COURSE CATALOG

TABLE OF CONTENTS

ABOUT THE COMPANY

CATALOG OF COURSES

RESOURCES

OUR COMPANY OVERVIEW

TG8 Solutions Insight is a Learning and Development Solutions company dedicated to compassionately empowering individuals at every organizational level. We use an empathetic and energetic approach to cultivating excellence in culture through Communication, Collaboration, and Conflict Navigation. We help our clients create an impactful, supportive environment in their workplaces using the TG8 Way to eradicate psychological harm at work.

We are a Black and Native woman-owned business nationally certified MBE, SBE, and HUB located in Arlington, Texas, with our Principal facilitator, Kendria Taylor, having more than two decades of corporate and Non-Profit leadership experience.

TG8 Solutions Insight provides organizations that seek unique, out-of-the-box, and cost-efficient training programs tailored for innovative and long-lasting results. Our experiential, action-based training initiatives focus on competency development across all organizational levels that appeal to all learning styles. Our programs have a demonstrated history of capturing participants' focus in the morning, re-energizing them after the post-lunch crash, getting them out of their seats, laughing out loud, and keeping them enthusiastically engaged. By creating emotional connections through hands-on experiences, we guarantee knowledge retention and increased application of content, ultimately empowering organizations to realize a significant return on their training investment.

Our market research shows that our client's pain points include ineffective Training Solutions, non-cost-effective pricing, and time constraints. With a constrained timeframe for providing training to all employees concurrently, employers prioritize professional development that is efficient, effective, and immediately applicable to the team's needs the following day.

The competitive advantages that make us unique include the following key items. We offer immersive adaptive learning experiences that are highly engaging in all of our training programs, regardless of whether the program is in person or virtual. We can tailor training content to meet clients' specific needs, our smaller size affords us increased agility, and our team comprises specialized professionals, including Learning Technology Specialist, Therapists, Data Analysts, Master Social Workers, and Credentialed Mediators, enabling us to provide highly specialized training.

TG8 Solutions Insight is committed to revolutionizing the landscape of learning and development solutions with an empathetic and energetic approach. Our vision of becoming a global authority in this field is underpinned by a culture steeped in empathy, innovation, and growth. This approach empowers leaders and their teams to lead in driving and implementing solutions that foster a robust and sustainable organizational culture.

Our list of clients includes Fortune 100 and 500 companies, including State Farm, Lockheed Martin, Texas Instruments, Empower (Financial Services), QuikTrip, Georgia Power, Nelson Mullins LLP, City of Birmingham, Tarrant County, and more. Our clients are all over the country and Canada.

At TG8, we provide deeper insights into your concerns and offer practical solutions, showing you that the answers are closer than you think!

COMPANY APPROACH & METHODOLOGY

We firmly believe that all the answers lie within your team. Therefore, we must gather insights from all key stakeholders during an initial Challenge meeting. Allowing us to assess and establish a baseline, identifying trends, pain points, and a roadmap for our current state and desired future. Our approach may include fact-finding through our **Three S model: staff, skills, system, Communication Indicator Assessment, and Learning Styles Awareness assessment tools.**

After these initial meetings and data collection, we develop adaptive training programs from our extensive list of topics or recommend standardized sessions that require no customization. We collaborate closely with our clients and are ready to pivot if necessary. Upon completing the training, we summarize the gathered data to ensure thorough understanding and feedback, uncover the significance of learning your business model, and break it down into manageable pieces.

Once assessed, data is summarized, and impacts uncovered, it is time to empower your team to achieve desired results. This can be accomplished through training sessions and one-on-one performance coaching. Whether addressing departmental dysfunction or driving a cultural shift, our goal is to empower your people to lead the change. We work with all levels of your organization to streamline the necessary transitions, ensuring lasting and meaningful improvements.

SERVICES

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.**

CERTIFICATION COURSES

NEW

Conflict Navigation Coach Certification:
Certification for Internal Workplace Mediators

This certification course offers comprehensive training in Conflict Resolution and Workplace Mediation. Participants will gain expertise in the Conflict Resolution Process and learn the essential steps of Workplace Mediation. The program covers various conflict styles, their recognition, reactions to conflict, and effective communication strategies tailored to each style. Participants will engage in self-reflection exercises to prepare before entering conflicts, comprehend diverse responses to conflict, and discern the appropriate occasions for each.

The course delves into Dispute System Design, guiding participants on how to customize it according to their organizational requirements. By addressing challenging scenarios, the course equips participants to handle high-conflict personalities and manage situations where individuals resist evolving from outdated values and processes. The training concludes with instructive steps for mediating confrontations, offering specific statements and tactics to foster clarification, halt destructive behavior, and foster collaborative solutions.

Upon completing this two-day certification course, participants will become proficient in assisting conflicting parties in navigating disputes, creating agreements with the Best Alternative to a Negotiated Agreement (BATNA), and managing post-agreement considerations. Additionally, participants will gain insights into various mediation types, including transformative mediation, enabling them to choose methods aligned with their comfort levels. The course ensures a comprehensive understanding of the impact of mediation on the workplace, allowing the participants to quantify the internal mediation efforts within their organization.

Effective Management and Leadership Skills (10-part series-certificate course)

In this comprehensive course, participants will delve into the intricate dynamics of effective management, exploring the nuanced differences between managing and leading. The curriculum encompasses a multifaceted approach, delving into crucial aspects such as communication skills, leadership strategies that foster unwavering loyalty, performance management techniques, and the art of coaching and mentoring.

