

EXHIBIT C
General Services Administration
Federal Supply Service

AUTHORIZED
FEDERAL SUPPLY SCHEDULE
PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: GSAAdvantage.gov.

THE Ken Blanchard[®]
COMPANIES

Instructor-Led & Web-Based Training
FSC Group 874
PROFESSIONAL SERVICES SCHEDULE (PSS)

Contract Number: GS-02-F-0154U

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period: September 24, 2018 – September 23, 2023

Blanchard Training and Development, Incorporated
d.b.a. The Ken Blanchard Companies
125 State Place
Escondido, CA 92029
800-728-6000 (phone)
760-489-8407 (fax)
www.kenblanchard.com

The Ken Blanchard Companies is a Large Business.

Free GSA Schedules training is available by accessing the Center for Acquisition Excellence at www.gsa.gov/centerforacquisitionexcellence

CUSTOMER INFORMATION

DESCRIPTION	RESPONSE
1a. Special Item Numbers (SIN) awarded: SIN 874-1 Executive Coaching SIN 874-4 Instructor-Led Leadership and Management Training Course Descriptions SIN 100-03 Ancillary Leadership and Management Training Support Materials Description	Pages 5-7, 10-17
1b. Lowest priced model number and lowest unit price: Self Leadership Online Overview	\$38.29
1c. Hourly rates, description of all corresponding commercial job titles, experience, functional responsibility and education for types of employees or subcontractors who will perform services.	Page 5
2. Maximum order	\$1,000,000
3. Minimum order	\$100
4. Geographic coverage	Domestic Delivery – United States 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington D.C., and U.S. Territories
5. Point of production	Escondido, CA, San Diego County
6. Discount from list prices or statement of net price	Prices shown in price list are net
7. Quantity Discounts	Volume discounts available – Page 5
8. Prompt payment terms	Net 30 days
9. Government commercial credit cards are accepted at or below the micro-purchase threshold	Yes
10. Government commercial credit cards are accepted above the micro-purchase threshold	Yes
11. Foreign items (list items by country of origin)	None
13a. Time of delivery	Standard orders are shipped by ground delivery within 48 hours of order receipt. Please allow 10-12 working days for CONUS deliveries unless otherwise noted.
13b. Expedited delivery	Available at additional expense Contact your Blanchard Client Partner for rates
13c. Overnight and 2-day delivery	Available at additional expense Contact your Blanchard Client Partner for rates
13d. Urgent requirements	Contact your Blanchard Client Partner to affect the fastest delivery possible.

DESCRIPTION	RESPONSE
14. F.O.B. point	Destination Products shipped from 125 State Place, Escondido, CA 92029
15a. Ordering address	The Ken Blanchard Companies 125 State Place, Escondido, CA 92029
15b. Ordering procedures	Order by fax: 760-839-8110 or by phone: 760-489-5005
16. Payment address	The Ken Blanchard Companies, Attn: Accounts Receivable 125 State Place, Escondido, CA 92029
17. Warranty Provision	All products carry a guarantee against any defect in craftsmanship for 6 months from the date of receipt.
18. Export packing charges	N/A
19. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level)	In accordance with government commercial credit card program guidelines.
20. Terms and conditions of rental, maintenance, and repair (if applicable)	N/A
21. Terms and conditions of any other services (if applicable)	N/A
22. List of service and distribution points (if applicable)	N/A
23. List of participating dealers (if applicable)	N/A
24. Preventive maintenance (if applicable)	N/A
25. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)	Blanchard has instituted numerous environmentally friendly practices including: -maintaining a dedicated recycling center at its headquarters that includes paper, cardboard, glass, plastic, aluminum, and e-waste recycling; -using 30% recycled paper in its offices and print training materials; -for many custom clients, abstaining from producing plastic laminated covers for workbooks and other training materials; -giving employees the opportunity to donate time and money to their favorite environmental causes through a company-sponsored Ambassador Program and Give-Back Program.

DESCRIPTION	RESPONSE
	Blanchard's global headquarters has received multiple prestigious <i>Outstanding Contribution for Paper Recycling</i> awards by Green Way Enterprises, for its corporate-wide paper recycling program.
26. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contractor's website or other location). The EIT standards can be found at www.Section508.gov	N/A
27. Data Universal Number System (DUNS) Number	03-858-2714
28. Registration in Central Contractor Registration (CCR) database	Blanchard is registered.

PROPOSED

PRICING

GSA Labor Rates and Job Descriptions – SIN 874-1

Executive Coaching - \$562.19 Hourly Rate

Through a one-to-one relationship with a hand-selected Blanchard coach, executives are able to learn and more importantly practice new behaviors and strategies that will benefit themselves and their agency. Executive Coaching is a flexible process designed to accommodate the needs of your busy executives who have constantly changing demands. We typically recommend a coaching package that includes six months of coaching for the individual, up to two hours of telephone coaching per month with one face-to-face meeting. Our Executive Coaches hold master's and/or doctorate degrees, and all have been certified by the International Coach Federation, an accredited coach-training program. Industry-wide best practices suggest that four or more executive coaching sessions are needed for high-impact.

Volume Discounts – We will offer an additional 5% discount over the price for volume orders totaling over \$100,000.

