



Training Catalog



Peak Performance Solutions®

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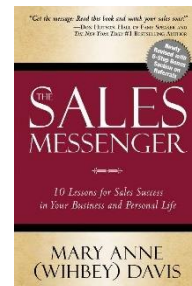
Meet the Founder

Mary Anne (Wihbey) Davis is the President and Founder of Peak Performance Solutions



Since 1994, she has been committed to “moving individuals to action” through training and advanced learning. As a respected, in-demand consultant and trainer, she has helped her international blue-chip clients achieve bottom line results with her dynamic style and expertise. She is the author of *The Sales Messenger: 10 Lessons for Sales Success in Your Business and Personal Lives* and is a sought-after guest blogger and public speaker. Her professional articles have appeared in both electronic and print business publications such as the Dallas Business Journal, Sales and Service Excellence Magazine, and TD Magazine, the official publication of the Association for Talent Development. Some of her long-term clients have been voted a “best place to work” or “fastest growing company.”

Before founding Peak Performance Solutions, Mary Anne spent 10 years as a successful sales professional with Allianz® Life of North America, consistently achieving Million Dollar Round Table results and winning performance awards. Her achievements led to her induction into the company’s Hall of Fame. She moved from sales to the corporate office as Assistant Vice President of Professional Development. There, she gained management experience and built her reputation in marketing and sales training as she conducted highly successful seminars nationwide.



Today Peak Performance Solutions has clients in every industry and offers solutions for sales, service and management teams. She has built a team of professionals to offer clients a breadth and depth of training programs and tools that are proven to move individuals to action. This allows the company to create strategic solutions for clients in the areas of sales, management, leadership and team building. Her track record shows she can partner with her clients for long-term success.

Mary Anne (Wihbey) Davis is an active member of Association for Talent Development (ATD) and Toastmasters International. She and her husband, Roy Davis, consistently achieve the prestigious Diamond Level award as a Wiley Publishing Authorized Partner in Everything DiSC® and Five Behaviors of a Cohesive Team™. They have produced four published case studies that validate the effectiveness of their work.



Company Certifications include: Women's Business Enterprise National Council (WBENC), North Central Texas Regional Certification Agency (NCTRCA), Texas Historically Underutilized Business (HUB), and Woman Owned Small Business (WOSB).

Peak Performance Solutions®

Business Training for Sales, Customer Service, Management and Leadership

If you're looking to increase employee engagement, improve retention and productivity, then look no more.

Since 1994, Peak Performance Solutions has been delivering results for its blue-chip list of clients. We create strategic solutions for our clients, and partner with them for long-term success. It's no wonder that many of our inaugural clients continue to work with us today!



Whether your team needs training in management, communication, customer service, sales, or team collaboration, we have the expertise and experience to develop the right program for your organization. We are the source for all your professional development needs. At Peak Performance Solutions, we work with independent contractor professionals who are leaders in their fields and the training industry, to ensure we are able to meet our customers' needs.

At Peak Performance Solutions, we move individuals to ***ACTION!***

References and pricing are available upon request.

If you have any questions, please contact us at 214-613-1767.

Our Unconditional Satisfaction Guarantee

We unconditionally guarantee your satisfaction for the material we deliver.

"Unconditional" means no exceptions, no special circumstances, no anything!

If you do not receive full value for what you expected, you are not obligated to pay our fee.



TABLE OF CONTENTS

Meet the Founder	2
Our Company.....	3
What Clients Are Saying	5
SALES AND SERVICE TRAINING	6
The Art of Engagement - Getting and keeping your prospects engaged	6
The Art of Skillful Negotiations.....	6
Service That Sells - Customer Service.....	7
Selling with Style - Everything DiSC® Sales – Sales and Service	7
MANAGEMENT AND LEADERSHIP TRAINING.....	7
Managing with Style - An Everything DiSC-Based Approach.....	8
The Work of Leaders	9
Basic Management Skills for Supervisors	10
Productive Conflict	10
Coaching Skills - A Six Step Process	11
Managing and Selling Change	11
FUNDAMENTAL BUSINESS SKILLS	11
Communicating with Style – An Everything DiSC-Based Approach.....	12
The Art of Influence - Business Communication.....	12
Listening for Results - Improving Listening Skills.....	13
Everything DiSC Agile EQ.....	13
The Power of Your Presence	14
Time Management	14
TEAM-BUILDING TRAINING	14
Communicating with Style for Teams – An Everything DiSC-Based Approach	15
The Five Behaviors of a Cohesive Team – Designed for In-Tact Teams	15
The Five Behaviors Personal Development – Designed for Individual Contributors	15
Collaborative Skills for Teams – Building Upon Strengths	16
CERTIFICATIONS, ACCREDITATIONS AND TRAIN THE TRAINER	16
Everything DiSC Workplace – Facilitator Certification	17
Five Behaviors of a Cohesive Team Accreditation	17
OPTIONAL SERVICES.....	18