The course meticulously guides participants through examining their management styles, emphasizing strengths, and conducting a thorough SWOT analysis. Exploring the triad of informational, decisional, and interpersonal roles, participants gain insights into the multifaceted dimensions of leadership. Attention is dedicated to strategically formulating a team vision, accompanied by an in-depth exploration of the four indispensable time management steps. Recognizing the paramount importance of understanding one's team, the curriculum covers techniques for identifying and nurturing talent and fostering enhanced listening skills.

The course goes beyond conventional managerial topics to delve into the manager's emotional and assertiveness quotient. Participants explore facets such as self-awareness, empathy, self-confidence, motivation, self-control, and social competency, all crucial components of emotional health in a managerial role. Particular focus is given to navigating organizational change, ensuring managers can lead effectively during transitional periods. As the course progresses, participants critically analyze their managerial performance, learning effective delegation strategies and honing the skills needed to coach and mentor team members.

The overarching goal is to empower participants to achieve personal excellence in their managerial roles, fostering a comprehensive skill set that extends beyond the traditional boundaries of leadership education. This ten-part series explores strategies for accomplishing tasks through effective time management and delegation, emphasizing a thorough understanding of your team's strengths, weaknesses, and assets.

Professional Workplace and Leadership Competencies

1. **Understanding and Enhancing Communication**

   Develop effective communication skills to facilitate collaboration. In this training program, participants will explore the four communication styles, delving into their mechanics, underlying values, implications in conflict situations, motivators, and optimal communication strategies tailored to each style. The primary objectives encompass understanding how to engage with each communication style effectively and identifying optimal collaborative approaches to extract maximum performance.

2. **Learning and Critical Thinking**

   This program is crafted to help participants comprehend the intricacies of their learning styles and harness them as powerful tools for goal attainment, motivation, and efficient information processing. Participants will delve into the dynamics of

top-down and bottom-up methods, gaining insights into how these approaches shape our understanding and decision-making processes. Participants discover their unique learning style's way of retaining and comprehending information. Uncover the keys to fine-tuning critical thinking skills, enabling you to process information swiftly and enhance overall effectiveness. This training goes beyond traditional learning paradigms, offering practical strategies to leverage your unique intelligence blend.

3. Workplace Competency and Performance

This course guides you in recognizing and leveraging your strengths while addressing areas for improvement. Explore workplace competencies and align with expectations, covering fundamental skills like effective communication with your manager, maintaining professionalism in conversations, fostering accountability, mastering the 5 steps of excellent customer service, understanding workplace policies, and navigating paths for career advancement. Learn professional techniques to constructively address destructive behaviors, ultimately enhancing your workplace performance.

4. Culture and Group Dynamic

This training program places a spotlight on the collective behaviors, social patterns, and interactions within your teams. Participants will delve into their blind spots and biases, examining their potential contribution to a bullying culture. Moreover, the curriculum covers understanding cultural dynamics and the pivotal role that diversity plays in creating a more inclusive workplace. The significance of workplace culture will be underscored, emphasizing its profound impact on team dynamics and organizational success. Objectives include comprehending the influence of bias on performance, recognizing the repercussions of bullying, acquiring strategies to speak out against it, and effectively managing personal blind spots, all with the overarching goal of cultivating a positive and inclusive workplace culture

5. Managing Conflict

This training aims to enhance your comprehension of the psychology underlying behaviors, emotions, and attitudes during conflicts. Key objectives encompass familiarizing participants with the 5 Conflict Styles, providing tools for navigating conflict, exploring the preventive role of reflective questioning, understanding the BATNA model, and discerning integrative and standard solutions. The curriculum also addresses the essentials required when teams encounter an impasse.

6. Coachability and Feedback

Coaching is framed as a dialogue, a conversation that fosters awareness, alignment, and the initiation of specific actions toward achieving desired goals, encompassing both performance and behavior. This training session will delve into the factors influencing a coachable team, exploring various types of feedback, such as reinforced, reflective, and redirective. Additionally, the principles of providing and receiving feedback will be discussed, along with the repercussions of not giving feedback and the effects of delivering feedback in a passive-aggressive manner.

7. Budgeting

This training session provides fundamental insights into budgeting, saving, and effective money management. Key objectives include learning the steps to create the 50-30-20 budget model, addressing common fears associated with banking, evaluating banking alternatives that suit individual needs, and gauging one's financial literacy level with methods for continuous improvement. The curriculum also covers strategies for reducing expenses, increasing income, enhancing Budget IQ, and constructing a personalized budget, complete with tools for effective financial planning.

8. Stress Management and Preparedness

This training guides participants in evaluating their time utilization and identifying common time-wasting activities. It introduces techniques such as the time quadrants method, planning high-impact weeks, diverse approaches to task prioritization, and optimizing one-on-one meetings using the "GOOD" approach. The program also delves into the relationship between "Time Pressure" and stress, offering mindfulness methods for self-care, managing stress, and maintaining focus on personal objectives. Tailored for teams aiming to overcome procrastination or enhance proactive approaches, this training equips participants with practical strategies for effective time management.

