaching • Performance Improvement**

WHY ORGANIZATIONS CHOOSE CAREERO²

For more than fifteen years, John St. John has designed, delivered, coached, and advised leaders across:

- Technology
- SaaS
- Healthcare
- Higher Education
- Manufacturing
- Retail
- Utilities
- Financial Services
- Municipal Government
- State Government
- Federal Government

Programs have supported organizations ranging from small municipalities to Fortune 100 enterprises, including executive teams, senior leaders, supervisors, managers, HR professionals, project managers, technical professionals, and individual contributors.

Representative organizations include:

- Walmart
- Kaiser Permanente
- Sutter Health
- Lifebridge Health
- T. Rowe Price
- California ISO
- CALPERS
- California State Board of Equalization
- California Department of Fish and Wildlife
- Federal Aviation Administration
- Volcano Corporation (Philips)
- Toro
- Stericycle
- Dayforce
- UC Davis
- Los Rios Community College District
- Best Western
- IKON Office Solutions/Ricoh USA

Rather than delivering generic presentations, every CareerO² learning experience integrates practical research, executive coaching experience, organizational performance insights, and workplace application strategies participants can immediately use.

HOW LEARNING BECOMES PERFORMANCE™

Most organizations successfully deliver training.
Fewer successfully improve performance.

CareerO² learning experiences are designed around one simple principle:

Learning creates organizational value only when people consistently apply what they learn.

For that reason, every CareerO² program follows the proprietary **Learning-to-Performance Framework™**, helping participants move beyond awareness toward practical workplace application.

The Learning-to-Performance Framework™

Learn

Participants build practical knowledge through facilitated discussion, demonstrations, reflection, and collaborative learning activities.

Understand

Participants connect concepts to their own workplace while identifying barriers that may prevent successful application.

Apply

Participants practice new skills using realistic workplace situations, coaching exercises, facilitated discussions, and implementation planning.

Perform

Participants leave with practical tools, action plans, discussion guides, coaching techniques, and implementation strategies that support continued performance improvement long after the workshop concludes.

Why It Works

Rather than asking participants to remember information, CareerO² programs help participants:

- Think differently.
- Practice intentionally.
- Apply immediately.
- Improve consistently.

Because organizations benefit when learning becomes performance.

FLEXIBLE DELIVERY OPTIONS



Programs are designed to integrate easily into existing organizational learning strategies. Available formats include:

Format	Typical Use
One Hour	Lunch & Learn, Conference Session, Association Meeting
Two Hours	Interactive Skill Workshop
Half Day (4 Hours)	Leadership Development Workshop
Full Day (8 Hours)	Leadership Boot Camp, Retreat, Academy
Multi-Session Series	Leadership Cohorts, Manager Development Programs

Programs may also be customized and embedded within conferences, leadership academies, workforce development initiatives, manager development curricula, and organizational learning strategies.

FEATURED SPEAKER TOPIC

EVGF™ — EMPLOYER VALUE GRAVITATIONAL FIELD™

Where Is Organizational Value Moving—and Do Your People Know?

Business Challenge

Organizations continually change where they invest, what they prioritize, which capabilities they need, and how work creates value.

Employees are often told to “own their careers,” yet they may have limited visibility into where organizational value is moving or what those changes mean for their future contribution.

EVGF™ — the **Employer Value Gravitational Field™** — introduces a practical way for leaders, managers, HR professionals, and employees to recognize the organizational signals that reveal emerging **Centers of Value™** and translate those signals into better performance, development, and career decisions.

Rather than treating career longevity as the responsibility of the employee alone, EVGF™ explores a shared performance culture in which organizations **signal**, managers **translate**, organizations **enable**, and employees **align**.

Who Should Attend

- Executives and Senior Leaders
- HR and People Leaders
- Talent Management and L&D Professionals
- Managers and People Leaders
- Emerging Leaders
- Professional and Individual Contributors

Learning Objectives

Participants will be able to:

- Explain how changing organizational priorities can affect performance and career relevance.
- Recognize signals indicating where organizational value may be moving.
- Identify potential organizational **Centers of Value™**.
- Assess the relationship between organizational direction and the employee's **4 C's: Connections, Capability, Contribution, and Context**.
- Describe the respective roles of organizations, managers, and employees in maintaining career relevance.
- Identify practical actions that can help employees respond to emerging organizational opportunities and capability requirements.