WHAT CLIENTS ARE SAYING

Mary Anne's Professional Sales course is producing measurable results for our sales team and has from day one of her three-day course. She has equipped our sales people with practical tools that get the prospect engaged and the sales process moving forward. Our sales people are producing results. From the newest to the most experienced, they are able to successfully adopt Mary Anne's training and take their selling skills to the next level!

Mike Efting, President
Viachem, Ltd.

Mary Anne has proven to be an incredible resource to our corporation. She is able to quickly assess the room and drill down through material to make it transferable to all levels. She truly embodies what you look for in a Business Partner when she takes on a client. She is incredibly well-versed in a variety of disciplines which makes for a nice long-term relationship. I would recommend her for any organizational development need from coaching to sales or leadership training to assessments. She is always at the top of her game and is not content until she has given her very best.

Stacy Winsett, Vice President Human Resources Field Support Center and Corporate
Herc Rentals, Inc.

It was a great class that I am glad I was unable to get out of! This past week I have not had any complaints and they are getting their jobs done faster each day. Your leadership classes have not just helped me learn to be a better manager, you have also given me the opportunity and privilege to pass the knowledge down. I want to thank you both for how much you truly care about people.

Josh Fuhrer, Training Participant

I can assure you that this is THE best investment that our company could have ever made for the management group. Since returning to work after the first two-day session I have been able to approach daily tasks at a different angle and I am getting better results. With the class completed I can put all the pieces together and see what I need to do as a manager to build a better team, boost morale, motivate, direct, and ultimately lead my group through this year with success. Thank you!

Brian Sizemore, Training Participant

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SALES AND SERVICE TRAINING

We offer customization of our sales and service training to match the needs of an organization. If desired, we can provide a pre-workshop survey to establish needs, design a custom workshop to accomplish the most effective program for the customer, and then provide a post-workshop survey to measure success. We can help provide coaching options including selection and coaching tools.

The Art of Engagement - Getting and keeping your prospects engaged

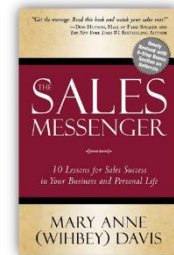
- Learning Objectives:**
- Master the steps to a sale
 - Know what sets the professionals apart from the amateurs
 - Strategically plan for each customer interaction
 - Manage time in a way that focuses on performance and results
 - Communicate effectively with prospects and existing clients
 - Build long-term customer relationships through consultative selling
 - Welcome objections, questions and concerns versus fear them
 - Maintain a competitive advantage

Description: Ideal for all levels of sales professionals in all industries. Participants will learn how to communicate their company's unique advantage, sell value over price and build a lifetime rapport that will minimize the impact of concerns, questions and objections.

Benefits: Practical training that will fit into your existing selling system and help take your team to the next level. Guaranteed to separate your sales representatives from the competition while increasing their productivity and reducing the stress that goes with selling.

Suggested Length: 6 hours to 3 full days. Follow up session recommended.

To obtain your copy of *"The Sales Messenger, 10 Lessons for Sales Success in Your Business and Personal Lives"* go to Amazon.com or the audio book can be found on Audible.com.



The Art of Skillful Negotiations

- Learning Objectives:**
- Enhance skills to create a "win-win" experience
 - Define difference between negotiating and selling
 - Negotiate contracts, purchases and deals
 - Explain to a longtime client why things are changing
 - Communicate value versus price in negotiations
 - Refine professional communication skills
 - Selling the "No"

Description: Participants learn what it takes to win in today's business environment. This includes knowing the difference between negotiating and selling as well as the traits of great negotiators. Six essential steps of the negotiation process are discussed and plans for successful implementation of strategies learned are made. These steps include: Knowing products/services, researching customer, preparing for meeting, transitioning, negotiating, communicating effectively, and closing.

Benefits: Your sales or service staffs learn to set limits for the negotiation encounter by knowing your business as well as products and services the customer needs for a successful encounter.

