

# 2025 - 2026 COURSE CATALOG

**Eradicating Psychological Harm From The Workplace.**



**COMMUNICATION  
COLLABORATION  
CONFLICT NAVIGATION**



[WWW.TG8SOLUTIONS.COM](http://WWW.TG8SOLUTIONS.COM)

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# From Our CEO

At TG8 Solutions Insight, we believe that real transformation happens when people feel seen, heard, and equipped with the tools to grow. That's why everything we do is grounded in our commitment to interactive, solution-driven, and reenergizing experiences that speak to every learning style and meet every team where they are.

Whether you're navigating workplace conflict, striving to improve communication across departments, or looking to build a stronger, more connected team, our courses are designed to do more than just inform—they're built to inspire action and ignite change.

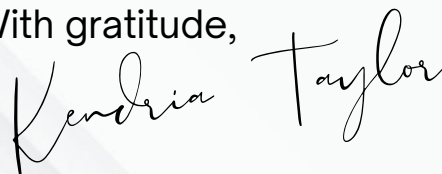
Since 2018, I've ensured that we partnered with industry leaders, government agencies, and dynamic organizations across the country to deliver measurable outcomes and long-lasting impact. With our proprietary tools, experiential teaching methods, and values-driven approach, we help create environments where collaboration thrives, conflict transforms, and leaders emerge stronger.

As you explore this catalog, I invite you to think about not just what your team needs to learn, but who they have the potential to become—with the right training, the right mindset, and the right support.

We're honored to be your partner on this journey, and we look forward to helping you build a workplace culture that reflects your vision and values.

Here's to growth, breakthrough, and building something extraordinary—together.

With gratitude,

A handwritten signature in black ink that reads "Kendria Taylor". The signature is fluid and cursive, with the first name "Kendria" and the last name "Taylor" clearly distinguishable.

CEO & Lead Strategist, TG8 Solutions Insight



# The TG8 Way

Welcome to TG8 Solutions Insight, a learning and development solutions company, where we compassionately empower individuals at every organizational tier to thrive. Our unique blend of empathy and energy transforms workplace culture through **Communication, Collaboration, and Conflict Navigation**. With the TG8 Way, we craft influential and supportive environments that eliminate psychological harm and foster a space where excellence flourishes.

We specialize in delivering innovative, high value training programs tailored to help your team endure the impact of change. Our experiential, action-based learning engages participants across all levels, catering to diverse learning styles. Our sessions captivate attention, rejuvenate energy, and spark enthusiasm, ensuring participants not only retain knowledge but also apply it effectively, delivering a substantial return on your training investment.

Understanding that inefficiencies, budget constraints, and time limitations challenge our clients, we offer immersive, adaptive learning experiences that seamlessly integrate into both in-person and virtual settings. Our agility as a boutique consultancy allows us to tailor content specifically to meet your needs. Our team of specialized professionals, including Learning Technology Specialists, Therapists, Data Analysts, Master Social Workers, Certified Coaches, and Credentialed Mediators, ensures each training is expertly crafted and highly specialized.

At TG8 Solutions Insight, we're revolutionizing the learning and development landscape with our empathetic approach as we become a global leader in our field. We empower leaders and their teams to implement robust and sustainable solutions. Our esteemed clientele, featuring Fortune 100 and 500 companies like State Farm, Lockheed Martin, Texas Instruments, etc., spans across the U.S. and Canada, all benefiting from our insightful, practical solutions. At TG8, we illuminate the path to success, proving the answers are closer than you think!

Focused on three core training categories: **Communication**, **Critical Thinking**, and **Conflict Management**, The TG8 Solutions team works to ensure targeted and effective development of your team. These categories focus on building key competencies that drive performance, collaboration, and leadership throughout your organization.

Our approach is built on the strong belief that the solutions to your organization's challenges already exist within your team. To uncover these solutions, we begin every engagement with a **Challenge Meeting**—a strategic session that brings together key stakeholders to gather insights, assess your current state, and define a clear vision for the future. Through this discovery phase, we identify key trends, uncover pain points, and co-create a roadmap that aligns with your goals.

Next, we establish a strong baseline using our **Three S Model**—Staff, Skills, and Systems—along with tools like the Communication Indicator Assessment and Learning Styles Awareness. These tools help us understand how your team learns best and how they apply that knowledge.

Once we've gathered key insights, we design adaptive training programs specifically tailored to your organization's needs. Recognizing the value of your team's time, we tailor each session to fit their learning preferences, schedules, and capacity. These programs may draw from our broad library of topics or be customized as standardized sessions, depending on what will drive the greatest impact.





P

L

A

Y

(Practice, Learn, Adapt, Yield)

Blending hands-on training with real-world application, allowing participants to develop skills in a dynamic and interactive setting.

# Approach and Methodology

Throughout each phase of training and consulting, we apply our **PLAY Model**:

- **Practice:** Mastery comes through repetition. We create opportunities for your team to apply concepts in real-world scenarios, reinforcing behavior until it becomes second nature.
- **Learn:** Learning is a continuous journey. We recommend a series of training experiences to create a rhythm of growth and development.
- **Adapt:** As your team absorbs new information, we help them shift their behavior and strategies. These adaptations are not only understood but are embedded within your operations.
- **Yield:** Every training investment should yield measurable results. We help you track and evaluate the outcomes—whether it's improved communication, reduced conflict, increased productivity, or a stronger culture.

Whether addressing team dysfunction, fostering leadership development, or guiding cultural transformation, our goal is to empower your people to lead lasting change. We work across all levels of your organization to support smooth transitions and embed sustainable improvements into daily operations.

To ensure targeted, effective development, our services are grouped into three core training categories: Communication, Critical Thinking, and Conflict Management. These categories focus on building key competencies that drive performance, collaboration, and leadership throughout your organization.

# Approach and Methodology

We offer both in-person and virtual training options, providing flexibility while supporting sustainable practices. While each course has a recommended duration, we prioritize your team's time and will adapt training to align with your unique needs and schedules.

Our process is collaborative and agile, always prepared to pivot and evolve alongside you. Our **training options are flexible**—in-person, virtual, and hybrid—ensuring that we uphold our commitment to sustainable practices. While we recommend optimal course lengths, we're always ready to adapt to ensure the best learning experience for your team.



# Evaluating Training Impact

Measuring impact is extremely important to our team at TG8 Solutions Insights. That's why we use the ***Kirkpatrick Model*** and ***Phillips Levels Five and Six***. We understand the importance of telling a compelling story of impact—one that connects learning outcomes to tangible business results for your stakeholders.

## Kirkpatrick Model of Learning Evaluation: Four Levels

The ***Kirkpatrick Model*** is a widely recognized framework for assessing the effectiveness of training programs. It evaluates training impact across four levels, each focusing on a different aspect of the learning experience:

### 1. **Reaction** – How did participants feel about the training?

- Measures participant engagement, satisfaction, and perceived value.
- Typically assessed using surveys, feedback forms, or interviews immediately following the session.
- Ensures the training was relevant, engaging, and met participants' expectations.

### 2. **Learning** – What did participants learn?

- Assesses the knowledge, skills, and competencies gained during the training.
- Measured through pre- and post-assessments, quizzes, or skill demonstrations.
- Determines if training objectives were met and if participants gained new information.

### 3. **Behavior** – How has learning translated into action?

- Evaluates whether participants are applying the learned concepts in their work.
- Assessed through observation, self-assessments, manager feedback, or performance reviews.
- Focuses on behavior change and the impact of training on day-to-day tasks.



#### 4. **Results** – What organizational impact did the training have?

- Measures the overall business outcomes of the training, such as productivity, retention, customer satisfaction, or revenue growth.
- Evaluated using key performance indicators (KPIs), business metrics, and long-term assessments.
- Determines the return on investment (ROI) and strategic value of the training program.

By following the *Kirkpatrick Model*, we systematically assess and refine training initiatives, ensuring they lead to meaningful impact and results.

#### **Why We Use These Models**

- **Justifying Investments:** These models provide data-driven evidence that demonstrates the clear value of learning and development initiatives to senior leadership. By measuring results at multiple levels, we show why continued investment in training is not just beneficial—but essential.
- **Aligning with Business Goals:** By connecting training outcomes to broader business objectives, we ensure that each learning initiative directly supports key goals such as increased productivity, improved customer satisfaction, and higher sales.
- **Maximizing ROI:** Phillips' Levels Five and Six go beyond reaction and learning to quantify results and measure return on investment (ROI). This allows organizations to assess whether the time, money, and resources invested in training yield meaningful, measurable returns.
- **Identifying Knowledge Gaps:** Evaluation helps us pinpoint areas where employees may still struggle, allowing us to refine content and delivery to increase relevance and effectiveness.
- **Enhancing Learner Engagement:** Tracking effectiveness offers insights into learner engagement, which is crucial for knowledge retention and practical application on the job.

# Evaluating Training Impact

# Evaluating Training Impact

- **Continuous Improvement:** These models create a feedback loop, enabling us to adapt and evolve training programs to better meet learner needs and business demands.
- **Employee Retention and Satisfaction:** Effective, valued training increases employee support and satisfaction, leading to higher job retention rates.
- **Performance Improvement:** Ultimately, what gets measured improves. By linking training to employee performance and business outcomes, we build a strong case for how learning drives success.

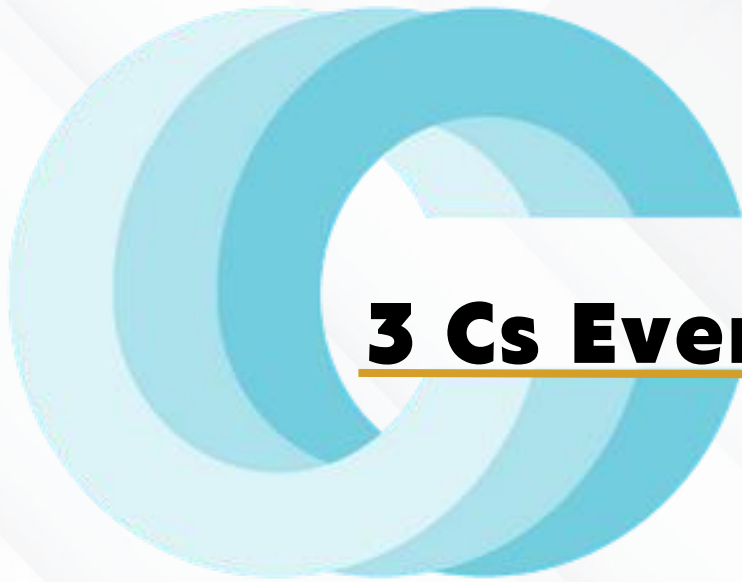
In short, we use the *Kirkpatrick* and *Phillips* models not just to evaluate training—but to tell a compelling story of growth, impact, and results that resonate with your stakeholders.