9. The Great Balancing Act

This training addresses the work-life imbalance that many individuals experience, and understanding that it is never a perfect balance. We will explore the sources of pressure leading to stress, the adverse effects on both work and home productivity, and strategies for developing a stress-relief routine to foster healthy mental, emotional, and physical well-being. Objectives encompass recognizing key indicators of stress, understanding the consequences of neglecting stress, and learning techniques to establish a personalized work-life balance that suits your present needs.

10. Getting Ready to Lead

Navigate challenging situations and relationships with finesse through this course. The 4 steps to an accountable apology. Uncover your leadership style, transitioning from an individual contributor to a team influencer. Hone leadership social skills such as empathy, self-awareness, and emotion management to enhance interactions with your teams. Learn to provide support, direction, and empowering coaching. Recognize that career progression involves mastering these skills as a great follower before becoming a great leader.

CONFLICT RESOLUTION MASTERY

NEW

### Conflict to Collaboration: Tools for Navigating Conflict

This session explores the Conflict Resolution Process and the steps to Workplace mediation. Participants will explore the different styles of conflict, how to recognize it, the reactions of conflict, and how best to communicate with each style during the conflict. Self-reflection questions to ask before engaging, understanding the different responses to conflict and when best to use them. Finally, participants will be provided with steps to take to mediate confrontation and specific statements and tactics that elicit clarification, stop destructive behavior, and generate solutions.

Workplace Mediators: Work Place Conflict Advocates

The Internal Workplace Mediation Program is designed to empower participants in prioritizing harmony and fostering open communication within the organization. Our certified mediators are dedicated to facilitating productive discussions, fostering understanding, and helping parties find common ground to reach mutually beneficial resolutions. This program equips you with a mediator's toolkit, providing valuable skills in conflict resolution, active listening, and effective communication to navigate and resolve workplace disputes. Throughout the course, you will master the art of crafting mediated agreements and understanding BATNAs (Best Alternative to a Negotiated Agreement). Our comprehensive approach to conflict navigation encompasses understanding the involved parties, creating structured mediation agreements, and employing diverse mediation tactics. The course emphasizes empathy, neutrality, and effective communication as key components of the mediation process.

How to '*When*' at Conflict Management

This session explores the Conflict Resolution Process and the step to Workplace mediation. Participants will explore the different styles of conflict, how to recognize it, the reactions, and how best to communicate with each kind during the discord. Self-reflection questions to ask before engaging, understanding the different responses to conflict and when best to use them. Finally, participants will receive steps to mediate confrontation and specific statements and tactics that elicit clarification, stop destructive behavior, and generate solutions.
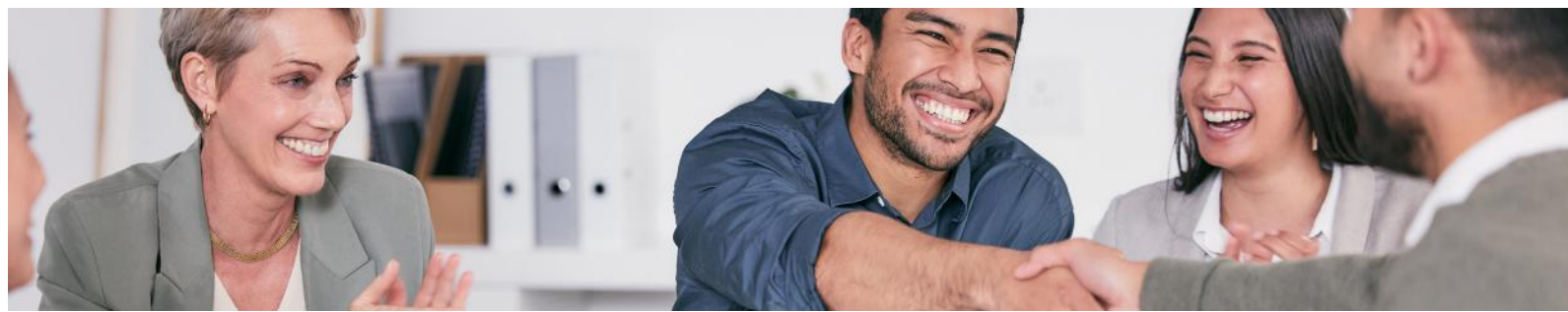
MODELING EMPATHY

Bias, Blind-spots, and Gorillas

The objectives and deliverables of this session bring awareness to diversity by helping you understand and explore your individual biases and blind spots. It provides you with a more in-depth sense of your ability to inwardly and outwardly observe your actions and others when it comes to bias and blind spots. It will provide Key takeaways that will help you respond versus react, tools that allow you to confront cross-cultural conflicts and misunderstandings without being confrontational, and how to create a space to ensure people are heard and acknowledged, releasing pre-conceived expectations to manage challenges and opportunities with a renewed sense of clarity.

Empathy Circle

An **Empathy Circle** is a cooperative conversational process that allows participants to have meaningful and structured dialogue. It promotes active listening and reflection to increase connection and shared understanding. This leadership and fellowship practice deepens listening skills which creates an authentic pathway for *empathy*. This training is suited for group projects, change management, culture shifts, diversity and inclusion efforts, complex team dynamics, and much more. This training will have one or two credentialed facilitators per session.