Suggested Length: 6 hours to 2 days.

Service That Sells - Customer Service

- Learning Objectives:**
- Convey professionalism throughout the encounter
 - Communicate respectfully and effectively
 - Calm the upset customer
 - Barriers to listening and improving listening effectiveness
 - Suggestively sell other services and products
 - Reduce the comment, "Let me talk to your Supervisor"

Description: Introduces the communication skills necessary to develop trust with customers. These skills may be applied to external as well as internal customers. Participants will develop interpersonal skills that enable them to build long-term customer relationships, increase sales (if applicable) and lessen customer complaints. Examine time-tested customer service skills and be able to demonstrate them in a way that facilitates understanding, excitement and results.

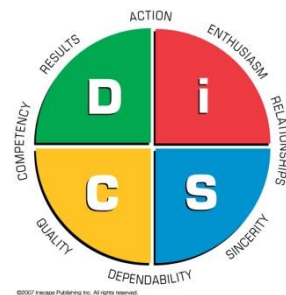
Benefits: You will retain more customers by equipping your team with communication skills that allow them to display competence and professionalism as they deliver exemplary service. Your employees will learn how to make every customer feel like a valued client and increase call-to-close ratios.

Suggested Length: 6 hours to 3 days.

Selling with Style - Everything DiSC® Sales – Sales and Service

- Learning Objectives:**
- Increase sales effectiveness by learning the basics of human behavior
 - Recognize personal selling style, strengths and challenges
 - Have a process for reading the styles of customers
 - Understand how each style approaches the buying process
 - See what motivates each style to take action on an idea or offer
 - Utilize strategies and words to adapt personal behavior
 - Increase customer satisfaction scores

Description: Better communication equals improved sales relationships. Learn how to adapt to assist the wide range of customer styles in order to connect quickly and communicate effectively. Attendees learn to adapt presentations and discussions to meet the buyer's needs and preferences using DiSC®. The DiSC Sales Map and selling profile reveals each participant's sales style, priorities, strengths, and challenges. Participants learn to recognize and understand customers' buying styles and, most importantly, how to make sales presentations based on the communication preferences of the prospect. At the end of this session, participants will have an awareness that allows them to bridge gaps and increase effectiveness.



Benefits: This time-tested new generation DiSC program assists your sales and service professionals to connect quickly with the wide range of customer personalities. This approach will increase your sales and create more customers that last a lifetime.

Suggested Length: 4 hours to 1 day.

MANAGEMENT AND LEADERSHIP TRAINING

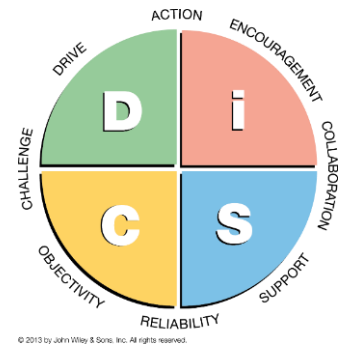
We often can customize our management and leadership training to meet the culture and needs of an organization. We can help you create your own version of a Leadership Academy or create training curriculum through consultation that combines a series of courses from our catalog or via a combination with training from us and what you may already offer in-house.

Managing with Style - An Everything DiSC-Based Approach

- Learning Objectives:**
- Learn one's personal management style based on this time proven model
 - Identify priorities, strengths and challenges as they relate to management and the DiSC Model of behavior
 - Ability to direct and delegate by style
 - Create a motivating environment that engages employees
 - Have strategies to adapt communications and address conflict
 - Help individuals work better with their own manager

Description: Managers can empower and energize their teams, or they can create frustration, confusion or even paralysis. Managers discover how others may respond to their style. Participants receive the tools they need to coach and develop competent, motivated employees by gaining a deeper understanding of individual strengths and challenges.

Everything DiSC® Management model uncovers management strengths and challenges when directing and delegating one-on-one, by learning how DiSC styles influence how other people are motivated. Managers will gain knowledge of their natural styles of developing others, as well as influencing and communicating effectively with their managers by meeting their DiSC needs and preferences.



Benefits: This gives your managers a safe, fun way to understand the impact that their behavior has on others. Your managers achieve increased management effectiveness by using **personalized learning** to help develop their management styles.