# LEARNING OPPORTUNITIES





## **3 Cs Every Leader Needs**

### **Course Description**

Effective leadership is built on the ability to communicate, collaborate, and navigate conflict. This dynamic

course equips leaders with the tools to assess and enhance these core competencies, focusing on how they play out in daily interactions and team dynamics. Participants will evaluate their communication styles, explore the importance of active listening, and understand various conflict styles and responses. Through self-reflection and guided exercises, they'll learn how to approach conflict with purpose and create a collaborative environment founded on trust and psychological safety. This course is designed to be practical, providing leaders with actionable strategies to build cohesive teams, enhance decision-making, and lead with confidence and clarity.

### **Learning Objectives**

By the end of this course, participants will be able to:

- Assess their current communication, collaboration, and conflict habits
- Understand the essential role of listening in effective communication
- Identify and adapt to different conflict styles
- Use self-reflection techniques to guide conflict engagement
- Select the most effective conflict resolution strategies for various situations
- Recognize how assessing team needs and dynamics enhances collaboration.

# Communication

## Delivery Format

This course is available in the following formats:

- Half-day in-person session
- 90-minute virtual series
- 60-minute keynote presentation

## Who Should Attend

This course is ideal for:

- Individual contributors
- New and experienced leaders
- Managers and supervisors
- HR and L&D professionals
- Engagement, Inclusion, and Opportunity professionals
- Teams, team leads, and project managers
- Individuals seeking to strengthen their leadership toolkit with enhanced communication, collaboration, and conflict resolution skills.

## The Keys to Understanding People

### Course Description

Effective collaboration, leadership, and decision-making hinge on understanding people. This engaging course provides professionals with practical strategies to enhance interpersonal awareness, recognize behavioral patterns, and tailor communication for more productive and meaningful interactions.



Participants will dive into key psychological principles, analyze both verbal and non-verbal cues, and learn how to build trust and understanding in diverse professional environments. Through interactive exercises and real-world examples, they'll explore how to identify communication styles, manage misunderstandings, and effectively respond to various personality types and workplace dynamics. Whether managing a team, resolving conflict, or building stakeholder relationships, participants will leave this course equipped with actionable tools to improve communication, strengthen connections, and elevate workplace performance.

### **Learning Objectives**

By the end of this course, participants will be able to:

- Recognize behavioral and communication patterns in themselves and others
- Interpret verbal and non-verbal cues to enhance interpersonal understanding
- Identify common communication styles and their impact on team dynamics
- Apply psychological principles to build trust and rapport
- Adapt communication strategies to different personalities and environments
- Reduce misunderstandings and increase collaboration through intentional listening and messaging.

### **Delivery Format**

This course is available in the following formats:

- Full-day in-person session
- Two-part virtual series (delivered in two interactive sessions)



# Communication

## Who Should Attend

This course is ideal for:

- Managers and supervisors
- Team leaders
- HR professionals
- Engagement, Inclusion, and Opportunity professionals
- Sales and customer-facing roles
- Project managers and cross-functional team members
- Anyone looking to enhance their interpersonal effectiveness and communication skills.

## Pivoting Principles for Teams in Changing Environments

### Course Description

Navigating change and uncertainty requires more than resilience—it demands clear communication, trust, and adaptable leadership. This session equips teams and leaders with the tools to adjust to the “new normal,” addressing how pressure impacts communication, work styles, values, and outcomes. Participants will explore the needs of individuals during uncertain times and understand how stress influences behavior and team dynamics. They’ll learn to recognize and manage conflict styles under pressure, identify stressors and talents, and leverage self-awareness to maintain productive communication. The course introduces practical tools, such as the Credibility Continuum, to



build trust, along with a framework for giving and receiving three types of feedback. Participants will also gain insights on how to maximize the value of performance reviews and reset expectations to keep teams aligned and focused—no matter what challenges lie ahead.

### **Learning Objectives**

By the end of this course, participants will be able to:

- Recognize how uncertainty and pressure affect communication, conflict, and performance
- Identify personal and team stressors, values, and work styles under pressure
- Use the Credibility Continuum to build and sustain trust
- Apply three types of feedback to improve outcomes and team alignment
- Maximize the value of performance reviews as tools for growth
- Reset team expectations to foster productivity and alignment during change or disruption

### **Delivery Format**

This course is available in the following formats:

- Full-day in-person session
- Two-part virtual series (delivered in two interactive sessions)

### **Who Should Attend**

This course is ideal for:

- Teams, team leaders, and supervisors
- Project managers
- HR and organizational development professionals
- Managers navigating change or restructuring
- Cross-functional teams working through disruption
- Any professional looking to strengthen communication and trust during times of uncertainty.

# Communication

## Who Should Attend

This course is ideal for:

- Managers and supervisors
- Team leaders
- HR professionals
- Engagement, Inclusion, and Opportunity professionals
- Sales and customer-facing roles
- Project managers and cross-functional team members
- Anyone looking to enhance their interpersonal effectiveness and communication skills.

## Cultivating High-Trust Teams

Building Trust, Credibility, and Driving Performance

### Course Description

Trust is the foundation of high-performing teams, effective leadership, and productive workplace relationships. This course provides leaders with essential strategies to foster psychological safety, build interpersonal trust, and navigate conflict with confidence and professionalism. Participants will engage in self-assessments, practical applications, and real-world scenarios to assess trust levels within their teams, address trust breakdowns, and create an environment where people feel safe to contribute, innovate, and challenge the status quo. In addition to trust-building techniques, this course includes conflict resolution strategies to address disagreements constructively transforming challenges into opportunities for collaboration and growth. Leaders will leave equipped with actionable tools to build a culture of transparency, accountability, and high performance.





## Learning Objectives

By the end of this course, participants will be able to:

- Assess current trust levels within their team or organization
- Build psychological safety and interpersonal credibility
- The four core elements to building psychological safety
- Repair broken trust through intentional communication and follow-through
- Use practical tools to foster a culture of transparency and accountability
- Apply conflict resolution techniques to transform disagreement into collaboration
- Lead high-trust teams that perform, innovate, and grow together

## Delivery Format

This course is available as:

- A full-day in-person session
- A Half-day virtual series

## Who Should Attend

This course is ideal for:

- Managers and supervisors
- Team leaders and department heads
- HR and talent development professionals
- Engagement, Inclusion, and Opportunity professionals
- Project managers and cross-functional team leads
- Leaders seeking to build resilient, high-performing teams rooted in trust.



# Communication

# Communication



## Feedback That Fuels Performance

**Solution-Focused, Real-Time, and Impact-Driven Conversations**

### Course Description

Feedback is one of the most powerful tools leaders can use to drive performance, build trust, and

Feedback is one of the most powerful tools leaders can use to drive performance, build trust, and support growth—but not all feedback is created equal. This course introduces participants to seven types of feedback—reinforcement, redirective, reflective, directive, contingency, attribution, and impact feedback—with a focus on impact feedback as the ideal approach for opening conversations and setting the stage for more directive dialogue when needed.

Drawing on insights from neuroscience, cross-cultural communication, and inclusive leadership practices, this course helps managers shift from a top-down approach to a partnership model, encouraging real-time, two-way feedback conversations. Participants will learn how to ask reflective questions, avoid common feedback pitfalls, and use tools like the SARA Model (Shock, Anger, Resistance, Acceptance) to understand the emotional journey people experience when receiving feedback. Additionally, the Strive for Five ratio is introduced to help create healthier, more effective feedback loops. The course also explores the negative impact of withholding feedback or using passive-aggressive approaches—and why informal feedback can often be the most impactful.

## **Learning Objectives**

By the end of this course, participants will be able to:

- Differentiate between seven types of feedback and use impact feedback to initiate effective conversations
- Leverage neuroscience, cultural awareness, and inclusion best practices to improve feedback delivery and reception
- Avoid common pitfalls in giving feedback and shift toward a collaborative, two-way communication model
- Use reflective questions, the SARA model, and the “Strive for Five” ratio to strengthen feedback loops
- Understand the consequences of passive-aggressive or withheld feedback—and why feedback doesn’t always need to be formal

## **Delivery Format**

This course is available in the following formats:

- Half-day in-person session
- Two-hour virtual series

## **Who Should Attend**

This course is ideal for:

- Managers and people leaders at all levels
- HR and talent development professionals
- Engagement, Inclusion, and Opportunity professionals
- Workplace culture champions and change agents
- Anyone seeking to give and receive more effective, equitable, and impactful feedback



# Communication



## The In-Credible Communicator

### Course Description

Effective communication goes beyond the words we speak—it's shaped by how we listen, handle conflict, prioritize values, and leverage our strengths in high-pressure situations. This session introduces the TG8 Communication Indicator Assessment, a powerful tool that helps leaders understand how their personal communication filters influence interactions during critical moments. Participants will explore how individual values shape their perceptions of meaningful communication and how these perceptions affect performance, trust, and collaboration. Using the TG8 framework, they will uncover their listening preferences, conflict responses, and key motivators, gaining insights into how these traits support or hinder communication in leadership roles.

Special focus is given to rebuilding and resetting expectations for trust and credibility, especially when managing poor performance. Leaders will identify the trust elements most essential to them and their teams and discover where improvements can be made to strengthen overall communication.

## **Learning Objectives**

By the end of this course, participants will be able to:

- Use the TG8 Communication Indicator to assess their communication habits and values
- Recognize how personal values influence information processing and interpersonal dynamics
- Identify their listening styles and conflict responses in high-stakes situations
- Rebuild trust and reset expectations to lead effectively through performance challenges
- Understand and apply the key ingredients of credibility in leadership
- Pinpoint areas for personal growth to enhance trust and communication

## **Delivery Format**

This course is available in the following formats:

- Half or full-day in-person session
- Half-day virtual series (delivered in two interactive sessions)
- Includes access to the TG8 Communication Indicator Assessment
- 60-minute keynote

## **Who Should Attend**

This course is ideal for:

- People managers and team leaders
- Teams undergoing change
- HR and performance management professionals
- Engagement, Inclusion, and Opportunity professionals
- Supervisors managing underperformance or trust breakdowns
- Leaders aiming to improve self-awareness and team communication
- Professionals seeking to strengthen credibility and psychological safety within teams.

# Communication



## Managing a Squiggly Line

### Course Description

Every team is made up of unique personalities, and this course is designed for leaders who thrive in structured environments but are learning to manage spontaneous, high-energy team members who bring creativity, optimism, and unpredictability to the table. Using the TG8 Communication Indicator Assessment, this session helps leaders understand their own communication style and learn to effectively manage one specific style: the squiggly line. Whether you identify as a Data Diver who values logic, a Box who thrives on organization, or a Circle who prizes harmony, you'll gain valuable insights into what drives your spontaneous team members—and how to lead them in a way that maintains productivity without stifling their creativity.

This engaging training will help leaders build mutual understanding, navigate tension points, and foster collaboration with personality types that are different (and sometimes challenging). You'll walk away with actionable tools to manage energy, inspire focus, and create space for innovation—while still maintaining the structure needed for team success.