Participants Will Learn

- The Employer Value Gravitational Field™ concept
- Centers of Value™
- The employee 4 C's
- How to read organizational value signals
- How strategy, investment, technology, talent, and work can reveal changing priorities
- How managers can translate organizational change into meaningful performance conversations
- How employees can reposition capabilities and contributions toward emerging opportunities
- Why career longevity increasingly depends on understanding not only **how valuable you are**, but **where value is moving**

Organizational Outcomes

Organizations applying the EVGF™ perspective may experience:

- Greater workforce understanding of changing business priorities
- Stronger connections between strategy, development, and individual performance
- More forward-looking career and performance conversations
- Earlier identification of emerging capability requirements
- Better-informed employee development and internal mobility decisions
- Greater shared accountability for workforce adaptability
- Stronger alignment between organizational performance and career development

Delivery Formats

- Keynote / Speaking Engagement
- One-Hour Conference or Association Session
- 60–90 Minute Interactive Presentation
- Two-Hour Facilitated Workshop
- Customized Leadership or Workforce Session

Related Programs

- Career Development Conversations
- Leading Through Change
- Performance Management Fundamentals
- Developing High-Performance Employees
- Learning Transfer
- Manager Accountability

The central EVGF™ question:

Where is organizational value moving—and how do we help our people move with it?

SECTION ONE – LEADERSHIP ESSENTIALS



Developing Leaders Who Create Better Organizational Results

Leadership influences every aspect of organizational performance.

CareerO² Leadership Essentials programs help supervisors, managers, project leaders, and experienced executives strengthen the leadership capabilities that improve communication, coaching, accountability, decision-making, employee engagement, and organizational effectiveness.

Whether developing first-time supervisors or experienced leaders, every workshop focuses on practical workplace application rather than theory alone.

Leadership Essentials programs are designed for:

- New Supervisors
- Team Leads
- Managers
- Senior Managers
- Directors
- Project Managers
- Emerging Leaders

LEADERSHIP FOUNDATIONS

Building the Skills Every Leader Needs to Succeed

Business Challenge

Many new leaders receive responsibility before receiving practical leadership development. Without a clear understanding of leadership fundamentals, managers often struggle with communication, delegation, accountability, coaching, and performance expectations.

Leadership Foundations provides practical tools that help leaders build trust, improve communication, strengthen decision-making, and create environments where employees perform with greater confidence and accountability.

Who Should Attend

- New Supervisors
- Emerging Leaders
- Managers
- Team Leads
- Project Managers

Learning Objectives

Participants will be able to:

- Differentiate leadership from management.
- Build credibility through intentional leadership behaviors.
- Improve workplace communication.
- Delegate work more effectively.
- Conduct accountability conversations.
- Strengthen employee engagement through effective leadership practices.

Participants Will Learn

- Leadership principles
- Communication strategies
- Trust-building behaviors
- Delegation techniques
- Accountability conversations
- Decision-making approaches
- Leadership best practices

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Stronger leadership confidence
- Better communication
- Improved accountability
- Greater employee engagement
- More consistent leadership practices

Delivery Formats

- One Hour
- Two Hours
- Half Day
- Full Day

Related Programs

- New Manager Essentials
- Coaching for Better Performance
- Delegating for Results
- Communicating for Results

COMMUNICATING FOR RESULTS

Strengthening Workplace Communication to Improve Collaboration and Performance

Business Challenge

Communication challenges remain one of the most common barriers to organizational performance. Misunderstood expectations, inconsistent messaging, and ineffective conversations often contribute to conflict, reduced productivity, and declining employee engagement.

Communicating for Results helps participants strengthen everyday communication skills that improve collaboration, build trust, and support organizational effectiveness.

Who Should Attend

- Supervisors
- Managers
- Team Leaders
- Individual Contributors
- Project Teams
- Customer Service Professionals

Learning Objectives

Participants will learn to:

- Improve workplace communication.
- Deliver messages with greater clarity.
- Listen more effectively.
- Reduce misunderstandings.
- Navigate difficult conversations.
- Build stronger working relationships.