Suggested Length: 4 hours to 1 day



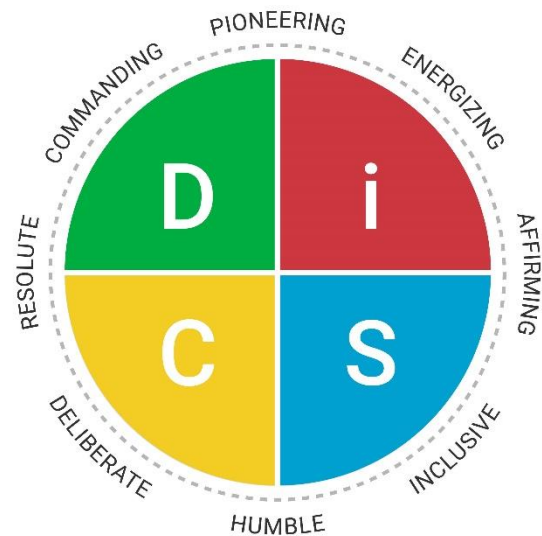
The Work of Leaders

- Learning Objectives:**
- Identify the role of a leader and the work it takes to gain willing followers
 - Learn your natural strengths as compared to best practice behaviors
 - Develop skills to create a vision, align team members and execute
 - Create an action plan as to how to leverage your strengths and minimize blind spots

Description: Using the framework of Vision, Alignment, and Execution, Work of Leaders encourages leaders to understand their own leadership behaviors and how they impact their effectiveness. Work of Leaders stimulates fresh conversations and perspectives regardless of the leader's knowledge or experience. Opportunity for leaders at all levels of learning to take action with personalized tips and strategies that give clear direction and are easy to apply. Everything DiSC® Work of Leaders approaches leadership as a one-to-many relationship, as opposed to the one-to-one relationship explored in Everything DiSC Management. It focuses on tangible steps directed at leading a group or team.

Benefits: This training helps you identify your primary leadership dimension (whether you are a Pioneering, Energizing, Affirming, Inclusive, Humble, Deliberate, Resolute, or Commanding leader) so you understand the psychological drivers, motivations and “blind spots” characteristic of your leadership style. During the training you will reflect on what really matters most in your leadership development right now and identify the dimension(s) in which you'd like to grow, as well as learn leadership lessons to help you get there. You will have a pictorial representation of what your leadership teams' strengths and challenges are in the model and concrete steps to move forward effectively.

Suggested Length: 6 hours up to 2 days



Basic Management Skills for Supervisors

- Learning Objectives:**
- Own the responsibilities that go with the role
 - Create a Supervisor mindset
 - Develop leadership expectations and attitudes
 - Fundamental application of skills including problem solving, decision making, motivating, delegating, championing change
 - Learn how to communicate effectively with team members and employees
 - Create a hunger for learning

Description: Learn the top reasons for and against being a supervisor. Becoming a new supervisor means added responsibilities, different challenges and unique rewards. The opportunity to delve into real-world situations and gain the required insight to jumpstart a successful supervisory role is provided. Supervisors will learn essential core management skills: leadership and coaching; decision making and problem solving; process improvement, as well as motivating oneself and others. Additionally, participants become skilled at successful communication and delivery of feedback.

Benefits: Demonstrates the set of skills a manager needs to be most effective, explains the importance of becoming proficient at planning, communicating, coaching, decision making, and problem solving. This training provides them with the confidence to handle new interactions with the right responses. This offers these skills in an easy-to-understand and easy-to-apply methodology that helps your supervisors to reach their full potential.

Suggested Length: 90 minutes to 3 hours.

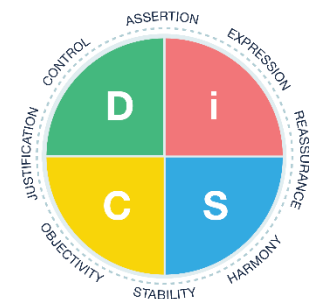
Productive Conflict

- Learning Objectives:**
- Awareness of what happens to people under pressure
 - Manage adversity and avoid blame
 - Strategies for hearing all sides of an issue
 - Behaviors to avoid when in conflict
 - Identify a team list of acceptable and unacceptable behaviors
 - Identify strategies for successful resolution
 - Ability to have tough conversations

Description: Working with difficult people can be one of a manager's biggest headaches. People oftentimes come across as "difficult" because they handle conflict differently. In fact, others' approaches to conflict can often seem counterproductive, confusing, or even bizarre. Participants learn how and why different people become threatened and discover skills for relating more effectively with people of all styles. We will use the Everything DiSC® productive conflict online assessment tools and group reports as a direct way to understand the different fears that drive much of the conflict and resistance they see

Benefits: With this training, your managers learn their own personal approach to handling conflict and have formal strategies to address conflict in the workplace. They will have tools to help their team members work effectively through conflict, creating a culture where peers are comfortable having tough conversations.