## Learning Objectives

By the end of this course, participants will be able to:

- Use the TG8 Communication Indicator to assess their personal style and compare it with others
- Identify key traits of the “squiggly line” style: spontaneous, optimistic, and unstructured
- Understand how values like logic, stability, and harmony impact communication and leadership
- Adapt leadership approaches to manage energy and channel creativity productively
- Address common tensions between structured and unstructured team members
- Balance spontaneity and accountability to keep teams aligned and effective

## Delivery Format

This course is available in the following formats:

- Half-day or full-day in-person session
- Half-day virtual series
- Includes access to the TG8 Communication Indicator Assessment

## Who Should Attend

This course is ideal for:

- Team leads, supervisors, and managers
- Leaders who prefer structure and want to better manage unstructured thinkers
- Professionals navigating personality differences on diverse teams
- Anyone interested in improving communication, motivation, and collaboration with creative or high-energy team members.

# Communication

## Connectional Leadership

### Course Description

Strong teams thrive when they feel connected—to their work, to each other, and to a shared purpose. This session is designed to help teams rediscover the significance of their work while

deepening their ability to engage meaningfully with colleagues. Participants will explore coaching and connection strategies that foster trust, optimize talent, and encourage collaboration. Through self-reflection and interactive exercises, participants will gain insights into their personal coaching and connection styles, understanding how these impact their daily interactions. They will also examine the key drivers of team happiness and effectiveness, learning how to reshape team structures or realign priorities to enhance agility and innovation.

### Learning Objectives

By the end of this course, participants will be able to:

- Reconnect with the purpose of their work and enhance team engagement
- Apply coaching tools that emphasize care, connection, and trust-building
- Gain insights into how their personal style affects workplace interactions
- Discover strategies to boost team effectiveness and encourage innovation

### Delivery Format

This course is available in the following formats:

- Half-day or full-day in-person session
- Two-part virtual series



## Who Should Attend

This course is ideal for:

- Team leaders and managers
- HR and talent development professionals
- Coaches and mentors within organizations
- Engagement, Inclusion, and Opportunity professionals
- Employees seeking to strengthen workplace engagement and collaboration.



# Effective Interviewing for Leaders

## Course Description

Finding the right candidate goes beyond evaluating skills—it's about understanding the hard, soft, and durable skills that drive success in the role, as well as assessing a candidate's willingness to perform and their fit within your organization's culture. This session equips hiring managers and interviewers with the tools to identify and evaluate these critical factors,

# Communication



# Communication

helping them avoid common pitfalls such as overlooking red flags, feeling rushed by time constraints, or gathering insufficient information to make a fully informed decision. Through engaging case studies and practical scenarios, participants will refine their listening skills, learn to effectively integrate resume and application data, and assess the significance of candidates' responses to interview questions.

## Learning Objectives

By the end of this course, participants will be able to:

- Evaluate hard, soft, and durable skills to determine the right candidate for the role
- Assess a candidate's willingness to perform the job and their cultural alignment with the organization
- Tackle common interviewing challenges, such as overlooking red flags, managing time constraints, and gathering enough information for informed decision-making
- Engage in case studies and real-world scenarios to enhance listening skills, integrate resume/application data, and evaluate responses to interview questions.

## Delivery Format

This course is available in the following formats:

- Half-day or full-day in-person session
- Half-day virtual session

## Who Should Attend

This course is ideal for:

- Hiring managers
- Recruiters and HR professionals
- Team leads and department heads involved in the hiring process
- Anyone looking to improve their interview skills and make more informed hiring decisions.

# The Remote CEO

**Communicator, Engager, and  
Outcome Maker**

## Course Description

Leading a remote team goes beyond using technology—it requires intentional communication, meaningful engagement, and outcome-focused leadership. The Remote



C.E.O. is a three-part training series designed to equip leaders with the tools and strategies needed to manage teams effectively from a distance while reducing stress and boosting collaboration. Each session focuses on a critical aspect of remote leadership, offering interactive assessments and practical tools to help managers optimize their approach:

- 1.The Communicator (3 hours) – Effective communication in a remote environment is key. This session offers an assessment and practical tools to help leaders manage stress and tailor their communication styles for maximum impact with their teams.
- 2.The Remote Engager – Remote work doesn't mean disconnected teams. This session focuses on using time, technology, and talent to engage remote employees. Leaders will learn how to leverage technology, coach from a distance, and use training and development to keep employees motivated and effective. A hands-on tool is included for real-world application.
- 3.The Outcome Maker – This session helps leaders focus on results by setting clear expectations, empowering teams to take ownership, and using reflective questioning to drive accountability. Leaders will also learn strategies for balancing priorities to ensure both team performance and work-life balance.

# Communication

This series is essential for any leader looking to increase productivity, engagement, and results in a virtual or hybrid work environment.

## Learning Objectives

By the end of this course, participants will be able to:

- Develop a remote communication strategy tailored to their leadership style
- Apply tools to manage stress and enhance communication clarity
- Use technology effectively to keep remote employees engaged and productive
- Improve coaching techniques and utilize training and development in remote settings
- Implement an outcome-driven leadership model that ensures accountability and results
- Balance priorities, team expectations, and work-life integration in a remote setting

## Delivery Format

This series is available in the following formats:

- Three individual sessions (offered in-person or virtually)
- A full-day in-person workshop covering all three components
- A customized virtual series delivered over multiple sessions

Each session includes interactive assessments and practical tools to support remote leadership success.

## Who Should Attend

This course is ideal for:

- Remote managers and team leads
- Executives and business owners managing virtual teams
- HR and L&D professionals supporting remote workforces
- Anyone looking to improve communication, engagement, and performance in a virtual setting.



# Cross-Generational Feedback: Bridging Perspectives for Stronger Workplace Communication



## Course Description

Navigating feedback dynamics in today's workplace requires a deep understanding of diverse perspectives and generational expectations. This interactive training explores how different generations interpret, give, and receive feedback, helping leaders and employees develop strategies for more effective, inclusive, and productive feedback conversations. Participants will examine the unique characteristics, values, and communication preferences of each generation and understand how these differences impact workplace feedback. Through interactive discussions, case studies, and practical exercises, attendees will gain tools to leverage generational strengths, bridge communication gaps, and foster a feedback culture that enhances team collaboration.

# Communication

# Communication

Special attention will be given to feedback challenges within diverse and urban workplaces, offering strategies to navigate cultural nuances, motivate multi-generational teams, and promote professional growth across age groups.

## Learning Objectives

By the end of this course, participants will be able to:

- Recognize how generational differences influence feedback dynamics
- Leverage the strengths of each generation to foster a more collaborative workplace
- Bridge communication gaps and tailor feedback styles to different generational needs
- Cultivate an inclusive and effective feedback culture in diverse work environments
- Apply strategies to build stronger, more cohesive cross-generational teams

## Delivery Format

This course is available in the following formats:

- Half-day or full-day in-person session
- Half-day virtual session
- Includes case studies, real-world scenarios, and interactive exercises

## Who Should Attend

This course is ideal for:

- Leaders and managers overseeing multi-generational teams
- HR and talent development professionals
- Engagement, Inclusion, and Opportunity professionals
- Employees looking to improve feedback conversations with colleagues from different generations
- Organizations aiming to enhance communication and engagement across age groups.

# Increasing Resilience for High-Impact Performance

Workplace stress and burnout are not solely caused by heavy workloads—they are also influenced by demand, support, and influence within an organization.

This session provides a comprehensive understanding of how these factors shape stress levels and offers strategies to navigate both high-strain and low-strain conditions to enhance psychological resilience. Participants will learn key communication techniques to increase influence and support, ensuring they can foster healthier work environments. Additionally, they will be introduced to the Curious Mindset Method, a framework that promotes adaptability, trust, and compassionate leadership, helping teams embrace change while nurturing empathetic behavior.

## Learning Objectives

By the end of this course, participants will be able to:

- Identify how demand, support, and influence impact stress and burnout in the workplace
- Apply strategies to navigate high-strain vs. low-strain conditions to build resilience
- Enhance communication techniques to increase influence and support in professional relationships
- Develop adaptability, compassion, and trust using the Curious Mindset Method to encourage empathy and positive change.





# Communication

## Delivery Format

This course is available in the following formats:

- Half-day or full-day in-person session
- Half-day virtual session
- Includes interactive exercises and real-world applications

## Who Should Attend

This course is ideal for:

- Leaders and managers looking to reduce workplace stress and burnout
- HR and organizational development professionals
- Employees interested in building resilience and fostering psychological safety
- Professionals seeking to enhance communication, empathy, and trust in the workplace.



## Empathy Circles

An Empathy Circle is a cooperative conversational process designed to foster meaningful, structured dialogue through active listening and reflection. This powerful practice enhances leadership and fellowship,

creating an authentic pathway for building empathy, strengthening relationships, and increasing shared understanding within teams and organizations. Participants will engage in guided Empathy Circle sessions, facilitated by one or two credentialed facilitators, to develop deep and thoughtful listening skills. This training is highly effective for:

- Group projects and departmental collaboration
- Change management and cultural shifts

## TG8 Solutions Insight

- Newly integrated teams and complex team dynamics
- Workplaces, social service providers, and law enforcement professionals

Through this process, attendees will gain the skills needed to navigate difficult conversations, foster psychological safety, and create a more inclusive and connected work environment.

### Learning Objectives

By the end of this course, participants will be able to:

- Engage in Empathy Circles to deepen listening skills and promote meaningful dialogue
- Develop active listening and reflection techniques to enhance connection and trust
- Apply empathy-based communication strategies to support change management and complex team interactions
- Create an environment that fosters collaboration, inclusivity, and psychological safety

### Delivery Format

This course is available in the following formats:

- Half-day in-person session
- Half-day virtual session
- Facilitated by one or two credentialed facilitators per session
- The **TG8 Debriefing Journal** is recommended with this course

### Who Should Attend

This course is ideal for:

- Leaders and team members navigating change or collaboration
- HR professionals and culture strategists
- Social service providers and law enforcement professionals
- Engagement, Inclusion, and Opportunity professionals
- Cross-functional teams managing complex workplace dynamics
- Anyone looking to strengthen communication, connection, and workplace relationships.

# Communication

## Actionable Empathy



### Course Description

Empathy is a powerful tool for building authentic allyship, fostering connection, and supporting diverse teams—but it must be practiced with awareness and balance. This session explores how to develop meaningful allyship through empathy while also recognizing and preventing toxic empathy, which can lead to emotional exhaustion or enable unhealthy behaviors. Participants will learn how to use the Empathy Circle process and other empathetic communication techniques to support colleagues, navigate difficult conversations, and strengthen workplace relationships.

This session introduces key aspects of empathy and allyship, including:

- **Self-awareness:** Recognizing personal biases and perspectives
- **Active listening:** Encouraging others to share their experiences
- **Openness:** Appreciating different viewpoints and uniqueness
- **Action-oriented allyship:** Removing barriers and advocating for fairness
- **Humility:** Acknowledging that you can never fully understand someone else's experience
- **Focusing on feelings:** Prioritizing emotional validation over problem-solving



Additionally, participants will explore strategies for preventing toxic empathy, ensuring they practice empathy in a way that supports both themselves and others. Topics include:

- Setting boundaries and saying “no” without guilt
- Practicing self-care and taking intentional empathy breaks
- Being mindful and using grounding techniques to maintain psychological balance
- Avoiding justifying bad behavior or enabling toxic dynamics
- Recognizing physical signs of empathy overload and maintaining emotional resilience

Through interactive exercises, real-world case studies, and guided reflection, this training helps individuals develop healthy, sustainable empathy that fosters connection without burnout.