Participants Will Learn

- Communication styles
- Active listening
- Constructive dialogue
- Clarifying expectations
- Asking better questions
- Building trust
- Managing communication barriers

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Better collaboration
- Improved teamwork
- Reduced workplace conflict
- Greater communication clarity
- Increased employee engagement
- Stronger working relationships

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Managing Difficult Conversations
- Coaching for Better Performance
- Leadership Foundations
- Building High-Performance Teams

COACHING FOR BETTER PERFORMANCE

Helping Managers Develop People Through Everyday Conversations

Business Challenge

Performance coaching is often misunderstood as an annual event rather than an ongoing leadership responsibility. Managers who consistently coach employees create greater accountability, stronger engagement, improved confidence, and more sustainable performance improvement.

Coaching for Better Performance provides practical techniques leaders can apply immediately in everyday workplace interactions.

Who Should Attend

- Supervisors
- Managers
- HR Professionals
- Team Leaders
- Project Managers

Learning Objectives

Participants will learn to:

- Differentiate coaching from directing.
- Conduct meaningful coaching conversations.
- Ask questions that promote ownership.
- Deliver constructive feedback.
- Improve accountability.
- Support continuous employee development.

Participants Will Learn

- Coaching principles
- Building trust
- Coaching models
- Feedback conversations
- Accountability coaching
- Action planning
- Reinforcement strategies

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Improved manager effectiveness
- Better coaching consistency
- Increased employee ownership
- Higher employee engagement
- Greater accountability
- Improved performance conversations

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Performance Conversations
- Feedback That Produces Results
- Performance Management Fundamentals
- Developing High-Performance Employees

DELEGATING FOR RESULTS

Building Accountability While Developing Employee Capability

Business Challenge

Many managers struggle with delegation because they fear losing control, compromising quality, or completing the work themselves more efficiently. Unfortunately, ineffective delegation often creates bottlenecks, limits employee development, reduces engagement, and prevents leaders from focusing on higher-value responsibilities.

Delegating for Results provides practical techniques that help leaders assign work with greater confidence while developing employee capability and strengthening organizational performance.

Who Should Attend

- Supervisors
- Managers
- Team Leaders
- Project Managers
- Emerging Leaders

Learning Objectives

Participants will learn to:

- Distinguish delegation from task assignment.
- Select appropriate work for delegation.
- Match assignments to employee capability.
- Communicate expectations clearly.
- Monitor progress without micromanaging.
- Build employee ownership and accountability.

Participants Will Learn

- Delegation principles
- Assignment planning
- Setting expectations
- Accountability checkpoints
- Coaching through delegation
- Avoiding common delegation mistakes
- Building employee confidence

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Improved productivity
- Stronger employee development
- Increased accountability
- Better workload distribution
- Greater manager effectiveness
- Improved succession readiness

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Leadership Foundations
- Coaching for Better Performance
- Performance Conversations
- Building High-Performance Teams

LEADING THROUGH CHANGE

Helping Leaders Build Confidence During Organizational Change Business Challenge

Change initiatives often fail because organizations focus on implementing new processes while overlooking the leadership behaviors that help people successfully adapt. Effective leaders communicate clearly, reinforce priorities, reduce uncertainty, and help employees navigate change with greater confidence.

Leading Through Change provides practical leadership strategies that help managers guide teams through organizational transitions while maintaining trust, engagement, and performance.

Who Should Attend

- Supervisors
- Managers
- Directors
- Project Managers
- Change Leaders

Learning Objectives

Participants will learn to:

- Recognize common responses to organizational change.
- Communicate change with greater clarity.
- Build trust during uncertainty.
- Reduce employee resistance.
- Reinforce organizational priorities.
- Support successful workplace transitions.