Suggested Length: 3 hours to 1 day.



Coaching Skills - A Six Step Process

- Learning Objectives:**
- Own the role of a coach
 - Motivate employees to peak performance
 - Apply six formal steps for an effective coaching meeting
 - Deliver performance feedback and ensure accountability of team members
 - Inspire and encourage your superstars to reach high levels

Description: You learn how to adapt your natural DiSC style as you are developing team members through coaching and effective communication. Increase your understanding of how effective teams work together on tasks and relationships. Skills necessary for performance feedback and coaching are discussed. A Six Step Process for confidently delivering feedback and coaching employees is shared and discussed.

** Participants receive a copy of the book *Monday Morning Leadership*.



Benefits: Your managers will learn how to set up a coaching meeting, get agreement on problems and solutions, and secure commitment from their employees.

Suggested Length: 4 hours to 1 day.

Managing and Selling Change

- Learning Objectives:**
- Managing the impact of change in the workplace
 - Successful managers and employees lead people through changes
 - Find the positive and sell the good

Description: One of the hardest parts of managing change is getting people to go along with it. It is often shown that only 5% of people will support the change initially. To sell change, leaders must be able to engage and connect with people in the organization through good communication skills and trust building, while personally walking the talk that promotes changes in behavior and processes. We use the parable and create discussion from the best-selling book, *Who Moved My Cheese*. This training includes exercises to prepare your leaders to help themselves and others through change.

Benefits: Training benefits to your organization include increased understanding of the change process and people's possible emotional reactions to it, learning to handle resistance and stress, as well as how to navigate yourself and your team through change.

Suggested Length: 3 hours to 1 day.

FUNDAMENTAL BUSINESS SKILLS

Fundamental skills are those that may be beneficial to most employees, no matter their position within the company. Customized programs involving key elements from these courses may be developed upon customer request. To plan a customized solution, determine which courses you may need, schedule a meeting to discuss options and we will build a proposal.

Communicating with Style – An Everything DiSC-Based Approach

- Learning Objectives:**
- Increase engagement with the Everything DiSC® model of human behavior
 - Improve morale and individual energy level of each team member
 - Adapt communication style for interpersonal effectiveness

Description: Even if you've been through DiSC training before, you will be in for a treat with this new generation program. This workshop helps participants with self-understanding of behavior and provides a non-judgmental language for exploring performance issues across primary style quadrants: Dominance, Influence, Steadiness, and Conscientiousness. Using DiSC behavioral styles as the foundation, participants gain useful and immediate feedback designed to help them and their organization build more productive teams, develop more effective employees, and reduce interpersonal conflict. Everything DiSC Workplace online assessment tools and reports are utilized.



Benefits: Understanding behavioral styles in communication can increase employee productivity, interpersonal effectiveness and efficiency, which can result in greater insights, success and profitability.

Suggested Length: 3 hours to 1 day.

The Art of Influence - Business Communication

- Learning Objectives:**
- Build relationships that last a lifetime
 - Know the impact of the written and spoken word
 - Get your message heard and acted upon in a non-threatening manner
 - Gain credibility in the workplace

Description: Assists individuals with their everyday tactical communication skills that get and keep people engaged. The four forms of endorsement and how they impact our everyday communications and relationships with internal or external customers is discussed. Cross-generational issues in communication are presented. Human laws of interaction including the rules that will stand the test of time such as the difference between the Golden Rule, the Platinum Rule and reciprocity in communication are reviewed. Participants discover ways to build rapport to last a lifetime, learn ways to influence people and build credibility.

Benefits: Eighty-five percent of job success is based on people skills. Business etiquette today is more than just the professional way you interact with people – it is the key to moving people and processes forward.

Suggested Length: 4 hours to 1 day.

Listening for Results - Improving Listening Skills

- Learning Objectives:**
- Increase retention by making employees feel heard
 - Adapting listening approach to match the situation
 - Increase innovation and keep your company competitive by tapping into the thoughts of all employees
 - Action planning with strategies for improving skills

Description: Participants recognize the importance of developing good listening skills by reflecting on their past listening experiences. The five different approaches to listening and the specific characteristics of each approach are discussed. Using a Personal Listening Profile, participants will identify their most natural listening approach, explore their strengths and challenges as listeners and practice modifying their listening approaches to meet the situation. Attendees will create action plans designed to improve their ability to communicate effectively using the different approaches.