### **Learning Objectives**

By the end of this course, participants will be able to:

- Understand the role of empathy in allyship and apply it effectively
- Engage in Empathy Circles and other deep listening practices to foster trust
- Develop strategies for empathetic communication that support psychological safety
- Recognize toxic empathy and learn how to set boundaries for self-preservation
- Apply techniques for self-care, mindfulness, and emotional balance while being an ally
- Take action-oriented steps toward fairness and inclusion without emotional depletion.

# Communication

## Delivery Format

This course is available in the following formats:

- Full-day in-person session
- Two-part virtual series (delivered in two interactive sessions)
- Includes interactive discussions, case studies, and self-reflection exercises
- Empathy Journal is recommended with this course

## Who Should Attend

This course is ideal for:

- Leaders and managers seeking to foster a culture of trust and inclusion
- HR and Engagement, Inclusion, and Opportunity professionals looking to integrate empathy-driven leadership strategies
- Social service providers and law enforcement professionals navigating high-emotion environments
- Engagement, Inclusion, and Opportunity professionals
- Team members who want to strengthen their communication, support colleagues, and build an inclusive workplace
- Anyone looking to practice healthy, sustainable compassion in both personal and professional settings.





# Driving Culture Change

## The Power of Listening, Opportunity, and Strengthening Workplace Culture

Listening goes beyond hearing words—it's about making people feel valued, understood, and motivated to take action. In this training, participants will explore

how intentional listening can transform workplace communication, enhance team morale, and drive meaningful change. A key component of this session is understanding **Sustain Talk vs. Change Talk**, concepts from Motivational Interviewing (MI) that help individuals resolve ambivalence about change. Participants will learn how to identify and respond to Sustain Talk—which reflects resistance to change—and how to amplify **Change Talk**, which signals intrinsic motivation and a willingness to act.

Participants will practice techniques to encourage more Change Talk while reducing resistance, fostering an open and action-oriented dialogue within the workplace. This training also incorporates mediation strategies and workplace dispute resolution tools to navigate resistance, resolve conflicts, and build trust during organizational change. Led by credentialed Empathy Circle facilitators, the session will include structured listening and reflection activities to help participants develop deep, active listening skills that enhance collaboration and problem-solving.

This session is ideal for teams and organizations undergoing change or seeking to cultivate a culture of open dialogue and progress.





## Learning Objectives

By the end of this course, participants will be able to:

- Understand how listening impacts workplace culture and team morale
- Differentiate between Sustain Talk and Change Talk and apply techniques to encourage positive change
- Utilize the DARN-CAT framework (Desire, Ability, Reason, Need, Commitment, Activation, Taking Steps) to understand and encourage intrinsic motivation
- Identify factors that contribute to both motivation and demotivation in workplace communication and change efforts
- Apply mediation and workplace dispute resolution tools to navigate resistance and facilitate productive discussions
- Foster an environment where open discussions lead to meaningful organizational growth and cultural shifts

## Delivery Format

This course is available in the following formats:

- Half-day in-person session
- Virtual session
- The TG8 Debriefing Journal is recommended with this course

## Who Should Attend

This course is ideal for:

- Leaders and managers navigating organizational change
- HR and L&D professionals fostering inclusive and transparent workplace cultures
- Engagement, Inclusion, and Opportunity professionals
- Mediators and conflict resolution specialists
- Departments and teams seeking to improve communication and collaboration
- Anyone looking to build stronger listening skills and drive meaningful workplace conversations.

# Communication

## The Art of Community

Fostering A Culture Belonging and Collaboration at Work



In today's dynamic workplace, belonging and connection are no longer just buzzwords—they are critical components of a healthy, high-performing culture. This transformative course guides participants through seven essential pillars designed to reshape how we work, relate, and collaborate. Participants will explore the foundations of inclusivity, trust-building, and relationship development, while learning to identify and address isolation and loneliness within the workplace. Through practical strategies and meaningful dialogue, this course equips leaders and teams with the tools to cultivate a stronger sense of belonging and create environments where collaboration, innovation, and emotional safety thrive.

Additionally, the course explores the purpose and power of **Employee Resource Groups (ERGs)**—how they can be launched, supported, and sustained to foster community, elevate underrepresented voices, and weave inclusion into the fabric of the organization.

## Learning Objectives

By the end of this course, participants will be able to:

- Understand the seven foundational pillars of connection, belonging, and collaboration
- Identify and address workplace isolation and loneliness through inclusive practices
- Build trust and meaningful relationships that strengthen team dynamics
- Foster a culture where psychological safety and collaboration are the norm
- Learn how to launch, grow, and sustain Employee Resource Groups (ERGs) to support belonging and inclusion
- Reimagine their workplace as a community where all employees feel seen, valued, and empowered

## Delivery Format

This course is available in the following formats:

- Full-day in-person session
- Two-part virtual training series
- Includes interactive activities, reflection exercises, and ERG planning tools

## Who Should Attend

This course is ideal for:

- People leaders and managers
- HR and L&D professionals
- Employee Resource Group leaders or champions
- Engagement, Inclusion, and Opportunity professionals
- Team members looking to strengthen workplace relationships
- Organizations focused on building inclusive, connected, and collaborative cultures.

**CLICK TO BOOK A  
CONSULTATION**





**CRITICAL  
THINKING**

# Critical Thinking

# Design Thinking

for Organizational Innovation, Transformation and Sustainability



In a world where innovation and adaptability are essential for long-term success, Design Thinking offers a powerful, people-centered approach to reimagine how organizations operate, solve problems, and deliver impact. This immersive, three-day course empowers participants to drive innovation, transformation, and sustainability by embedding design thinking into business practices. Through interactive lectures, group exercises, empathy-building activities, and case studies, participants will learn to identify user needs, redefine challenges, and prototype meaningful solutions. Grounded in empathy, creativity, and iterative problem-solving, this training equips leaders and teams with practical tools to tackle complex problems, align with stakeholder needs, and create sustainable change within their organizations. Participants will engage in the full design thinking cycle—from stakeholder exploration and problem framing to ideation, prototyping, and testing—culminating in real-time solution pitches and feedback sessions. Along the way, they will explore communication dynamics, build conflict navigation skills, and learn how empathy can unlock innovation and foster collaboration across teams and systems.



### Learning Objectives

By the end of this course, participants will be able to:

- Apply design thinking principles to address real organizational challenges
- Utilize tools like empathy circles, problem framing, and stakeholder mapping to guide innovation
- Develop and test prototypes that align with stakeholder needs and organizational goals
- Facilitate collaboration and build trust using structured communication and feedback methods
- Integrate design thinking into existing business practices to promote agility, creativity, and sustainable impact
- Craft and deliver compelling pitches that influence decision-makers and support implementation

### Who Should Attend

This course is ideal for:

- Organizational leaders and executives seeking to drive strategic innovation
- Managers, team leads, and project owners improving business processes and systems
- HR, L&D, and workplace culture professionals embedding empathy and creativity into workplace culture
- Designers, product developers, and customer experience professionals
- IT and operations specialists seeking user-centered approaches to technology and service delivery
- Public sector, nonprofit, and private industry teams working toward transformational and sustainable outcomes
- Cross-functional teams addressing complex stakeholder challenges



# Critical Thinking

## Delivery Format

This course is delivered over three full days and includes:

- Interactive lectures and real-world case studies
- Group collaboration, design challenges, and empathy-based exercises
- Prototyping, testing, and feedback loops
- Live stakeholder pitch presentations and guided refinement
- Downloadable tools, templates, and takeaways for long-term implementation.

## Understanding People

At the heart of every effective team, leader, and organization is the ability to understand people. This engaging course equips professionals with actionable strategies to enhance interpersonal awareness, identify behavioral patterns, and adapt communication approaches for stronger, more productive relationships. A key component of this training is the TG8 Solutions Communication Indicator Assessment, a powerful tool that helps participants identify their communication style, values, conflict responses, and interpersonal strengths. By gaining this self-awareness, participants will learn how their style interacts with others—and how to adjust it to minimize conflict and maximize collaboration. Grounded in key psychological principles and brought to life through interactive exercises, this course empowers participants to decode verbal and non-verbal cues, foster empathy, and tailor their approach for different people and workplace environments. The result is improved collaboration, reduced misunderstandings, and better decision-making across teams and departments.



### **Learning Objectives**

By the end of this course, participants will be able to:

- Identify common behavioral patterns and communication styles using the TG8 Solutions Communication Indicator
- Analyze verbal and non-verbal cues to better understand others' perspectives and motivations
- Apply practical techniques to improve interpersonal interactions and reduce miscommunication
- Adapt communication approaches to fit different personality types and work environments
- Leverage greater self-awareness to build trust, connection, and collaboration

### **Delivery Format**

This course is available as:

- A half-day or full-day in-person session
- A two-part virtual series
- Includes the TG8 Solutions Communication Indicator Assessment, interactive exercises, and personalized reflection tools

### **Who Should Attend**

This course is ideal for:

- Team leaders and managers
- HR and talent development professionals
- Customer-facing staff and support teams
- Cross-functional teams seeking stronger collaboration
- Anyone interested in improving workplace communication and interpersonal effectiveness.

# Critical Thinking

## Leading At The Bottom Serving From The Top

Leadership is not about position—it's about purpose, presence, and people. This dynamic course explores the foundations of effective leadership by challenging traditional hierarchies and empowering individuals to lead with influence, integrity, and service. Participants will examine the distinction between leading and serving, explore the lead/serve model, and reflect on how authentic leadership can thrive with or without formal titles. Through practical

strategies and guided discussions, we'll explore how to transform organizational culture, boost team engagement, and model leadership that uplifts others. This course is ideal for emerging leaders, mid-level managers, and seasoned professionals who want to cultivate a more service-driven leadership approach that benefits people at every level of the organization.



### Learning Objectives

By the end of this course, participants will be able to:

- Understand the core principles of leadership and the distinction between leading and serving
- Discover techniques like the lead/serve model to guide and support teams with empathy and accountability
- Compare title-based leadership with authentic leadership, and learn how to lead without formal authority
- Apply best leadership practices to strengthen organizational culture and enhance team performance.



## Delivery Format

This course is available as:

- A half-day or full-day in-person workshop
- A two-part virtual series
- Includes reflection tools, small-group discussion, and leadership practice exercises

## Who Should Attend

- Emerging leaders and aspiring managers
- Mid-level supervisors and team leads
- Executives and department heads seeking a service-first mindset
- HR professionals and leadership development facilitators
- Anyone committed to building a culture of trust, humility, and authentic leadership.