Empathy for Allies

This session investigates the collective behaviors, social patterns, and interactions of teams. Participants will learn what it means to be an ally through *empathy* and how *empathy* provides the road-map for authentic ally-ship. We will use empathetic techniques for communication and the **Empathy Circle** process. Lastly, we will touch on *toxic empathy* so that allies understand how to balance compassion healthily. Objectives and deliverables include finding ways to provide comfort in times of uncertainty by leaning into the power of empathy for others and yourself, communicating with compassion by listening empathetically, and how to protect yourself or the desired outcomes from *toxic empathy*.

Essential Tools for Building an Empathetic Team

This training will cover what genuine *empathy* means and how it should compel you to take action. A few of the concepts we will cover are empathic capacity, listening to understand, creating your *empathy* impact model. Consequently, embedding *empathy* into your conversation, behaviors, relationships, and the memories you leave with your customers.

Modeling Empathy

This session will enlighten participants on how to increase their empathic capacity by embedding *empathy* into their conversations, behaviors, relationships, and the internal and external customer experience. Objectives and deliverables include tools to employ for empathetic listening, managing your emotions, and keeping *empathy* present during conflict, confrontation, and high-stress times. Exploring and putting into practice how human connection can impact critical tasks and outcomes, people, and culture.

Ownership in Equitable Workplaces

A course designed to empower individuals to take active steps toward creating a more inclusive environment in their workplace or community. Through a combination of interactive discussions, personal reflection, and real-world examples, participants will learn the importance of understanding and valuing differences and how to identify and address biases and barriers that can prevent people from feeling included. By the end of the course, participants will have the tools and knowledge they need to take ownership of creating equitable workspaces.

Talk Therapy

In this training, we will explore how listening helps your team to feel valued. We will discuss the topics of Sustain and Change Talk and techniques to Change Talk. We will utilize mediation and workplace dispute tools as well as have credential **Empathy Circle** facilitators facilitate listening and reflection activities. This training is great for people, departments, and organizations undergoing change or that want to create change in their current culture.

The Marriage of Empathy and Equity

This training encompasses the exploration of *empathy* and moving past emotional and cognitive *empathy* for the purpose of creating equity in your teams, department, and leadership. So, you say you are empathetic, but how does it play out in your daily work environment. If you are trying to build an equitable work culture, this training will provide tools on how to see equity through an empathic lens and understanding that it takes authentic action to achieve equity.

LEADERSHIP RE-IMAGINED

Connectional Leadership

This session facilitates teams in rediscovering the significance of their work and the depth of their interpersonal engagement. The training equips participants with tools to coach and connect by demonstrating care and concern, all while optimizing their talent and reflecting on areas for improvement. Participants will delve into various coaching and connection techniques and gain insights into their personal connectional style and its manifestation in daily interactions. **What drives team happiness and effectiveness?** *Discover how you can reshape your structure or realign to foster agility and innovation.*

Design Thinking for Organizational Sustainability

Equip yourself with the tools to ideate, prioritize quality improvements, and address pain points effectively by leveraging Design Thinking. Understand the core principles: **These principles include being human-centered, emphasizing empathy for end-users, adopting an iterative approach, fostering collaboration among multidisciplinary teams, encouraging open-ended exploration of challenges, approaching problems with optimism, and balancing divergent and convergent thinking.** Together, these principles guide the Design Thinking process, ensuring a creative and effective approach to solving complex problems and generating innovative solutions that align with your organization's mission and business practices.

Desirable Durables

This training is for leaders and hiring managers. You know what you want in technical skills when hiring new employees, you also know you would like to have soft skills that will fit in with your culture, but would you hire a bunny rabbit to lead a team of lions? In this training, we discuss the durable skills that every team needs to be successful and sustainable.

Effective Interviewing for Leader

This interviewing strategy session guides participants in identifying the essential skills they seek in candidates, encompassing hard skills, soft skills, and particularly enduring skills. It emphasizes the significance of a candidate's willingness to perform the job and their cultural fit. Participants will also address their primary concerns regarding common interviewing challenges, such as overlooking red flags, time constraints in the hiring process, and acquiring sufficient information to make informed decisions about the ideal candidate. Lastly, participants will engage in case studies and practical interviewing scenarios to refine their listening skills, effectively integrate application and resume data, and assess the importance of each response to interview questions.

Generational Feedback

Navigating feedback dynamics within the workplace requires an understanding of diverse and generational perspectives. This training program delves into the intricacies of providing and receiving feedback within your various environments, considering different generations' unique characteristics and expectations. Explore the impact of generational differences on feedback dynamics, addressing communication preferences, values, and motivators specific to each generation. Gain insights into how diverse settings amplify these dynamics and learn strategies to foster effective cross-generational feedback. Key topics include:

- *Leveraging the strengths of each generation.*
- *Bridging communication gaps.*
- *Cultivating a collaborative and inclusive feedback culture within urban workplaces.*

Through interactive sessions, case studies, and practical exercises, participants will learn to navigate the workplace's unique feedback landscape and build stronger, more cohesive teams across generations. You will be able to understand diverse feedback dynamics and foster a workplace environment that capitalizes on generational diversity and promotes professional growth for all.

Increasing Resilience for High-Impact Performance

This session provides an understanding of environmental work factors such as demand, support, and influence that perpetuate stress and burnout. Participants will deep-dive into the high-strain versus low-strain conditions and how to build psychological resilience. Participants' takeaways include key communication strategies that will help increase influence and support, being introduced to the Curious Mindset Method to help with adaptability, change, and compassion that enhances trust and nurtures empathetic behavior.