Benefits: Your organization will benefit from better listening to improve communication and reduce misunderstandings.

Suggested Length: 3 hours to 1 day.

Everything DiSC Agile EQ

- Learning Objectives:**
- Understand how your emotions shape your interactions
 - Ability to respond and adapt appropriately based on the person and situation
 - Create healthy situations and interactions in diverse contexts
 - Maintain a focus on the goal and guide your interactions

Description: As people today take on change by the minute and with tasks coming at them at a rapid pace, the need for agility in behavior and communication is critical to a company's competitive edge. In this program, we will review eight Agile EQ mindsets. The goal is to help each individual call on that mindset, when and where it is needed. Using a personal EQ assessment, the individual will learn what comes most natural to them and recognize which mindsets are a stretch, as it measures how much effort it may take to adapt. This course provides personalized strategies as to why and how to apply these principles. This program is powered by Everything DiSC, which is a new generation of behavior-based assessments. This is the latest application-specific product offered through Wiley

Benefits: Employees will be able to work at a faster pace with less stress. They will learn how to statically adapt and be more effective selling ideas, delegating tasks and reducing workplace stress and conflict.

Suggested Length: 3 hours to 1 day.

The Power of Your Presence

- Learning Objectives:**
- Make a powerful presentation to internal or external customers
 - Learn the best practices of speaking in front of groups
 - Know how to engage an audience and “keep them engaged”
 - Sell ideas, transfer information, and reduce confusion
 - Use PowerPoint to make a point, not be the point

Description: Presentation skills are imperative to business success, regardless of audience size, setting or venue. Participants discover that appearance counts, how to assess the needs of their audience, and how to read audience positive and negative non-verbal communications and to create a favorable, lasting impression. Attendees will also be able to identify the characteristics of great presenters, acknowledge personal challenges, and create a winning presentation every time. If allotted two days, we will video tape participants and give them one-to-one feedback.

Benefits: Your employees are your brand. Do they convey how you want to be known in the market? This course is practical for leaders, sales reps and anyone else who interfaces with customers. At the end of this session, your team members will make the most out of business presentations. They will learn to sell ideas, manage change, deliver bad news, all with confidence and conviction.

Suggested Length: 3 hours to 1 day.

Time Management

- Learning Objectives:**
- How to set goals and priorities
 - Add minutes into your day
 - Stop over-committing and under-performing
 - Leverage production time
 - Focus on the Key Result Areas (KRA's)
 - Decrease stress level and increase productivity

Description: Participants will gain an understanding of the relationship of goals, planning, analyzing and prioritizing for time management and identify their personal time wasters. Strategies and tools for improving time management and scheduling are discussed. Using the Time Mastery Profile® in training helps people assess their time management effectiveness and create a personal plan for improving skills in key areas.

Benefits: The pressure to find innovative ways to achieve goals, stay ahead of the competition, respond quickly to customer needs, and enjoy life outside of work is increasingly intense in today's less structured, information-driven workplace. If your employees need to learn to meet the daily challenges of managing professional and personal responsibilities, then you need to give them a learning strategy that focuses on individual needs.

Suggested Length: 3 hours to 1 day.



TEAM-BUILDING TRAINING

We strive to go beyond the basic team training and help our customers to truly build the type of teams that fit their needs. Contact us if you wish to build a customized program based on any grouping of courses from this catalog along with explaining to us your specific needs.

Communicating with Style for Teams – An Everything DiSC-Based Approach

- Learning Objectives:**
- Increase effectiveness in the workplace
 - Learning to leverage strengths of each team member
 - Creating the balanced team
 - Increase workplace engagement
 - Reduce workplace stress

Description: Gain useful and immediate feedback designed to help participants and their organizations build teams that are more productive, managers and leaders that are more effective, and reduce interpersonal conflict. Utilizing the Everything DiSC assessment tools and group reports, participants gain self-understanding of behavior. A non-judgmental language for exploring performance issues is provided across four primary dimensions: Dominance, Influence, Steadiness, and Conscientiousness.