Participants Will Learn

- Change leadership principles
- Communication strategies
- Managing uncertainty
- Building resilience
- Reinforcing priorities
- Employee engagement during change
- Leading with confidence

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Greater change readiness
- Stronger employee engagement
- Improved communication
- Better leadership consistency
- Reduced resistance
- More successful organizational transitions

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Leadership Foundations
- Communicating for Results
- Building High-Performance Teams
- Coaching for Better Performance

MANAGING DIFFICULT CONVERSATIONS

Conducting Respectful Conversations That Strengthen Performance and Working Relationships

Business Challenge

Most managers recognize the importance of addressing workplace issues promptly, yet many delay difficult conversations because they lack confidence, fear conflict, or are uncertain how to respond effectively. Avoiding these discussions often allows small issues to become larger performance, engagement, or workplace culture challenges.

Managing Difficult Conversations equips leaders with practical communication techniques that promote respectful dialogue, clarify expectations, strengthen accountability, and preserve productive working relationships.

Who Should Attend

- Supervisors
- Managers
- HR Professionals
- Team Leaders
- Project Managers

Learning Objectives

Participants will learn to:

- Prepare for challenging workplace conversations.
- Address performance concerns respectfully.
- Manage emotions during difficult discussions.
- Maintain professionalism under pressure.
- Resolve issues through constructive dialogue.
- Reinforce expectations while preserving relationships.

Participants Will Learn

- Conversation planning
- Active listening
- Managing conflict
- Constructive feedback
- Emotional awareness
- Problem-solving techniques
- Follow-up and accountability

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Earlier resolution of workplace issues
- Stronger manager confidence
- Improved communication
- Better employee relationships
- Reduced conflict escalation
- Greater accountability

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Communicating for Results
- Coaching for Better Performance
- Performance Conversations
- Feedback That Produces Results

BUILDING HIGH-PERFORMANCE TEAMS

Creating Team Environments Where People Can Perform at Their Best

Business Challenge

High-performing teams rarely develop by accident. They are intentionally built through shared expectations, trust, communication, accountability, and leadership practices that encourage collaboration and continuous improvement.

Building High-Performance Teams helps leaders strengthen team effectiveness by creating organizational conditions that support individual and collective success.

Who Should Attend

- Supervisors
- Managers
- Team Leaders
- Project Managers
- Department Leaders

Learning Objectives

Participants will learn to:

- Identify characteristics of high-performing teams.
- Build trust and psychological safety.
- Improve team communication.
- Clarify roles and responsibilities.
- Strengthen accountability.
- Improve collaboration across teams.

Participants Will Learn

- Team development principles
- Building trust
- Shared accountability
- Team communication
- Decision-making
- Managing team dynamics
- Continuous improvement

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Improved collaboration
- Higher employee engagement
- Greater accountability
- Stronger team performance
- Increased trust
- Better organizational alignment

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Leadership Foundations
- Communicating for Results
- Coaching for Better Performance
- Leading Through Change

EFFECTIVE MEETING LEADERSHIP

Turning Meetings into Better Decisions and Meaningful Action

Business Challenge

Organizations invest thousands of hours every year in meetings that fail to produce clear decisions, meaningful dialogue, or measurable outcomes. Effective meetings should align priorities, improve communication, encourage participation, and drive accountability.

Effective Meeting Leadership provides practical facilitation techniques that improve meeting effectiveness while reducing wasted time and increasing organizational productivity.

Who Should Attend

- Supervisors
- Managers
- Team Leaders
- Project Managers
- Executive Teams

Learning Objectives

Participants will learn to:

- Plan purposeful meetings.
- Facilitate productive discussions.
- Improve participant engagement.
- Manage time effectively.
- Encourage constructive dialogue.
- Increase meeting accountability.

Participants Will Learn

- Meeting preparation
- Agenda development
- Facilitation techniques
- Managing participation
- Decision documentation
- Action planning
- Follow-up strategies

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Better meeting productivity
- Faster decision making
- Greater participant engagement
- Improved accountability
- Reduced meeting fatigue
- Stronger execution

Delivery Options

- 1 Hour
- 2 Hours
- Half Day

Related Programs

- Communicating for Results
- Building High-Performance Teams
- Leadership Foundations
- Performance Conversations

TIME & PRIORITY MANAGEMENT

Managing Work That Matters Most

Business Challenge

Competing priorities, constant interruptions, and increasing workloads make it difficult for leaders and employees to focus on the work that creates the greatest organizational value. Effective time management begins with intentional priority management.