Leading At The Bottom Serving From The Top

We will discuss the foundations of leadership and address leading vs. serving. We will look at techniques like the lead/serve model. We will compare title leaders vs. authentic leaders and how to lead without titles. We will also discuss and implement best leadership practices for your organization.

Leading in Chaos

This training will explore how to lead in chaos with a tactical problem-solving approach. In this training, we will go through pressure point scenarios, how these things can lead to chaos, and provide the tools to guide the participants through chaotic times. We will navigate your team through the chaos by using the **Name and Tame Your Stress tool**. We will also utilize the **Empathy Impact Model** method and cover the concepts and factors for building trust and credibility.

Managing a Squiggly Line

Are you a data diver who seeks knowledge and understanding? You value logic, integrity, and invention. Maybe you value dependability, organization, and sensibility. Maybe, you enjoy managing or being a part of a peacefully productive team of squares, but what happens when you have a squiggly line? This training will give you the tools to manage that spontaneous, optimistic employee who likes to color outside the lines.

Mind Your Business: the Art of Time Management

This training is designed to help individuals assess how they allocate their time and identify common time-wasting practices. It offers techniques such as the time quadrants method, strategies for planning high-impact weeks, and insights into creating an efficient workspace. The training addresses various ways to prioritize tasks, emphasizes effective communication skills for optimizing meetings, introduces the 'GOOD' one-on-one method, and delves into the art of delegation. Furthermore, it sheds light on how time pressure can lead to stress and introduces mindfulness practices for self-care and maintaining focus on one's responsibilities. This training is suitable for teams and leaders seeking to overcome procrastination, become more proactive and less reactive, and offers valuable tips for leaders grappling with employee time management challenges.

Professional Workplace Discernment

This session entails managing communication styles and different personalities in the work environment. From the antagonist to the resistant, how do you communicate and listen to minimize conflict and motivate your teams? This session provides a road-map of strategies for working together under pressure, engaging strengths and talents, and responding professionally under stress and delicate situations. Participants will walk away with tools such as the SADE model, an understanding of the four listening styles, and other critical methods for problem-solving and decision-making.

The 10-Minute Coach

This training shows you how to inspire your team through reflective questioning. This training will provide you with the tools to help your team members become self-observers within their departments, open up possibilities to choices and behaviors not considered before in owning their part of the team's success.

The Curious Mindset

This session elevates critical thinking skills by instilling mindfulness and a solution-oriented approach. It emphasizes the value of maintaining curiosity to enable thoughtful responses rather than impulsive reactions, thus opening the door to a range of possible outcomes and solutions. Learning objectives encompass contemplating consequences through reflective questioning, employing the pause technique, and enhancing collaboration and effectiveness in interactions with supervisors and colleagues.

CULTURE DYNAMICS

Communicating Post COVID

We have lost a great deal of communication working from home during COIVD-19. As people start returning to work and leaving the comforts of their home, it is necessary to get them re-acclimated to communicating with their internal customers. In this training, we will cover the four types of communication styles and extract the value from each of them.

Compelling Story Telling

Do you have staff that has to engage with partners or present your brand? Are you going through any organizational change? This course will help you develop a compelling way to reach your audience and create buy-in. It introduces the struggle, chaos and conflict, and resolve of brilliant presenting.

Customer Service for Any Industry

This training will cover Five Essential Skills that will build customer loyalty, including the Credibility Continuum, the 4 Trust Factors, and the steps to meaningful accountability. Participants will learn how to design daily rituals that create a remarkable customer experience and increase customer loyalty.

Design Thinking for Innovation

Equip yourself with the tools to ideate, prioritize quality improvements, and address pain points effectively by leveraging Design Thinking and understanding the core principles. These principles include being human-centered, emphasizing empathy for end-users, adopting an iterative approach, fostering collaboration among multi-disciplinary teams, encouraging open-ended exploration of challenges, approaching problems with optimism, and balancing divergent and convergent thinking. These principles guide the Design Thinking process, ensuring a creative and effective approach to solving complex problems and generating innovative solutions that align with your organization's mission and business practices.

Misguided Solutions To A Dysfunctional Team

This training is for managers who believe removing the "bad apple" will produce positive results. The reality of this re-framing technique is harmful to the entire team. This training will help you pinpoint dysfunction that may be occurring on your team and show you proper solutions to analyze where the dysfunction lies. It also includes how to remove the dysfunction through training, communication, and your system.

Name and Tame Your Stress

This training helps you to identify some of the pressures that create stress in your workplace environment. What are the high-pressure points, and where do they come from? You will understand how it impacts your outcomes and how to manage them by creating a routine and strategies to name and tame your stress. More importantly, you will learn how to turn those pains into gains.

Pivoting Principles for Teams in Changing Environments

This session focuses on helping teams in changing environments navigate the new normal. Discussion points include what an individual needs in times of uncertainty through exploring how communication is impacted when introducing pressure and its effects on work styles, values, stressors, conflict styles, talents, and outcomes. Participants will discover how to build trust and credibility using tools like the Credibility Continuum, why giving and receiving three types of feedback are critical to outcomes, how to gain maximum benefit from performance reviews, and resetting expectations that will keep the team moving forward through challenging or uncertain times.