# Leading Through Chaos

## A Tactical Approach to Pressure, Trust & Clarity

In high-stress environments, leadership requires clarity, composure, and quick, strategic action. This training provides a tactical problem-solving approach for leading through chaos and uncertainty. Participants will examine pressure point scenarios—the kinds of moments that cause team breakdowns—and develop the tools to navigate and lead through disorder with confidence. Using the “Name and Tame Your Stressors” technique, leaders will learn how to manage personal and team stress to maintain focus and performance. Additionally, the course introduces the Empathy Impact Model, helping leaders build trust and credibility in even the most uncertain moments. This training is ideal for professionals facing organizational change, crisis management, or team instability—and who want to lead with resilience and purpose.



# Critical Thinking

## Learning Objectives

By the end of this course, participants will be able to:

- Learn a tactical problem-solving approach to guide teams through chaotic situations
- Understand how pressure scenarios escalate into chaos and develop tools to manage them effectively
- Implement the “Name and Tame Your Stressors” technique to reduce stress and maintain focus
- Apply the Empathy Impact Model to strengthen trust and credibility during uncertainty.

## Delivery Format

This course is available as:

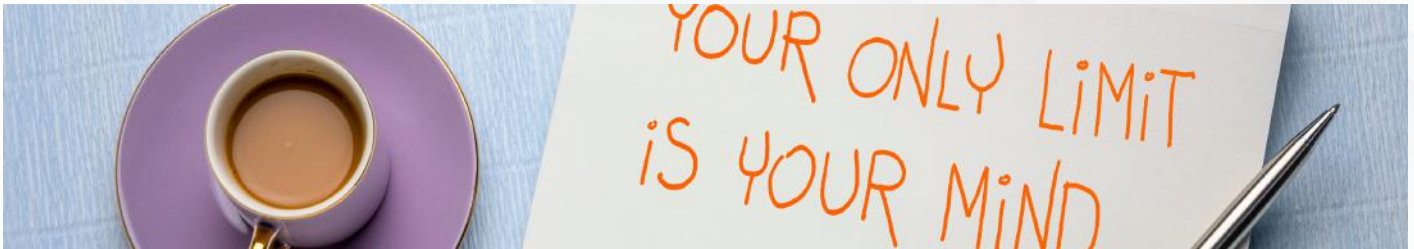
- A half-day or full-day in-person workshop
- A two-part virtual series
- Includes interactive problem-solving scenarios, reflection tools, and guided application exercises.

## Who Should Attend

- Team leaders and department heads
- Crisis response coordinators and change managers
- HR and organizational development professionals
- Professionals navigating high-pressure work environments
- Anyone responsible for leading teams during transitions, uncertainty, or disruption.

# Mind Your Business

## Strategies for Focus, Productivity & Proactive Leadership



Time is one of our most valuable resources—but it's also one of the easiest to mismanage. This practical and insightful training helps participants assess how they allocate time, eliminate time-wasting practices, and adopt strategies for becoming more intentional, proactive, and productive in their day-to-day work. Participants will learn proven techniques like the time quadrants method, tools for planning high-impact weeks, and methods to create an efficient and focused workspace. The training also introduces the 'GOOD' one-on-one meeting method, ways to optimize team meetings, and master the art of delegation to reduce overwhelm.

Additionally, participants will explore how time pressure contributes to stress, and they'll be introduced to mindfulness practices that promote self-care, balance, and sustainable performance. This course is ideal for leaders, teams, and individuals who are ready to stop reacting and start leading—with clarity, structure, and intention.

### Learning Objectives

By the end of this course, participants will be able to:

- Identify time-wasting behaviors and assess how to allocate time more effectively
- Use the time quadrants method and plan for high-impact weeks
- Optimize meetings, implement the 'GOOD' one-on-one method, and delegate tasks with clarity
- Recognize how time pressure contributes to stress, and apply mindfulness practices to stay focused and well-balanced.



# Critical Thinking

## Delivery Format

This course is available as:

- A half-day or full-day in-person session
- A two-part virtual series
- Includes worksheets, reflection exercises, and time-tracking tools

## Who Should Attend

- Team leaders and department managers
- Project managers and coordinators
- HR and operations professionals
- Teams and individuals seeking better time habits and stronger focus
- Leaders addressing employee productivity or time management challenges.

# Professional Workplace Discernment

## Managing Personalities, Conflict & Clarity

Workplaces are filled with diverse personalities, communication styles, and pressure-filled situations—and effective leaders must know how to navigate all three with clarity and confidence. This session focuses on how to communicate with and manage different personality types, from antagonistic to resistant team members, in order to minimize conflict and build cooperation. Participants will explore strategies to leverage individual strengths, remain professional under stress, and approach delicate situations with confidence and emotional intelligence. This course also introduces powerful



communication tools, including the **SADE Model** and an understanding of the four listening styles, which help participants improve decision-making, strengthen relationships, and resolve conflict constructively. Ideal for leaders and team members navigating high-pressure environments, this course provides the practical roadmap needed to move teams from resistance to results.

### Learning Objectives

By the end of this course, participants will be able to:

- Communicate effectively with varied personalities, including antagonists and resistant team members
- Leverage individual strengths and talents, even under pressure
- Manage stress and delicate conversations professionally to maintain team productivity
- Use tools such as the SADE model and understand the four listening styles for better decision-making and conflict resolution

### Delivery Format

This course is available as:

- A half-day or full-day in-person session
- A two-part virtual series
- Includes interactive communication exercises, case-based discussions, and reflection tools

### Who Should Attend

- Managers and team leads
- HR and employee relations professionals
- Project and operations teams
- Cross-functional teams navigating pressure, deadlines, or interpersonal challenges
- Anyone who wants to improve communication during conflict or high-stress situations.

# Critical Thinking

## The 10-Minute Coach

### Inspire Ownership and Action

Great leaders don't just give answers—they ask the right questions. This training is designed to help leaders inspire personal accountability, deepen team engagement, and foster a culture of ownership through reflective questioning. Participants will learn to guide their teams through thoughtful conversations that spark self-awareness, open up new possibilities, and encourage responsibility for outcomes. You'll gain quick, accessible coaching methods—



including the **3-Minute Coaching Method** and the “More Asking, Less Telling” approach—that can be used in daily interactions, one-on-ones, or performance conversations. This course is ideal for leaders looking to empower their teams, improve communication, and build problem-solving capacity from within.

### Learning Objectives

By the end of this course, participants will be able to:

- Use reflective questioning to encourage self-observation and personal ownership within teams
- Apply the “More Asking, Less Telling” approach to shift from directing to coaching
- Implement the 3-Minute Coaching Method to have impactful conversations in real-time
- Equip team members to take initiative, reflect on their contributions, and unlock untapped potential
- Foster a culture of growth, trust, and empowered accountability



## **Delivery Format**

This course is available as:

- A half-day or full-day in-person session
- A virtual session or leadership coaching clinic
- Includes coaching scripts, question banks, and practical role-play exercises

## **Who Should Attend**

- People managers and supervisors
- Team leaders and department heads
- Coaches, mentors, and HR professionals
- Anyone interested in developing coaching skills and inspiring team ownership.

# **The Curious Mindset**

**Cultivating Critical Thinking, Reflection & Collaboration**



Curiosity is one of the most powerful tools in leadership, communication, and collaboration. This course introduces the Curious Mindset—a practical framework to enhance critical thinking, improve decision-making, and foster a more reflective, solution-oriented workplace culture. Participants will explore how to respond thoughtfully rather than react impulsively, using techniques like Reflective Questioning and the Pause Technique. These skills support more intentional, mindful interactions that lead to better team collaboration, stronger relationships, and improved outcomes. Whether navigating interpersonal dynamics, solving complex problems, or communicating with supervisors and peers, this session helps professionals stay grounded, curious, and open to possibilities.

# **Critical Thinking**

# Critical Thinking

## Learning Objectives

By the end of this course, participants will be able to:

- Enhance critical thinking by developing mindfulness and a solution-oriented mindset
- Use reflective questioning to consider consequences and expand possible outcomes
- Apply the Pause Technique to improve decision-making and intentional responses
- Boost collaboration and workplace effectiveness through thoughtful communication with colleagues and supervisors

## Delivery Format

This course is available as:

- A half-day or full-day in-person session
- A two-part virtual series
- Includes interactive exercises, guided reflections, and role-play applications

## Who Should Attend

- Team members and leaders in fast-paced environments
- Supervisors and mid-level managers
- HR and training professionals
- Anyone looking to enhance their emotional intelligence, communication, and decision-making skills.

# Exceptional Customer Service for Any Industry

Mastering Communication, Conflict, and Credibility



Delivering exceptional customer service isn't just about solving problems—it's about building trust, credibility, and lasting relationships that inspire loyalty. This dynamic training empowers professionals with the tools to communicate with clarity, resolve conflict under pressure, and cultivate a customer-first mindset that applies across any industry. Participants will explore communication styles, practice active listening, and learn to ask impactful questions that ensure clarity, connection, and responsiveness. They will also gain strategies for managing emotional triggers, navigating difficult conversations, and maintaining composure during high-pressure moments. Beyond external service, the course focuses on internal service culture, helping participants recognize internal stakeholders, deliver accountable apologies, and strengthen credibility across teams. Participants will work with powerful frameworks including the Credibility Continuum, the Four Trust Factors, and the Five Essential Skills to design daily service rituals that enhance performance, relationships, and overall customer satisfaction.

This course is ideal for professionals in customer-facing roles, cross-functional teams, and leaders shaping the culture of service—all united by a goal to turn every interaction into a remarkable experience.

## Critical Thinking



# Critical Thinking

## Learning Objectives

By the end of this course, participants will be able to:

- Communicate clearly and empathetically across customer interactions using active listening and targeted questioning
- Manage emotions and respond professionally under pressure and during conflict
- Apply the Credibility Continuum, Four Trust Factors, and Five Essential Skills to strengthen trust and consistency in service delivery
- Build a service-oriented culture by recognizing internal stakeholders and delivering effective, accountable apologies
- Design and implement daily service rituals that enhance both internal and external customer experiences

## Delivery Format

This course is available as:

- A half-day or full-day in-person session
- A two-part virtual training series
- Includes role-play, group exercises, and customizable customer experience templates

## Who Should Attend

- Customer service and client support professionals
- Managers and supervisors overseeing customer-facing teams
- Cross-functional teams collaborating on service delivery
- Frontline employees and internal support staff
- Anyone seeking to enhance communication, conflict navigation, and customer credibility.

# Misguided Solutions to A Dysfunctional Team

It's easy to point fingers at the so-called “bad apple” when a team is struggling—but oversimplified solutions often mask deeper dysfunction and introduce new problems. This course challenges that mindset and equips managers with the insight and tools to accurately diagnose and address team dysfunction—not just



its symptoms. Through reflective analysis, participants will learn how mismanaging everyday challenges can obscure the root causes of poor performance, fractured communication, and internal conflict. The training explores how to pinpoint dysfunction, analyze where it truly lies, and restore healthy team function through intentional training, communication systems, and culture change. Participants will be introduced to the TG8 Three S Model, a framework that supports systemic evaluation of behavior, structure, and sustainability. This course is designed for managers who want to move past blame and toward real, lasting team transformation.