Time & Priority Management provides practical techniques that help participants improve focus, organize work more effectively, reduce unnecessary distractions, and strengthen personal productivity.

Who Should Attend

- Individual Contributors
- Supervisors
- Managers
- Project Managers
- Administrative Professionals

Learning Objectives

Participants will learn to:

- Prioritize work more effectively.
- Manage competing demands.
- Improve daily planning.
- Reduce workplace distractions.
- Increase personal productivity.
- Create sustainable work habits.

Participants Will Learn

- Priority management
- Planning techniques
- Managing interruptions
- Goal alignment
- Productivity habits
- Decision making
- Personal accountability

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Improved productivity
- Better execution
- Reduced workplace stress
- Increased focus
- Better workload management
- Greater organizational effectiveness

Delivery Options

- 1 Hour
- 2 Hours
- Half Day

Related Programs

- Effective Meeting Leadership
- Leadership Foundations
- Delegating for Results
- Leading Through Change

DECISION MAKING FOR LEADERS

Making Better Decisions in Complex Organizational Environments

Business Challenge

Leaders make decisions every day that influence people, priorities, resources, and organizational performance. Effective decision-making requires balancing information, experience, organizational priorities, and thoughtful judgment while managing uncertainty and competing demands.

Decision Making for Leaders helps participants strengthen their ability to evaluate situations, consider alternatives, and make sound decisions that support organizational success.

Who Should Attend

- Supervisors
- Managers
- Directors
- Project Managers
- Executive Leaders

Learning Objectives

Participants will learn to:

- Improve decision quality.
- Evaluate alternatives more effectively.
- Reduce common decision biases.
- Make decisions under uncertainty.
- Balance short- and long-term considerations.
- Strengthen organizational judgment.

Participants Will Learn

- Decision frameworks
- Critical thinking
- Risk assessment
- Prioritization
- Collaborative decision making
- Problem analysis
- Leadership judgment

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Better organizational decisions
- Improved leadership confidence
- Faster problem solving
- Increased collaboration
- Better strategic alignment
- Stronger organizational performance

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Leadership Foundations
- Leading Through Change
- Building High-Performance Teams
- Effective Meeting Leadership

SECTION TWO – TALENT ESSENTIALS



Developing People Who Deliver Better Performance

Organizations invest significant resources in hiring talented people, yet many continue to struggle with performance, accountability, engagement, and execution. The difference often isn't talent—it is the quality of leadership, coaching, communication, and workplace systems supporting that talent.

CareerO² Talent Essentials programs help organizations strengthen the management practices that improve learning transfer, coaching effectiveness, performance management, employee development, and organizational capability.

Designed for HR professionals, Learning & Development teams, Talent Management leaders, supervisors, managers, and organizational development professionals, these programs focus on helping people perform—not simply complete training.

PERFORMANCE MANAGEMENT FUNDAMENTALS

Creating Performance Conversations That Drive Better Results

Business Challenge

Performance management is often viewed as an annual administrative process rather than an ongoing leadership responsibility. When expectations, coaching, and accountability occur only during formal evaluations, organizations miss valuable opportunities to improve employee performance throughout the year.

Performance Management Fundamentals introduces practical approaches that help leaders strengthen performance through continuous communication, coaching, goal alignment, and meaningful feedback.

Who Should Attend

- Supervisors
- Managers
- HR Professionals
- Learning & Development Professionals
- Talent Management Professionals

Learning Objectives

Participants will learn to:

- Establish clear performance expectations.
- Conduct meaningful performance discussions.
- Improve coaching consistency.
- Document performance objectively.
- Align individual goals with organizational priorities.
- Support continuous performance improvement.

Participants Will Learn

- Performance planning
- Goal alignment
- Coaching conversations
- Documentation practices
- Mid-year discussions
- Annual performance reviews
- Continuous performance management

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Greater goal clarity
- Improved coaching consistency
- Better manager confidence
- More meaningful performance discussions
- Increased employee accountability
- Stronger organizational alignment

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Coaching for Better Performance
- Performance Conversations
- Feedback That Produces Results
- Manager Accountability

PERFORMANCE CONVERSATIONS

Turning Everyday Conversations into Better Workplace Performance

Business Challenge

Many performance issues develop gradually because expectations are unclear or important conversations are delayed. Organizations that normalize frequent, constructive performance discussions create stronger accountability, greater employee confidence, and more consistent results.