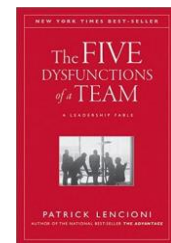
Benefits: When your team members understand behavioral styles of themselves and others, it can increase productivity, interpersonal effectiveness and efficiency – which can result in greater insights, success and profitability.

Suggested Length: 3 hours to 1 day.



The Five Behaviors of a Cohesive Team – Designed for In-Tact Teams

- Learning Objectives:**
- Increase trust levels by learning to be vulnerable
 - Engage in conflict around ideas and issues (not people)
 - Make better and faster decisions
 - Eliminate confusion and politics
 - How to hold a peer accountable for their commitments
 - Keeping a team focused on the common goal



Description: Based on Patrick Lencioni's bestselling book *"The Five Dysfunctions of a Team,"* this program helps teams to have real discussions designed to move them forward. For a team to be truly effective they must have an advantage and they must overcome the five dysfunctions many teams will experience. To gain this advantage, teams must learn to trust through honesty, effectively use conflict based on ideas, not personality, offer opinions so they can commit and be accountable to team efforts, and focus on getting better results.

Benefits: When your team members understand the behaviors expected of them, they become a more productive, high-functioning team. The team should make better and faster decisions, get input from all, and avoid wasted time on politics and confusion.

Suggested Length: 2-3 days with suggested follow-up.

The Five Behaviors Personal Development – Designed for Individual Contributors

Learning Objectives:

- Create best practice behaviors for teamwork
- Learn the power of vulnerability-based trust versus predictive
- Know how to have healthy productive conflict with teammates
- Ensure team members feel valued and heard so they fully commit to a decision
- Help to foster peer to peer accountability versus “telling the boss” or grumbling and complaining
- Achieve results in a collaborative manner where everyone feels respected

Description: Based on the model in the best-selling book by Patrick Lencioni, this program teaches individuals the behaviors that foster productive, collaborative teamwork. Within the course is a personal assessment and activities based around Trust, Conflict, Commitment, Accountability and Results. The course is rich in discussion and various activities throughout.

Benefits: Individuals will model the best practice behaviors, strengthen their role in team and learn to foster behaviors that can permeate positively throughout the organization and influence the culture in a positive way.

Suggested Length: One Day

Collaborative Skills for Teams – Building Upon Strengths

- Learning Objectives:**
- Play to the strengths of team members
 - Uncover hidden talents of each team member
 - Reduce stress and increase energy
 - Match individual strengths with team roles
 - Strategies for collaboration and open dialogue
 - Apply the Z Process for projects and innovation

Description: Participants discover four distinct team roles, identify which team role they are most comfortable using, and learn the four stages of team projects. Provide strategies for maximizing individual contributions, resulting in highly productive, efficient, and cohesive teams. Team members learn to identify their strengths and challenges, while exploring how team members can work together more productively by tapping these strengths and contribute to the overall success of the team.

Benefits: Helps your organization build team unity, foster innovation, shorten project cycle time and reduce conflict. This training provides organizations with keys to building collaborative, effective teams by teaching participants the need for different team roles and exploring how various roles communicate, manage time, and manage priorities. Your organization will benefit from having teams that are more productive, higher employee satisfaction and fewer turnovers.

Suggested Length: 4 hours to 1 day.

CERTIFICATIONS, ACCREDITATIONS AND TRAIN THE TRAINER

Are you looking to certify your trainers and HR Professionals in delivering first class programming? We offer Everything DiSC Workplace Certification, The Five Behaviors of a Cohesive Team Accreditation as well as Certification for our Sales Training. Train the Trainer is offered for all our programming.

Everything DiSC Workplace – Facilitator Certification

- Learning Objectives:**
- Deepen knowledge about the theory and research behind Everything DiSC
 - Experience the Everything DiSC Workplace profile with real-world applications
 - Develop expertise working with a variety of Everything DiSC assessment tools including Comparisons, Group Culture and Team Reports
 - Ability to train, coach and integrate Everything DiSC into the fabric of an organization

Description: The program is offered in person over two days or online. There is required pre-work using a personalized web portal and the course work is full of activities as to what makes Everything DiSC different than any other DiSC and its relevance to one's specific goals or challenges in their workplace. A certification exam is completed within three days of the course ending. If you have multiple participants, we can bring this program to your location.

Benefits: Everything DiSC has been proven to increase employee engagement and enhance a culture. Participants will have formal strategies as to how they can use these tools to begin making a difference. Change the way people feel about their co-workers and you change the way they feel about their work.