## Learning Objectives

By the end of this course, participants will be able to:

- Identify common misdiagnoses of team dysfunction, including the harmful effects of scapegoating
- Pinpoint the true sources of dysfunction within teams, processes, or leadership
- Analyze dysfunctional patterns using proven models like the TG8 Three S Model
- Apply practical tools to restore team function through communication, training, and system adjustments
- Create a culture that values clarity, accountability, and sustainable team performance.

# Critical Thinking

## Delivery Format

This course is available as:

- A half-day or full-day in-person workshop
- A two-part virtual session
- Includes case studies, dysfunction mapping exercises, and TG8 tools

## Who Should Attend

- Team leads, managers, and department heads
- HR and organizational development professionals
- Supervisors managing conflict-prone or underperforming teams
- Anyone responsible for building or rebuilding trust, performance, and cohesion within a team

# Name and Tame Your Stress

Stress doesn't just impact individuals—it impacts team culture, decision-making, and outcomes. This empowering training helps participants identify the pressure points in their workplace that trigger stress, anxiety, and burnout, while offering practical strategies to name, understand, and tame those stressors



before they take a toll. Participants will learn how to trace stress back to its source, whether it's rooted in communication breakdowns, unrealistic expectations, or lack of boundaries. Through guided reflection and strategic planning, they'll develop custom routines and tools to transform stress from a limiting factor into a performance lever. This session also explores how to reframe stress by recognizing the power of resilience, structure, and mindset shifts—helping participants turn pain points into actionable gains.



### **Learning Objectives**

By the end of this course, participants will be able to:

- Identify personal and workplace pressure points that lead to stress
- Understand how stress affects performance, communication, and decision-making
- Apply the “Name and Tame Your Stress” technique to reduce reactivity and restore focus
- Build sustainable routines and coping strategies to manage high-pressure situations
- Reframe stress as an opportunity to grow, strengthen resilience, and create healthier outcomes

### **Delivery Format**

This course is available as:

- A half-day in-person workshop
- A virtual session (90 minutes or two-part series)
- Includes reflection tools, stress-mapping exercises, and self-regulation strategies
- Debriefing Journal Recommended

### **Who Should Attend**

- Professionals in high-stakes, fast-paced work environments
- Managers, supervisors, and team leads
- Employees navigating organizational change or workplace tension
- Anyone seeking tools to manage stress with intention and transform pressure into power.

# Critical Thinking

## Essential Tools for Building Empathetic Team

Empathy is more than a feeling—it's a leadership and service skill that inspires meaningful action. This training explores what genuine empathy looks like in the workplace and how to embed it into conversations, behaviors, and relationships that leave lasting impressions on both colleagues and



customers. Participants will learn to develop and expand their empathic capacity, practice listening to understand, and create your own Empathy Impact Model—a tool for applying empathy consistently and with intention. This session challenges professionals to go beyond surface-level understanding and use empathy to inform decisions, improve relationships, and build trust in every interaction.

By the end of this course, empathy won't just be a concept—it will be a practiced, strategic tool woven into how participants lead, connect, and communicate.

### Learning Objectives

By the end of this course, participants will be able to:

- Define genuine empathy and its role in creating meaningful impact
- Develop and assess their empathic capacity
- Practice listening to understand in both personal and professional conversations
- Design and apply their own Empathy Impact Model to guide interactions
- Embed empathy into daily communication, relationships, and customer experiences.

## Delivery Format

This course is available as:

- A half-day in-person session
- A virtual training 2 hours
- Includes reflection exercises, empathy modeling, and interactive empathy mapping

## Who Should Attend

- Leaders and managers
- Customer service and client-facing professionals
- HR and organizational culture champions
- Teams seeking to improve communication and connection
- Anyone looking to practice empathy with intention and impact.

# Modeling Empathy

## Moving from Understanding to Impact

Empathy isn't just a soft skill—it's a strategic asset. In this transformative session, participants will explore how to intentionally model empathy in their conversations, behaviors, and relationships to improve both internal and external customer experiences.

Participants will learn how to increase their empathic capacity, maintain empathy during conflict and high-stress situations, and use it to positively shape organizational culture and outcomes. The course includes tools and techniques for empathetic listening, emotional regulation, and engaging in meaningful dialogue during difficult moments.



Through the introduction and application of the Empathy Impact Model, participants will discover how empathy, when consistently practiced, influences people, culture, and critical business results.

# Critical Thinking



# Critical Thinking

## Learning Objectives

By the end of this course, participants will be able to:

- Strengthen their empathic capacity and apply it in everyday interactions
- Embed empathy into communication, behaviors, and decision-making
- Use tools for empathetic listening, emotional awareness, and managing empathy during conflict
- Apply the Empathy Impact Model to understand the role of empathy in driving performance and trust
- Model empathy as a leadership behavior that supports human connection and enhances team culture

## Delivery Format

This course is available as:

- A half-day in-person session
- A two-part virtual series

## Who Should Attend

- Leaders and people managers
- HR professionals and internal culture leaders
- Customer service and client-facing professionals
- Cross-functional teams seeking to strengthen collaboration
- Anyone ready to turn empathy into action and model it across their organization.

# Mattering at Work

## Nurturing Employee Significance at Work

What does it take to create a workplace where employees thrive, feel valued, and truly matter? This transformative course introduces the seven essential pillars for redefining the employee experience—shifting the focus from transactional work to a culture built on recognition, purpose, and empowerment. From championing fair



compensation and inclusive feedback to fostering skill development, self-confidence, and generational understanding, this session provides a roadmap for shaping workplaces that attract, retain, and uplift talent at every level. Participants will explore how to align daily work with organizational mission and meaning, and how to build a culture of appreciation, community, and continuous development. Whether you're a leader, HR professional, or change agent, this course will challenge you to spark a workplace revolution—where people aren't just present, they're engaged, empowered, and proud to contribute.

### Learning Objectives

By the end of this course, participants will be able to:

- Learn the importance of recognition and appreciation in building a culture where every employee feels valued
- Align work with tangible impact and purpose to increase motivation and meaning
- Boost self-esteem and confidence through continuous skill development, feedback, and support
- Embrace open communication and generational diversity to build stronger team connections
- Cultivate a workplace that encourages community, retention, and sustainable engagement.

# Critical Thinking

# Critical Thinking

## Delivery Format

This course is available as:

- A half-day in-person experience
- A virtual training series (ideal as part of a culture or engagement track)
- Includes interactive exercises, personal reflection tools, and action planning worksheets

## Who Should Attend

- HR professionals and people operations teams
- Leaders, managers, and supervisors
- Workplace culture strategists
- Employee engagement champions and organizational development specialists
- Anyone committed to creating a workplace that values and elevates every person.

# Safety Beyond the Surface

## Prioritizing Mental Health at Work and Creating a Safe and Supportive Workplace

Today's evolving workplace demands a deeper, more human-centered approach to safety—one that goes beyond physical wellness to prioritize mental and emotional well-being. This transformative training empowers both employees and leaders to recognize the impact of mental health on workplace culture, team performance, and individual success. In this course, participants will explore strategies to build psychologically safe environments, recognize and respond to common mental health challenges, and reduce stigma and misconceptions. Through practical tools, interactive discussion, and reflective exercises, the session promotes open dialogue, rest and resilience strategies, and proactive steps for fostering empathy and preventing burnout.





### **Learning Objectives**

By the end of this course, participants will be able to:

- Create a Supportive Workplace: Build environments that prioritize both physical and psychological safety
- Address Mental Health Challenges: Recognize signs of common mental health issues and dispel related stigma
- Enhance Well-Being: Apply strategies for improved sleep, balanced workloads, and sustainable work-life integration
- Foster Empathy and Open Dialogue: Promote a culture of non-judgmental conversation and emotional support

### **Delivery Format**

This course is available as:

- A half-day or full-day in-person session
- A 90-minute or two-part virtual series
- Includes self-reflection exercises, mental health scenario discussions, and action planning tools

### **Who Should Attend**

- People leaders, managers, and HR professionals
- Wellness and employee support advocates
- Workplace culture committees and engagement teams
- Anyone committed to creating a supportive and mentally healthy work environment.

# Critical Thinking

## Vicarious Trauma

### Understanding, Managing, and Building Resilience in Customer Serving Professions

For those in helping and service-oriented roles, empathetic connection can be both a strength and a source of hidden stress. This course explores the concept of Vicarious Trauma—the emotional residue that may arise from indirect exposure to others’ trauma, especially through continued care,



support, or intervention. Participants will learn to recognize vicarious trauma as a natural response, not a personal weakness, and explore how it can manifest—through symptoms such as agitation, fatigue, difficulty concentrating, or sleep disturbances. The training will also guide learners through key contributing factors including personal history, existing stressors, and the presence or absence of strong support systems. This session equips professionals with practical tools to manage vicarious trauma, including the importance of debriefing sessions, workplace coping strategies, and sustainable self-care practices such as brief meditations, healthy routines, and boundary-setting. Participants will leave with the awareness, language, and techniques to take proactive steps toward psychological well-being and professional longevity.

### Learning Objectives

By the end of this course, participants will be able to:

- Define vicarious trauma and understand how it naturally arises in helping professions
- Identify the signs and symptoms of vicarious trauma in themselves and others

- Recognize risk factors including personal history, current stress levels, and support systems
- Implement effective strategies for managing vicarious trauma, including brief meditation, dietary adjustments, and emotional regulation tools
- Understand the value of debriefing sessions and workplace rituals that support emotional processing and recovery.

### **Delivery Format**

This course is available as:

- A half-day in-person training
- A virtual session 2 hours)
- Includes symptom mapping, self-assessments, and wellness planning tools
- Debriefing Journal is recommended

### **Who Should Attend**

- Professionals in social services, education, healthcare, law enforcement, or crisis response
- HR, Customer Services specialist, wellness coordinators, and employee support advocates
- Managers and supervisors of high-stress or trauma-exposed teams
- Anyone supporting others in emotionally demanding environments.

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CONSULTATION**





# CONFLICT MANAGEMENT



# Conflict Management

## Beyond Conflict

A Guide to Navigating and Managing Conflict



Conflict is a natural part of workplace dynamics—but when handled skillfully, it becomes a powerful catalyst for growth, connection, and innovation. This course introduces participants to a structured mediation approach, empowering them to address conflicts with confidence and clarity. Participants will explore different conflict styles, learn to recognize early warning signs, and develop the ability to adapt their communication strategies to a variety of situations. Reflective exercises promote greater self-awareness and prepare learners to approach conflict with emotional intelligence and intention.

### Learning Objectives

By the end of this course, participants will be able to:

- Confidently navigate workplace mediation using a structured, step-by-step process
- Identify and adapt to various conflict styles effectively
- Use reflective questions to prepare for productive conflict engagement
- Select appropriate conflict responses tailored to different situations
- Mediate confrontations with targeted statements to clarify, de-escalate, and resolve issues.