Performance Conversations helps leaders conduct practical discussions that reinforce expectations, recognize success, address concerns early, and support continuous improvement.

Who Should Attend

- Supervisors
- Managers
- Team Leaders
- HR Professionals
- Project Managers

Learning Objectives

Participants will learn to:

- Conduct productive performance discussions.
- Address issues early.
- Reinforce expectations consistently.
- Improve employee ownership.
- Strengthen accountability.
- Build trust through communication.

Participants Will Learn

- Conversation planning
- Coaching dialogue
- Active listening
- Reinforcing expectations
- Problem-solving discussions
- Recognition
- Corrective conversations

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Earlier intervention
- Better communication
- Improved employee engagement
- Increased accountability
- Stronger manager confidence
- Better workplace relationships

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Coaching for Better Performance
- Managing Difficult Conversations
- Feedback That Produces Results
- Performance Management Fundamentals

FEEDBACK THAT PRODUCES RESULTS

Delivering Feedback That Encourages Growth and Performance

Business Challenge

Feedback only creates value when it is timely, meaningful, and focused on helping people improve. Unfortunately, many leaders either avoid feedback altogether or deliver it in ways that create defensiveness rather than development.

Feedback That Produces Results helps leaders deliver balanced feedback that strengthens performance, reinforces positive behaviors, and encourages continuous growth.

Who Should Attend

- Supervisors
- Managers
- Team Leaders
- HR Professionals
- Learning Professionals

Learning Objectives

Participants will learn to:

- Deliver constructive feedback confidently.
- Reinforce positive performance.
- Address improvement opportunities.
- Reduce defensive responses.
- Encourage employee ownership.
- Create development-focused conversations.

Participants Will Learn

- Feedback principles
- Recognition techniques
- Constructive coaching
- Emotional awareness
- Follow-up conversations
- Reinforcement strategies
- Development planning

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Improved coaching quality
- Better employee engagement
- Increased trust
- More effective manager communication
- Improved workplace performance
- Stronger development culture

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Coaching for Better Performance
- Performance Conversations
- Performance Management Fundamentals
- Developing High-Performance Employees

DEVELOPING HIGH-PERFORMANCE EMPLOYEES

Helping Employees Grow Beyond Competence Toward Consistent Performance

Business Challenge

Organizations often assume experience naturally leads to improved performance. In reality, sustained performance requires intentional coaching, clear expectations, meaningful feedback, continuous learning, and supportive organizational conditions.

Developing High-Performance Employees explores practical leadership strategies that help organizations strengthen employee capability while creating workplace environments where people can consistently perform at their best.

Who Should Attend

- Supervisors
- Managers
- HR Professionals
- Learning & Development Teams
- Talent Management Professionals

Learning Objectives

Participants will learn to:

- Identify factors that influence workplace performance.
- Strengthen employee capability.
- Reinforce productive behaviors.
- Improve coaching consistency.
- Support continuous learning.
- Develop practical improvement strategies.

Participants Will Learn

- Performance development
- Coaching reinforcement
- Employee motivation
- Capability building
- Recognition
- Development planning
- Continuous improvement

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Stronger workforce capability
- Better coaching consistency
- Improved employee engagement
- Increased performance ownership
- Higher productivity
- Better organizational results

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Coaching for Better Performance
- Performance Management Fundamentals
- Feedback That Produces Results
- Learning Transfer

BEHAVIOR-BASED INTERVIEWING

Improving Hiring Decisions Through Evidence-Based Conversations

Business Challenge

Hiring decisions have lasting consequences for team performance, productivity, and organizational capability. Yet interviewers often rely too heavily on first impressions, hypothetical questions, or inconsistent evaluation criteria.

Behavior-Based Interviewing helps managers and talent professionals conduct structured interviews that gather relevant evidence from a candidate's past experiences and improve the consistency and quality of hiring decisions.