Five Behaviors of a Cohesive Team Accreditation

- Learning Objectives:**
- Increase knowledge and expertise in delivering all modules within *The Five Behaviors of a Cohesive Team* program
 - Gain a deeper understanding of the Five Behaviors model and the underlying foundations that help build effective, collaborative and cohesive organizational teams
 - Foster rich discussions between team members
 - Help a team break down barriers and build bridges
 - Experience *The Five Behaviors of a Cohesive Team* assessment and *Annotated Team Report* applying real-world scenarios to practice events

Description: Offered online only, this interactive program is led by Wiley professionals. In this course, participants will learn how to foster tough conversations using a proven concept around the Five Behaviors Model. They will learn how to deliver this in a modular format or a multi-day course. This is a five-week course of self-directed and instructor-led work (approximately 3-4 hours of self-directed work per week). Upon successful completion of the course and passing the final exam, participants will be granted *Accreditation of The Five Behaviors of a Cohesive Team Facilitator* with the Accreditation remaining valid for two years. There are weekly 90-minute live collaborative, instructor-led, webinar sessions, access to online learning resources, active knowledge checks and teach back sessions to help participants assess how well they understand the content and to improve learning and retention.

Benefits: The facilitator will be prepared to facilitate difficult conversations, manage emotions and utilize a program that has been changing the way people work together.

Contact us for information on our Sales Training Certification and other Train the Trainer offerings.

OPTIONAL SERVICES

Customization – In addition to our facilitated training options, we can help your organization develop specific training workshops or plan curriculums. One of our popular programs has been helping companies to establish a leadership academy. Give us a call if you would like to discuss custom training options.

Webinars – We offer webinars on various topics to allow our clients' employees to attend training without having to travel. Check our website for a list of currently available webinars or send us an email with requests to develop a topic to meet your requirements.

Certifications and Accreditations – We offer formal Everything DiSC Certification both online and in person, as well as the accreditation program for the Five Behaviors of a Cohesive Team.



Keynotes – Mary Anne is no stranger to motivating large audiences and she is known for her engaging, dynamic speaking style. Leveraging her entrepreneurial skills and platform presence, she brings much needed insight and motivation to teams. Whether you are looking for an engaging way to encourage your sales or workforce teams, or provide insights from a woman-to-woman perspective on business, or helping people to simply maintain the right attitude in a world that does not always feel right, Mary Anne promises your people will walk away from her delivery with a motivated spirit and a can-do attitude. Check our website for a list of currently available keynotes or send us an email with requests to develop a topic to meet your requirements.

Hiring and Competency Based Assessments – Using the latest generation of competency-based assessments, we can help you ensure you are hiring tough so you can manage easy. These assessments can also be used for coaching and succession planning.

Professional Coaching – Research has proven there is a dramatic increase in productivity when professional coaching is implemented for managers, leaders and sales professionals. We contract with some of the best certified coaches in the industry. We will work with you to find the right coach that fits your professional development needs as well as culture.

Read to Succeed – We have been instrumental at helping individuals at all levels recognize the value of reading. We partner with several publishers offering you and your teams relevant business books and other resources to make professional development a way of life.

Facilitation Kits and Train the Trainer – In addition to the training we facilitate, we have many turnkey training kits and offer Train the Trainer programs for many of our offerings. Check out our online store or view the flyers on our website for more information.

Before you call someone else, please ask us if we can provide or find you what you need. At Peak Performance Solutions we keep our “ear to the ground” to find out what is most effective in the world of learning and development. We continually do this in order to be the best resource for our customers.





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Everything DiSC® is the third generation of DiSC products. These applications combine online assessments, classroom facilitation, and post-training follow-up reports to create powerful, personalized workplace development programs. Everything DiSC® options include: Workplace, Sales, Management, Work of Leaders and 363 for Leaders. DiSC is a simple, powerful model of human behavior – helping you to understand yourself and others better



The Five Behaviors of a Cohesive Team™ helps professionals and their organizations discover what it takes to build a truly cohesive and effective team. The Five Behaviors survey, which provides both individual and team feedback, is grounded in the model described in The Five Dysfunctions of a Team, the internationally best-selling leadership fable by Patrick Lencioni. With this easy-to-use survey, you will learn how your teams score on the key components of the Five Behaviors of a Cohesive Team™ Model: Trust, Conflict, Commitment, Accountability, and Results.