## Delivery Format

This course is available as:

- A Half-day in-person session
- A two hours virtual series

## Who Should Attend

This course is ideal for:

- Managers and supervisors
- Team leaders
- HR professionals
- Mediators and facilitators
- Employees looking to enhance their conflict resolution skills

# Conflict to Collaboration

## Transformative Mediation



This powerful session introduces participants to the transformative approach to mediation, going beyond simply settling disputes to rebuilding trust, credibility, and working relationships. Focused on workplace conflict, this training equips professionals with the tools to address tension effectively and foster long-term collaboration through open communication and intentional action. Participants will explore the Conflict Resolution Process, learn the core steps of workplace mediation, and understand how transformative mediation responds not just to the problem—but to the people behind it. The course covers the importance of trust and credibility,



# Conflict Management

the impact of conflict styles, and how to adapt communication strategies accordingly. The session also includes self-reflection tools to prepare for engagement, guides participants through different conflict response types, and provides specific statements and mediation tactics that de-escalate confrontation, clarify misunderstandings, and generate lasting solutions. Participants will leave with a clear framework—and practical tools and strategies—to shift from conflict to collaboration, allowing individuals and teams to work together with restored trust, understanding, and mutual respect.

## Learning Objectives

By the end of this course, participants will be able to:

- Understand the steps of the Conflict Resolution Process and workplace mediation
- Define transformative mediation and how it restores relationships beyond resolving disputes
- Recognize different conflict styles and how to communicate effectively with each
- Use self-reflection questions to prepare for high-stakes or emotional conversations
- Apply proven mediation techniques and targeted statements to address destructive behavior, elicit clarity, and generate mutual solutions
- Implement tools and strategies to move from conflict to collaboration and rebuild trust within teams

## Course Delivery Format

- Available as a half-day or full-day in-person training
- Also offered as a two-part virtual series
- Includes interactive conflict simulations, reflection worksheets, and mediation practice tools.

## Who Should Attend

- Managers, team leads, and department supervisors
- HR professionals and employee relations specialists
- Leaders managing cross-functional or high-stakes teams
- Internal facilitators, Engagement, Inclusion, and Opportunity professionals , and culture champions
- Anyone tasked with addressing conflict, restoring trust, or improving workplace relationships.

# Workplace Mediators

## Mediation in Action



The Internal Workplace Mediation Program is a skills-based training experience designed to empower professionals to mediate workplace disputes with confidence, clarity, and neutrality. Rooted in the principles of empathy, trust-building, and effective communication, this program prepares participants to navigate difficult conversations, restore collaboration, and support a culture of psychological safety across their organization. Led by certified mediators, this program blends conflict theory with hands-on practice, providing a full mediator's toolkit that includes core techniques in active listening, dispute system design, BATNA development, and crafting mediated agreements. Participants will explore: The full Conflict Resolution Process, The structure and tactics of formal mediation sessions, How to develop mutually beneficial outcomes through structured agreements, How to handle resistance when individuals struggle to move forward from conflict, Customizing Dispute System Design to fit organizational culture and goals.

# Conflict Management

By the end of the course, participants will feel confident and equipped to mediate internal disputes, support resolution within their teams, and contribute to an environment built on trust and open communication.

This course also serves as a preview of the 2-Day Conflict Navigation Coach Certification program.

## Key Learning Outcomes

Participants will be able to:

- Apply structured steps for mediating conflict and de-escalating confrontation
- Use core mediation techniques, including BATNA development, agreement creation, and neutrality maintenance
- Understand the role of empathy, active listening, and communication in effective mediation
- Recognize resistance and guide participants toward constructive next steps
- Design or contribute to a Dispute System Design tailored to their organization's needs

## Course Delivery Format

- Offered as a full-day training or two half-day sessions
- Available in-person or virtually
- Includes interactive mediation role plays, reflection exercises, and mediator's toolkit

## Who Should Attend

- HR professionals and employee relations specialists
- Managers, team leads, and workplace facilitators
- Engagement, Inclusion, and Opportunity professionals and internal coaches
- Anyone tasked with navigating interpersonal conflict or maintaining harmony in workplace culture
- Those interested in pursuing the Conflict Navigation Coach Certification



# Conflict Management

## How to 'When' at Conflict

Using the Right Style at the Right Time



Conflict is inevitable—but how you respond determines whether it becomes a source of dysfunction or a path to progress. This interactive session helps participants recognize, understand, and strategically apply different conflict styles to navigate workplace tension with clarity and purpose. Using the TG8 Conflict Styles Assessment, participants will discover their natural approach to conflict and learn when each style—competing, accommodating, avoiding, collaborating, or compromising—is most effective. The session explores the full Conflict Resolution Process, including how to identify conflict triggers, respond with intention, and mediate confrontations that seem stuck or emotionally charged.

Participants will also practice self-reflection questions to ask before engaging in conflict, understand the behavioral and emotional reactions tied to each style, and gain specific communication strategies to de-escalate, clarify, and resolve.

### **Key Learning Outcomes**

By the end of this course, participants will be able to:

- Identify and interpret their TG8 conflict style and recognize the styles of others
- Understand the Conflict Resolution Process and the steps to effective workplace mediation
- Learn when and how to apply different conflict styles to various workplace situations
- Use self-reflection and preparation questions to approach conflict with emotional clarity
- Apply targeted statements and mediation tactics to elicit clarity, stop destructive behavior, and generate collaborative solutions

### **Course Delivery Format**

- Available as a half-day workshop
- Available as virtual 90-minute session
- Includes TG8 Conflict Styles Assessment, interactive scenarios, and a communication strategy toolkit

### **Who Should Attend**

- People managers and team leaders
- HR professionals and internal facilitators
- Cross-functional teams and collaborative units
- Individuals seeking to improve conflict resolution, emotional intelligence, and interpersonal communication
- Professionals preparing to mediate or manage high-stakes conversations.

# Conflict Management

## Learning Objectives

By the end of this course, participants will be able to:

- Distinguish between technical, soft, and durable skills
- Evaluate candidates through the lens of durable skills to ensure team alignment and long-term sustainability
- Identify the most in-demand durable skills employers value across industries
- Avoid common hiring mistakes and assess cultural alignment with precision
- Develop interview questions and screening practices that effectively target durable skillsets.

## Delivery Format

This course is available as:

- A half-day in-person workshop
- A 2 hour virtual training
- Includes durable skills matrix, reflective hiring exercises, and candidate scenario reviews

## Who Should Attend

- Hiring managers and team leads
- Executives and department heads involved in talent selection
- HR professionals and recruiters
- Leaders focused on building resilient, innovative, and collaborative teams





**CERTIFICATION  
COURSES**

# Certifications

## Mental Health First Aid Certification

### Course Description

The Mental Health First Aid (MHFA) Certification Series is designed to help organizations build a more inclusive, supportive, and mentally healthy workplace culture. This nationally recognized course equips participants with the knowledge and skills to recognize the signs of mental health and substance use challenges, respond appropriately, and connect individuals with professional resources when needed.



The 5-Step MHFA Action Plan guides participants in offering support during both crisis and non-crisis situations. Through interactive learning and real-world scenarios, attendees will gain confidence in their ability to provide initial assistance, reduce stigma, and promote open conversations about mental well-being.

Upon successful completion, participants earn the designation of Certified Mental Health First Aider.

### Key Benefits

- Understand common mental health and substance use conditions
- Learn how to recognize early signs and symptoms
- Gain skills to provide initial support and guide individuals toward appropriate care
- Promote psychological safety and reduce workplace stigma
- Contribute to a culture of mental wellness, inclusion, and empathy.

### Who Should Attend

- People leaders and HR professionals
- Culture Strategies and wellness advocates
- Frontline employees, educators, and team members

Anyone committed to supporting mental health in the workplace or community.

# Effective Management and Leadership Skills

11-part series-certificate course



### Course Description

This immersive certificate series is designed for professionals who want to evolve from good managers into transformational leaders. Offered as either 11 half-day sessions or 6 full-day intensives, the course offers participants a deep dive into the core competencies

of modern leadership, with a balanced focus on strategic management, emotional intelligence, communication, and performance development.

Participants will explore the differences between leading and managing, understand how to cultivate loyalty, and develop coaching and mentoring strategies that elevate team success. From conducting a personal SWOT analysis to exploring the informational, decisional, and interpersonal roles of leadership, the course guides professionals in building self-awareness and strategic impact.

## Certifications



# Certifications

## Key focus areas include:

Professional Workplace and Leadership Competencies

1. Understanding and Enhancing Communication
2. Learning and Critical Thinking
3. Workplace Competency and Performance
4. Culture and Group Dynamic
5. Managing Conflict
6. Coachability and Feedback
7. Financial Acumen
8. Stress Management and Preparedness
9. The Great Balancing Act
10. Getting Ready to Lead
11. Mental Health First Aide

A standout feature of this course is the Mental Health First Aid Certification, equipping participants to support their teams with empathy, resilience, and psychological safety—vital for today's leadership landscape. Upon successful completion, participants will receive a Leadership Certificate, digital badge, and Mental Health First Aid certification, demonstrating both competence and commitment to leading with excellence.

## Course Delivery Options

- 11 half-day sessions ( in-person or virtual)
- 6 full-day sessions (in=person or virtual)
- Includes certification materials, course workbook, and reflection tools

## Who Should Attend

- Emerging and mid-level managers
- Supervisors transitioning into management
- High-potential professionals on the leadership track
- HR and organizational development professionals
- Those seeking credentialed leadership development experience.

# Workforce Readiness for New Professionals

This five-course training series is designed to equip professionals—new and experienced—with the foundational and sustainable skills needed to thrive in the modern workplace. Covering everything from professional etiquette and budgeting to conflict resolution and emotional balance, each course empowers



participants to take ownership of their careers, well-being, and relationships. Whether you're just entering the workforce, navigating stress at home and work, or seeking strategies for smarter communication and stronger collaboration, this series provides the tools to build confidence, resilience, and clarity in all areas of professional life.

1. First Day Professional
2. The Great Balancing Act
3. Paycheck-to-Paycheck - Budgeting 101
4. Managing Work Conflict
5. The Curious Mindset

## Key Benefits

- Build confidence and competence in communication, professionalism, and financial wellness
- Strengthen emotional resilience and stress management skills
- Improve team interactions through conflict resolution tools and reflective thinking
- Learn budgeting and time optimization techniques that apply personally and professionally
- Increase long-term career success by mastering foundational and future-ready skills.

## Certifications

# Certifications

## Who Should Attend

- New and early-career professionals
- Workforce development program participants
- Individuals reentering the workforce or shifting industries
- Team members seeking to sharpen foundational workplace skills
- Young professionals preparing for leadership or supervisory roles
- Organizations offering onboarding or professional development pathways.