Who Should Attend

- Hiring Managers
- Supervisors
- HR Professionals
- Talent Acquisition Professionals
- Department Leaders
- Interview Panel Members

Learning Objectives

Participants will learn to:

- Develop job-relevant behavioral interview questions.
- Gather meaningful evidence from candidate responses.
- Probe effectively for additional information.
- Reduce reliance on first impressions.
- Evaluate candidates against consistent criteria.
- Improve interview documentation and decision-making.

Participants Will Learn

- Behavioral interviewing principles
- Competency-based questioning
- Effective probing techniques
- Active listening
- Evidence gathering
- Candidate evaluation
- Structured selection discussions

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- More consistent interviews
- Better-quality hiring decisions
- Stronger alignment between job requirements and candidate capability
- Improved interviewer confidence
- More objective candidate evaluation
- Better selection practices

Delivery Options

- 2 Hours
- Half Day
- Full Day

Related Programs

- Developing High-Performance Employees
- Performance Management Fundamentals
- Career Development Conversations
- Succession Planning Essentials

LEARNING TRANSFER

Turning Learning Investments into Workplace Capability

Business Challenge

Completing training does not guarantee improved performance.

Organizations frequently invest in learning without creating the conditions employees need to apply new knowledge and skills when they return to work. Without manager reinforcement, practice, feedback, and meaningful opportunities for application, valuable learning can quickly disappear.

Learning Transfer helps managers, HR professionals, and learning practitioners connect development activities to workplace application and measurable performance.

Who Should Attend

- Learning & Development Professionals
- HR Professionals
- Talent Development Professionals
- Managers
- Supervisors
- Training Managers

Learning Objectives

Participants will learn to:

- Distinguish learning completion from workplace application.
- Identify common barriers to learning transfer.
- Clarify manager responsibilities before and after development activities.
- Create opportunities for skill practice.
- Reinforce learning through coaching and feedback.
- Connect learning outcomes to workplace performance.

Participants Will Learn

- Learning-transfer principles
- Pre-learning preparation
- Manager reinforcement
- Workplace application
- Coaching checkpoints
- Performance support
- Learning measurement

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Faster skill application
- Better manager reinforcement
- Improved learning effectiveness
- Greater workforce capability
- Stronger alignment between learning and business priorities
- Better return from development investments

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Developing High-Performance Employees
- Coaching for Better Performance
- Performance Management Fundamentals
- Manager Accountability

CAREER DEVELOPMENT CONVERSATIONS

Helping Employees See a Future While Building Organizational Capability

Business Challenge

Employees increasingly expect managers to discuss growth and development, yet managers are often uncertain how to conduct career conversations when promotions or immediate advancement opportunities are limited.

Effective career development includes capability building, developmental assignments, exposure, coaching, expanded responsibilities, and intentional preparation for future opportunities. It equips leaders with practical techniques for discussing employees' aspirations while maintaining realistic expectations and aligning development with organizational needs.

Who Should Attend

- Managers
- Supervisors
- HR Professionals
- Talent Management Professionals
- Learning & Development Professionals

Learning Objectives

Participants will learn to:

- Conduct meaningful career conversations.
- Explore employee interests and aspirations.
- Identify capability and development gaps.
- Create practical development opportunities.
- Establish realistic career expectations.
- Connect employee development with organizational needs.

Participants Will Learn

- Career conversation techniques
- Development questioning
- Capability assessment
- Development planning
- Stretch assignments
- Coaching
- Employee ownership

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Greater employee engagement
- Stronger development planning
- Improved internal mobility
- Better manager-employee communication
- Increased workforce capability
- Stronger talent pipelines

Delivery Options

- 1 Hour
- 2 Hours
- Half Day

Related Programs

- Succession Planning Essentials
- Developing High-Performance Employees
- Coaching for Better Performance
- Performance Management Fundamentals

SUCCESSION PLANNING ESSENTIALS

Building Stronger Talent Pipelines for Critical Roles

Business Challenge

Succession planning is often treated as an annual talent-review exercise rather than an ongoing process for identifying risk, developing capability, and preparing people for future organizational needs.