The Art of Continuous Feedback: That's Not So Scary to Give or Receive!

Understanding different types of feedback, including reinforcement, redirective, reflective, directive, contingency, attribution, and impact feedback, while emphasizing impact feedback as the most effective type to start a conversation and set the stage for more authoritative feedback if needed. Furthermore, organizations are moving towards a culture of continuous feedback, utilizing insights from neuroscience, cross-cultural knowledge, and inclusive best practices to deliver more inclusive and effective feedback. Managers are encouraged to shift towards a partnership model that distributes power and increases two-way conversation with employees, focusing on asking questions rather than giving orders, avoiding the three common pitfalls when giving feedback, and giving real-time feedback. We will also discuss the impact of not giving feedback or providing passive-aggressive feedback, why feedback does not always have to be formal, and tools for a great feedback loop like reflective questions, the ACE method, and the strive for the five ratios.

The In-Credible Communicator

This training covers listening, conflict styles, values, assets, and how these things play out in communicating in critical situations. Rebuilding and resetting the expectation for trust and credibility is essential for a leader who is managing poor performers. In this session, we will discuss the ingredients for building trust and credibility. Where we need to improve, and which ones are more important to us.

The Psychology and Sociology of Management

This training will help you understand the psychology behind the behaviors, emotions, and attitudes of your employees. It will also focus on the collective behaviors, social patterns, and interactions of your teams. We will explore how to identify high outputs of emotional labor, how conflict resolution techniques can help when your teams reach an impasse and how the elements of psychology and sociology can shape your leadership style.

The Un-Coachable Team

Coaching is a conversation, or a dialogue, that creates awareness, alignment and initiates specific actions to achieve desired goals (including performance and behavior). In this training, we will discuss the determinants of a coachable team and the different types of feedback to reinforce and redirect. We will also touch on the principles of giving and receiving feedback.

The Unmotivated Employee Pandemic

This training offers a comprehensive perspective on motivating and guiding employees while also helping them recognize their personal sources of motivation. It assists participants in grasping the origins of trust, clarifying their responsibilities, and the role of setting expectations in aligning goals with motivation and the organization's mission. The training aims to dismantle punitive cultures and avert disengagement through effective communication, feedback, and a holistic compensation approach. It is designed for participants seeking best practices to foster employee commitment, maintain engagement, optimize productivity, and sustain motivation that aligns with both the company's mission and individual aspirations.

When Did Collaboration Become A Commodity

Collaboration is just as important as hiring the right people that have the right skills. Are you building title leaders or title-less leaders? This training will teach you how to build a culture of collaboration and other skills you will not find on a resume.

SERIES SESSIONS

NEW **Mental Health at Work Series**

1. Mattering at Work: Nurturing Employee Significance at Work

This transformative course embodies seven pillars vital to redefining the employee experience from championing fair compensation and empowering active employee involvement to cultivating a culture of appreciation, alignment with the organizational mission, and fostering self-esteem and confidence through skill development and support. Additionally, we explore the value of continuous feedback and the diverse perspectives of each generation in pursuit of workplace significance. Discover a workplace revolution and join us in reshaping work environments where employees thrive, feel valued, and truly matter.

2. Connection & Community: Fostering A Culture Belonging and Collaboration at Work

This transformative course comprises seven essential pillars that promise to re-shape your workplace experience by delving into the significance of inclusivity, the building of trust and relationships, and the promotion of collaboration and teamwork, this course offers a comprehensive journey towards creating a more connected and vibrant workplace. It addresses isolation and loneliness, equipping participants with strategies to foster belonging and supporting employees faced with these challenges. Furthermore, it explores the purpose and benefits of Employee Resource Groups (ERGs), guiding participants in launching and sustaining ERGs within their organizations to create a profound sense of belonging and community. Join us in reimagining the workplace as a space where connection, belonging, and collaboration thrive.

3. Mental Health First Aid Certification class

MHFA certification serves as a valuable resource for organizations aiming to deepen their understanding of mental health challenges and crises as well as to provide effective support within the workplace. It is an essential tool for creating a more inclusive and supportive environment for all employees.

The program centers on a **5-step Action Plan** for Mental Health, which empowers participants to provide support in crisis and non-crisis situations and guides them in seeking appropriate assistance.

Successful completion of MHFA training results in certification as a Mental Health First Aider, enabling individuals to offer initial support to those experiencing mental health or substance use issues and connect them with suitable care.

Mental Health First Aid (MHFA) promotes a healthy culture, encouraging open conversations about mental well-being and reducing stigma. It enhances employee well-being by equipping individuals to recognize early signs of mental health issues and provide initial support, contributing to improved overall health.

Certified Mental Health First Aiders help mitigate risks, respond effectively to crises, and create a safer work environment. This proactive approach can reduce absenteeism, increase productivity, and demonstrate an organization's commitment to corporate social responsibility. In summary, MHFA certification is an essential tool for fostering a supportive workplace environment.