## Conflict Navigation Coach Certification

### Certification Training for Conflict Coaches

The Conflict Navigation Coach Certification is a dynamic two-day certification program designed to train individuals to become certified conflict coaches—professionals who guide others through conflict with clarity, strategy, and emotional intelligence. This course provides in-depth training in Conflict Coaching, with a



foundational understanding of Workplace Mediation, not to practice mediation directly but to help disputants think through conflict clearly and constructively. Participants will gain the tools to help others analyze conflict using key components such as positions, interests, BATNA, options, and objective criteria—while maintaining confidentiality, clarity of role, and awareness of organizational hierarchy.



# Certifications

## **The curriculum includes a deep dive into:**

- The Conflict Resolution Process
- Understanding and recognizing conflict styles and appropriate communication techniques
- The difference between coaching, mediation, negotiation, and collaborative law
- The ethical boundaries and confidentiality standards of a conflict coach
- The impact of conflict at different levels of an organization
- Dispute System Design and conflict stream assessments

Participants will also explore Transformative, Evaluative, and Facilitative mediation styles to better understand what their disputants may encounter in formal processes. By the end, they'll have a clear structure for coaching through conflict, managing high-conflict personalities, and fostering resolution—even in resistant or outdated organizational cultures.

## **Key Learning Outcomes**

Participants will be able to:

- Coach others through conflict using the BATNA framework and decision-making tools
- Guide disputants through structured conflict analysis and resolution planning
- Understand and respect the boundaries between coaching, mediation, and negotiation
- Recognize and respond to conflict styles, reactions, and emotional dynamics
- Understand confidentiality and when to escalate or involve others based on role and level
- Utilize Dispute System Design concepts to assess and support conflict resolution structures
- Build confidence using clarifying statements, strategic questioning, and reflection techniques.

# Certifications

- Become a Certified Conflict Coach equipped to support individuals across the organization

## Course Delivery Format

- Two-day certification training (in-person or virtual)
- Includes: training workbook, conflict analysis templates, BATNA coaching guide, debriefing journal and final assessment
- Participants receive a Conflict Navigation Coach Certificate & Digital Badge

## Who Should Attend

- HR professionals, coaches, and people managers
- Employee relations and Engagement, Inclusion, and Opportunity professionals leaders
- Team leads supporting peer conflict and communication challenges
- Life Coach, Workplace Coach, general coaches
- Workplace wellness professionals and facilitators
- Anyone tasked with helping others navigate difficult conversations and conflict constructively.



Give your team the head start that will propel the to the next level and accerlerate your growth.

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# RESOURCES

**Books, Assessments & Models to Deepen the Impact**



# Resources

## The Communication Indicator Assessment

### Fostering A Culture Belonging and Collaboration at Work

The Communication Indicator Assessment is a proprietary tool designed to evaluate your communication style through 15 short questions. Each communication style is accompanied by a descriptor that highlights key attributes about yourself and how you interact with others.



After completing the assessment, participants will receive an email with their personal results, indicating which of the four communication styles they align with. Managers will receive collective data from the entire team's analyzed results.

This assessment is particularly valuable for:

- Newly formed teams
- Teams with new managers
- Teams undergoing changes or cultural transformations
- Organizations acquiring new teams or integrating new talent

The results offer valuable insights into effective communication strategies, successful collaboration techniques, and the most productive approaches for managing conflict. Additionally, there is an option to collaborate with TG8 consultants to implement strategies based on your assessment results, alongside training courses tailored to best support your organization's needs.

# Learning Styles Awareness Assessment

The Learning Styles Awareness Assessment is a tool designed to help individuals identify their preferred learning style across various modalities such as visual, auditory, kinesthetic, reading/writing (linguistics), social, and solitary. Additionally, it evaluates your primary

Andragogy principles—adult learning principles—which may evolve as you progress in your personal and professional development.



Managers can utilize the results of this assessment to provide customized feedback and training to employees in several effective ways, including:

- Personalized Training Programs
- Feedback and Development Conversations
- Adaptive Learning Paths
- Mentorship and Coaching
- Performance Improvement Plans
- Monitoring and Adjusting Training Approaches

This assessment allows managers to create a more engaging, effective, and supportive learning environment that caters to the diverse needs of their team. This personalized approach enhances individual performance and drives overall organizational growth and development.

The Learning Styles Awareness Assessment is developed and is the proprietary property of TG8 LLC, operating as TG8 Solutions Insight.

# Conflict Styles Assessment

The TG8 Conflict Styles Assessment is a short yet effective tool designed to help individuals identify their preferred approach to handling conflict. Consisting of just five questions, this assessment evaluates responses to conflict situations and categorizes individuals into one of five conflict styles. By understanding their dominant conflict style, participants can enhance self-awareness, improve communication, and develop more adaptive conflict resolution strategies in both personal and professional settings.

## Workplace Mediation



Our Workplace Mediation service is designed to help organizations effectively navigate, manage, and resolve conflicts within their teams, fostering a harmonious and productive work environment. Our highly trained and credentialed mediators utilize various mediation models and techniques to facilitate constructive dialogue, address specific issues, and help participants reach mutually acceptable solutions. With a customized approach, we conduct initial assessments, and structured mediation sessions, and provide follow-up support to ensure lasting resolutions. This service promotes improved communication, collaboration, reduced turnover, and a positive workplace culture while being cost-effective and efficient. Suitable for organizations of all sizes and industries, our mediation service can be delivered on-site or virtually to accommodate diverse needs. Participants involved in a conflict should be prepared when using this service to mediate up to four hours if needed.

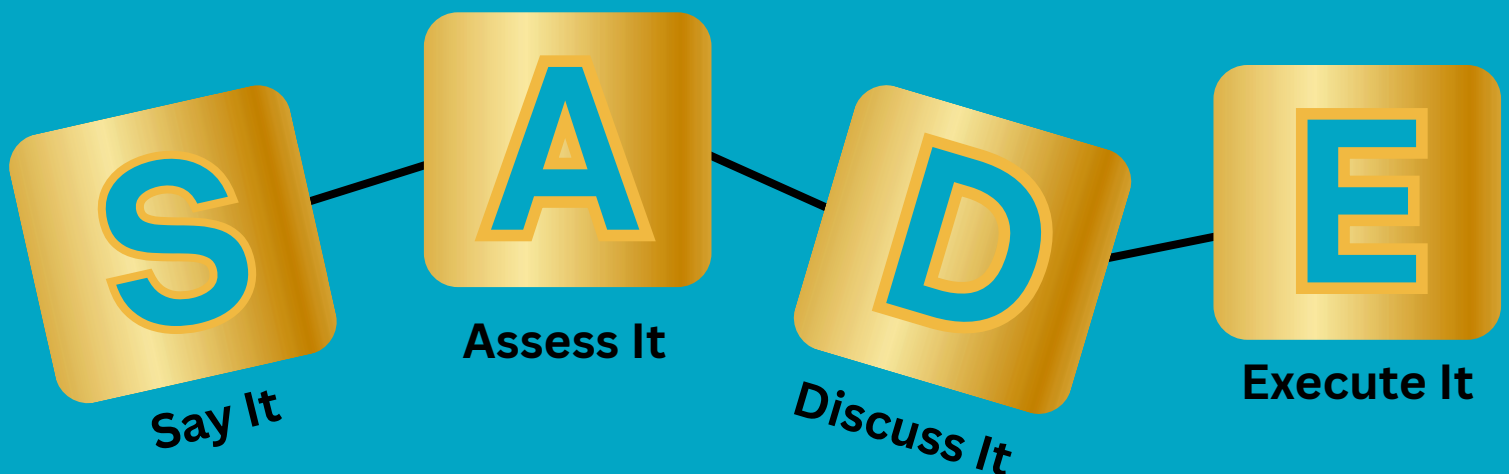


## The SADE Model

The SADE Model is designed to enhance team communication, collaboration, and conflict resolution. It provides a structured approach to guide conversations when team communication has stalled or when members reach an impasse, preventing the team from achieving the best possible solutions and outcomes.

1. **Say It** - Share It: Clearly share the problem, concern, or mistake without minimizing or exaggerating the issue.
2. **Assess It**: Evaluate the impact and emphasize the positives—avoid dwelling solely on the problems.
3. **Discuss It**: Collaboratively explore the best way to resolve the issue, without assuming negative intent from others.
4. **Execute It**: Combine your resources (time, money, people, etc.) to work together and implement a solution as a unified team.

This model helps teams communicate more effectively, manage conflicts constructively, and work together to find optimal solutions.



# Resources

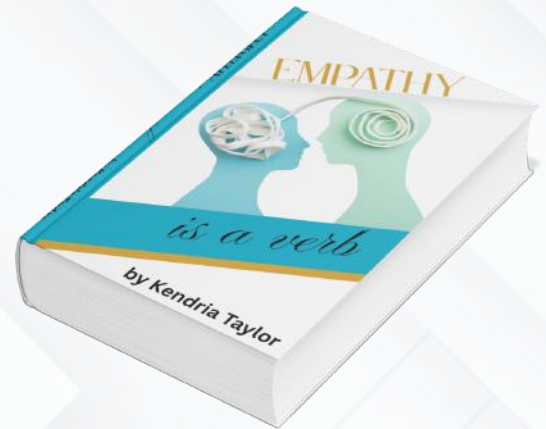
## The Credibility Continuum ©

Can help assess performance in high-stress situations and assist in restoring trust between leaders and their team members by understanding where someone might be deficient. It can increase overall performance by identifying areas of opportunity.



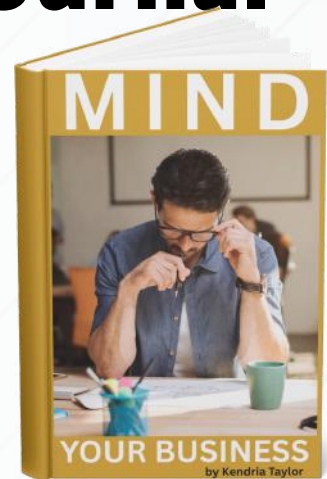
The Empathy Journal is a valuable tool that can accompany any of our courses, offering participants a space to log thoughts, reflections, and activities aimed at enhancing their empathy. It provides a structured format for individuals to explore factors that may impact their ability to demonstrate genuine empathy. Ideal for building empathy over time, this journal is an excellent companion for courses such as Modeling Empathy and Connectional Leadership, helping individuals deepen their understanding and practice of empathetic leadership.

## Empathy Journal



## Mind Your Business Journal

The Mind Your Business Journal is an excellent tool for organizing daily to-do lists and prioritizing tasks, helping your team stay focused and productive. The gentle reminders on mindfulness will help them overcome negative thoughts and stress. Designed to support the Mind Your Business course and the Workforce Readiness series, this journal is a valuable supplement that encourages proactivity and a positive mindset.



## Debriefing Journal

Our Debriefing Journal is designed to help individuals and teams capture key insights and reflections in order to foster continuous improvement after a project, event, or critical workplace activity or incident. Serving as both a personal and professional development resource the Debriefing Journal encourages thoughtful analysis of what went well, what could be improved, and how to refine strategies for future success.





# TG8 Solutions Insight

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