Succession Planning Essentials helps leaders and talent professionals take a practical approach to identifying critical roles, evaluating talent, discussing readiness, and creating development actions that strengthen organizational continuity.

Who Should Attend

- HR Leaders
- Talent Management Professionals
- Learning & Development Professionals
- Executives
- Directors
- Senior Managers

Learning Objectives

Participants will learn to:

- Identify roles where succession risk matters most.
- Discuss employee performance and potential more consistently.
- Assess readiness for future responsibilities.
- Identify capability gaps.
- Create targeted development actions.
- Strengthen leadership and talent pipelines.

Participants Will Learn

- Succession planning fundamentals
- Critical-role identification
- Performance and potential
- Talent calibration
- Readiness assessment
- Development planning
- Succession risk

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Greater visibility into talent risk
- Stronger leadership pipelines
- Better development decisions
- Improved succession readiness
- More focused talent investments
- Greater organizational continuity

Delivery Options

- 2 Hours
- Half Day
- Full Day
-

Related Programs

- Career Development Conversations
- Developing High-Performance Employees
- Performance Management Fundamentals
- Coaching for Better Performance

MANAGER ACCOUNTABILITY

Strengthening the Manager's Role in Employee Performance

Business Challenge

Organizations can establish strong goals, learning programs, performance processes, and talent strategies, but their effectiveness often depends on what managers consistently do with them. When managers do not clarify expectations, coach performance, follow up on commitments, or address issues promptly, employees receive inconsistent experiences and organizational initiatives lose momentum.

Manager Accountability helps leaders understand and execute their role in translating organizational expectations into everyday performance.

Who Should Attend

- Supervisors
- Managers
- Directors
- HR Professionals
- Talent Management Professionals
- Learning & Development Professionals

Learning Objectives

Participants will learn to:

- Clarify the manager's role in employee performance.
- Establish meaningful expectations.
- Conduct regular performance checkpoints.
- Reinforce employee commitments.
- Address performance gaps earlier.
- Balance support with accountability.

Participants Will Learn

- Manager performance responsibilities
- Expectation setting
- Coaching checkpoints
- Follow-through
- Reinforcement
- Corrective conversations
- Performance ownership

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Greater execution consistency
- Stronger managerial accountability
- Better coaching quality
- Earlier performance intervention
- Improved employee clarity
- More consistent performance practices

Delivery Options

- 1 Hour
- 2 Hours
- Half Day
- Full Day

Related Programs

- Performance Management Fundamentals
- Performance Conversations
- Coaching for Better Performance
- Feedback That Produces Results

PRESENTATION & FACILITATION SKILLS

Helping Professionals Engage Groups, Guide Discussion, and Move People Toward Action

Business Challenge

Professionals are increasingly expected to present ideas, facilitate meetings, lead learning experiences, and guide groups toward decisions—often without formal preparation in presentation or facilitation. Subject-matter expertise alone does not ensure an effective learning or meeting experience. Presentation & Facilitation Skills helps participants organize information, communicate confidently, engage audiences, facilitate productive dialogue, and create experiences that move participants from information toward understanding and action.

Who Should Attend

- HR Professionals
- Learning & Development Professionals
- Managers
- Internal Facilitators
- Subject-Matter Experts
- Project Leaders
- Emerging Trainers

Learning Objectives

Participants will learn to:

- Structure presentations around clear outcomes.
- Communicate information with confidence.
- Facilitate productive group discussion.
- Ask questions that encourage participation and reflection.
- Manage common group dynamics.
- Translate information into meaningful participant action.

Participants Will Learn

- Presentation structure
- Facilitation techniques
- Questioning strategies
- Audience engagement
- Managing group dynamics
- Learning activities
- Facilitated reflection
- Action-oriented closing techniques

Organizational Outcomes

Organizations implementing practices explored during this workshop may experience:

- Stronger internal facilitation capability
- More engaging learning experiences
- Better meeting discussions
- Greater participant involvement
- Improved knowledge sharing
- More consistent internal learning delivery

Delivery Options

- 2 Hours
- Half Day
- Full Day
- Multi-Session Practicum

Related Programs

- Communicating for Results
- Effective Meeting Leadership
- Learning Transfer
- Leadership Foundations