4. **Safety Beyond the Surface: Prioritizing Mental Health at Work and Creating a Safe and Supportive Workplace**

In today's dynamic workplace landscape, there is a growing recognition of the pivotal role that mental health plays in our professional lives. Our course, 'Safety Beyond the Surface: Prioritizing Mental Health at Work,' is a transformative journey designed to empower employees and leaders alike. It's about more than just acknowledging the importance of mental health; it's about creating a safe and supportive workplace where both physical and psychological safety are paramount. Through this course, participants will not only learn to recognize and address common mental health challenges but also dispel stigma and misconceptions that can often shroud these issues. We offer practical strategies for enhancing overall well-being, including adequate rest, improved sleep quality, balanced workloads, and a culture of work-life balance. Beyond that, our focus on fostering open, non-judgmental dialogue and nurturing a culture of empathy creates a space where every individual's mental health is valued and supported. We highlight the significance of implementing Diversity, Equity, Inclusion, Accessibility, and Learning (IDEAL) norms to ensure that the workplace is accessible to all, celebrating the uniqueness of every team member. By the end of this course, participants will be equipped not only to prioritize mental health in the workplace but also to create an inclusive, supportive, and empathetic environment that empowers everyone to thrive.

5. **Safety Beyond the Surface: Prioritizing Mental Health at Work and Creating a Safe and Supportive Workplace (Including DEI Component)**

In today's dynamic workplace landscape, there is a growing recognition of the pivotal role that mental health plays in our professional lives. Our course, 'Safety Beyond the Surface: Prioritizing Mental Health at Work,' is a transformative journey designed to empower employees and leaders alike. It's about more than just acknowledging the importance of mental health; it's about creating a safe and supportive workplace where both physical and psychological safety are paramount. Through this course, participants will not only learn to recognize and address common mental health challenges but also dispel stigma and misconceptions that can often shroud these issues. We offer practical strategies for enhancing overall well-being, including adequate rest, improved sleep quality, balanced workloads, and a culture of work-life balance. Beyond that, our focus on fostering open, non-judgmental dialogue and nurturing a culture of empathy creates a space where every individual's mental health is valued and supported. We highlight the significance of implementing Diversity, Equity, Inclusion, Accessibility, and Learning (IDEAL) norms to ensure that the workplace is accessible to all, celebrating the uniqueness of every team member. By the end of this course, participants will be equipped not only to prioritize mental health

in the workplace but also to create an inclusive, supportive, and empathetic environment that empowers everyone to thrive.

6. Vicarious Trauma

This course delves into the comprehension of Vicarious Trauma, recognizing it as a natural reaction stemming from empathetic involvement with trauma. It examines its effects on individuals, particularly those in the helping profession, considering personal histories, current stressors, and available professional and personal support systems. Participants will learn to identify its manifestations, such as difficulty concentrating, agitation, fatigue, sleep disturbances, and more, and will be able to address them proactively. Additionally, the course offers strategies for managing vicarious trauma, including why debriefing sessions are critical and self-care practices like brief workplace meditation, dietary adjustments, and other coping mechanisms to address this type of indirect trauma.

The Remote CEO (Communicator, Engager, and Outcome Maker)

1. The first training in this series is the **Communicator** and is approximately 3 hours in length. This training is all about working and communicating remotely. What does it take for you to be comfortable with remote communication? This training has an assessment and tool (handout) that will help you tame the stress of leading remotely and help you understand the best ways to communicate with your teams for maximum impact.

2. The second installment in this series is the **Remote Engager**. It is all about how to engage your staff. This training is filled with engaging activities and focuses on technology/ utilizing technology, coaching efficiently remotely, and using training and development to ensure your remote staff is engaged and effective. It's all about time, technology, and talent. This session also comes with a tool (handout).

3. The third installment is the **Outcome Maker**. Providing a model for focusing on outcomes, how to help your team achieve outcomes at a distance, and tools for receiving and using feedback at all levels to ensure outcome-driven results. It contains reflective questioning for managers to help their team members take ownership of their tasks from start to completion. Last, it will touch on balancing priorities and achieving work-life balance.

Workforce Readiness for New Professionals

1. **First Day Professional:** This training will cover the foundations for building your workplace competency through professional etiquette (dress, speech, appearance, time management, etc.), preparing for your new role, and all the things you need to have for making and maintaining a positive and lasting impression. The objectives include understanding and developing your technical, soft, and durable skills. We will contend how to properly communicate with your new manager verbally and via electronic methods (email, text, company direct message) and how to handle the pressures of your role and responsibilities.

2. **The Great Balancing Act:** This training covers the imbalance felt between work and at-home life. We will deep-dive into what pressures are creating stress, the negative impacts on work and home productivity, and how to create a stress-relieving routine that allows us to keep a healthy mental, emotional, and physical well-being. Objectives include key stress indicators, the reaction to stress, and the impacts of not addressing stress properly. Participants will learn techniques for creating a work-life balance that allows them to optimize their time and talents professionally and personally.

3. **Paycheck-to-Paycheck - Budgeting 101:** This training session covers the basics of budgeting, saving, and managing your money. The training goal is to help participants be more proactive, less financially fearful, and begin creating better money habits. Objectives include the steps to creating the 50/30/20 budget model, the fears of banking, what banking alternatives work best for you, and understanding your financial literacy level and how to increase it over time.

4. **Managing Work Conflict:** This training will help participants understand the psychology behind the behaviors, emotions, and attitudes when conflict arises. Some objectives include: identifying high outputs of emotional labor, conflict resolution techniques such as the conflict grid, the BATNA model, The I When Because technique, integrative and standard solutions, and natural next steps when teams reach an impasse.

5. **The Curious Mindset:** This session enhances critical thinking skills through techniques for mindfulness and solution-focused approaches. Why staying curious helps us not to react but to respond in a thoughtful way that will allow a pathway for multiple outcomes and solutions. The learning objectives include considering consequences with questions for thoughts and reflections, the pause technique, and ways for working more effectively with your supervisor and others.

JOURNALS

Recommended course workbooks are discussed in depth during our exploratory consultations.

Empathy Journal

This journal can accompany any of the courses available, a tool that participants can utilize to log thoughts and activities that can improve their *empathy*. It is also a splendid tool that provides space to visualize things likely impacting your ability to show genuine *empathy*. This journal is great for building your *empathy* over time and is an excellent tool for all courses, including **Modeling Empathy** and the **Connectional Leadership** course.

Mind Your Business

This journal is great for keeping track of daily to-do lists and prioritizing them. It helps with sharpening your skills on how to mind your business. It also provides gentle reminders on being mindful and how to overcome passing thoughts of negativity and stress. This journal is highly recommended with the Mind Your Business course and the Workforce Readiness series, but it is an incredibly helpful supplement to the other courses.

ASSESSMENTS

Recommended coursevicas are discussed in depth during our exploratory consultations.

NEW

Learning Styles Awareness Assessment

The **Learning Styles Awareness Assessmen**t is an evaluation designed to help you understand your favored learning style based on various modalities such as visual, auditory, kinesthetic, reading/writing(linguistics), social, and solitary. Moreover, it will also evaluate your primary Andragogy principles operating style. It is important to note that these principles can evolve as you progress through your personal and professional growth.

Managers can leverage the results of the **Learning Styles Awareness Assessment** to provide tailored 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

By utilizing the **Learning Styles Awareness Assessment** insights, managers can create a more engaging, effective, and supportive learning environment that caters to the diverse needs of their employees. This personalized approach enhances individual performance and contributes to overall organizational growth and development.

The **Learning Styles Awareness Assessment** was developed by and is the proprietary property of TG8 LLC DBA TG8 Solutions Insight.

The Communication Indicator Assessment

This proprietary communication assessment tool is designed to assess your communication style based on 15 short questions. Each communication style has a descriptor that explains key attributes about yourself and how you work with others. Upon completing the assessment, participants will receive an email with their personal results, indicating which of the four styles they fit within. Managers will receive collective data of the complete analyzed results. This assessment is ideal for newly formed teams, teams with new managers, and teams undergoing changes or culture changes. This assessment is also recommended for organizations acquiring new organizations or new teams into their talent pool.

The results will provide insight into effective communication with others, strategies for successful collaboration, and the best approaches to navigating conflict. There is also a recommended option to work with TG8 consultants on implementing strategies based on the assessment results, along with training courses that would best benefit your organization.

The Empathy Indicator Assessment

This proprietary assessment tool consists of 21 questions designed to assess your level of *empathy* by considering four different factors. The four factors include listening empathetically, transference of understanding, emotional management, and human connection. Upon completing this assessment, participants will receive an email with their personal results, indicating a high, medium, or low score in the four areas, specifying their *empathy* levels towards people in each. Managers will receive collective data of the complete analyzed results. Critically recommended for organizations focused on building or improving internal relations and customer-centricity.

The results will provide insight into how your teams are listening to one another and their customers. The base of where your organization is with internal and external empathetic approaches to customer service. It provides insight and strategies for increasing *empathy* in listening, transference of understanding, emotional management, and human connection. There is also a recommended option to work with TG8 consultants on implementing strategies based on the assessment results, along with training courses that would best benefit your organization.

MODELS

Recommended course materials are discussed in depth during our exploratory consultations.

The SADE Model

Enhances team communication and collaboration, and helps healthily navigate and minimize conflict. It allows teams a structured guide to direct needed conversations when team communication has stalled or team members may be at an impasse thus preventing the best solutions and outcomes.

1. **Say It - Share It:** Share the problem (concern or mistake) without minimizing or exaggerating!

2. **Assess It:** Assess the impact and reinforce the positives; do not continually complain about the problems.

3. **Discuss It:** Figure out the best way to fix the problem without assuming negative intent.

4. **Execute It:** Pull your resources (*time, money, people, and the like*) to come together and function as a team.

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.

COMPANY CREDENTIALS AND MEDIA HIGHLIGHTS

TG8 Solutions Insight is a Black and Native woman-owned business that is nationally certified as an MBE and SBE, as well as a state and local HUB certification.

Certifications:

HUB (Historically Underutilized Business)

SBE (Small Business Enterprise)

Minority Business Enterprise (MBE)

TMCA Credentialed Mediator

Goldman Sachs 10,000 Small Business Alumni

NAICS Codes:

611430 - Professional and Management Development Training

541611 - Administrative Management and General Management Consulting Services

541612 - Employee Assessment Consulting Services

541990 - Mediation products or Services
(except by lawyer, paralegal officer, family and social services)

541618 - Professional Management Services

As Featured In:

Enterprise Viewpoint: E-learning Edition 2023 "Digitized Learning: Andragogy or Child's Play?"

Empathy for Squares

Go Solo Online: Kendria Taylor

Voyage Dallas: Meet Kendria Taylor of TG8 Solutions Insight

Introducing Our 2023 True Gem Ambassadors!

For more information about our services and certifications, please visit our website or contact us directly.