PROPOSED

INSTRUCTOR LED TRAINING COURSES – SIN 874-4

SIN	COURSE TITLE	COURSE LENGTH	MIN/MAX PARTICIPANTS	PRICE/EACH ADD'L PARTICIPANTS OVER 12	PRICE
874-4	Blanchard Management Essentials®	1 day	12/24	\$155.16	\$4,412.85
874-4	Building Trust	½ day	12/24	\$90.68	\$3,606.85
874-4	Challenging Conversations	½ day	12/24	\$63.47	\$3,280.42
874-4	Coaching Essentials® w/ SLII® Job Aid	1 day	12/24	\$184.37	\$4,731.22
874-4	DISCovering Self and Others	1 day	12/24	\$105.74	\$3,787.60
874-4	First-time Manager™	1 day	12/24	\$175.81	\$4,628.46
874-4	Giving Feedback	1 day	12/24	\$63.47	\$3,280.42
874-4	Leading People Through Change®	2 days	12/24	\$244.82	\$7,975.37
874-4	Legendary Service®	1 day	12/24	\$151.13	\$4,332.25
874-4	Listening	½ day	12/24	\$99.74	\$3,280.42
874-4	Optimal Motivation®	1 day	12/24	\$222.15	\$5,184.60
874-4	Self Leadership	1 day	12/24	\$99.74	\$3,280.42
874-4	Team Leadership	1 day	12/24	\$203.52	\$4,960.93
874-4	The SLII Experience™ - 2-day Design	2 days	12/24	\$336.00	\$9,069.52
874-4	The SLII Experience™ - 1-day Design	1 day	12/24	\$264.97	\$5,698.42
874-4	The SLII Experience™ Public Workshop	2 days	1/24	\$1,813.75	\$1,813.75 (per person)
874-4	The SLII Experience™ T4T Public Workshop*	3 days	1/8	\$2,770.88	\$2,770.88 (per person)

Prices include participant materials and instructor fees for minimum number of participants. Prices do not include travel, lodging, and meals.

*The SLII Experience™ Public Workshop must be completed prior to attending The SLII Experience™ T4T Public Workshop.

TRAINING COURSES SUPPORT MATERIALS – SIN 100-03

SIN	DESCRIPTION	PRICE
100-03	Blanchard Management Essentials® Facilitator Kit - Electronic	\$473.53
100-03	Blanchard Management Essentials® Facilitator Kit - Paper	\$664.86
100-03	Blanchard Management Essentials® Participant Kit*	\$155.16
100-03	Building Trust Facilitator Kit - Electronic	\$358.17
100-03	Building Trust Facilitator Kit - Paper	\$569.24
100-03	Building Trust Participant Kit*	\$90.68
100-03	Building Trust Online Overview	\$48.36
100-03	Challenging Conversations Facilitator Kit -Electronic	\$358.17
100-03	Challenging Conversations Participant Kit	\$63.47
100-03	Coaching Essentials® w/ SLII® Job Aid Facilitator Kit – Electronic	\$473.53
100-03	Coaching Essentials® w/ SLII® Job Aid Facilitator Kit – Paper	\$664.95
100-03	Coaching Essentials® w/ SLII® Job Aid Participant Kit*	\$184.37
100-03	DISCovering Self and Others Participant Kit**	\$105.74
100-03	First-time Manager™ Facilitator Kit - Electronic	\$445.32
100-03	First-time Manager™ Facilitator Kit - Paper	\$646.82
100-03	First-time Manager™ Participant Kit*	\$175.81
100-03	Giving Feedback Facilitator Kit	\$358.17
100-03	Giving Feedback Participant Kit	\$63.47
100-03	Leading People Through Change® Facilitator Kit - Paper	\$952.09
100-03	Leading People Through Change® Participant Kit*	\$244.82
100-03	Legendary Service® Facilitator Kit - Electronic	\$473.53
100-03	Legendary Service® Facilitator Kit - Paper	\$664.86
100-03	Legendary Service® Participant Kit*	\$151.13
100-03	Listening Facilitator Kit - Electronic	\$358.17
100-03	Listening Participant Kit	\$99.74
100-03	Optimal Motivation® Facilitator Kit - Electronic	\$473.53
100-03	Optimal Motivation® Facilitator Kit - Paper	\$664.86
100-03	Optimal Motivation® Participant Kit**	\$222.15
100-03	Self Leadership Facilitator Kit - Electronic	\$471.51
100-03	Self Leadership Facilitator Kit – Paper	\$664.86
100-03	Self Leadership Participant Kit*	\$99.74
100-03	Self Leadership Online Overview	\$38.29
100-03	Self Leadership Online Program	\$68.01
100-03	Team Leadership Facilitator Kit (Electronic)	\$473.53
100-03	Team Leadership Facilitator Kit (Paper)	\$664.86
100-03	Team Leadership Participant Kit*	\$203.52
100-03	Team Leadership Online Overview	\$48.36
100-03	Teaming and Collaboration Online Overview	\$48.36
100-03	The SLII Experience™ Online Overview	\$68.01
100-03	The SLII Experience™ Online Program	\$176.82
100-03	The SLII Experience™ - 2-day Design Participant Kit**	\$336.00
100-03	The SLII Experience™ - 1-day Design Participant Kit**	\$264.97

***When purchasing these materials, it is highly recommended that internal trainers attend Blanchard approved Training for Trainers' (T4T) Course.**

****Must attend a Blanchard approved T4T course in order to purchase these materials.**

THE KEN BLANCHARD COMPANIES

Leading Training and Development Expert

The Ken Blanchard Companies (Blanchard) is recognized as one of the world's leading training and development experts. We have over 35 years training millions of the world's best managers, managers who know how to bring out the best in their people and create great places to work and deliver real bottom-line results.

Process That Creates Lasting Behavior Change

Blanchard helps leaders and organizations lead at a higher level. Blanchard helps leaders at all levels develop self-insight and competence in their leadership roles. Our groundbreaking thinking and memorable learner experiences create lasting behavioral change that has measurable impact on the organizations with which we work—agencies, departments, and offices that wish to develop leadership capacity, improve workplace cultures, drive organizational change and strategic alignment, and become high performing organizations.

Proven Research-Based Content

Our leadership and management training models have been developed and tested for more than 35 years. Our scholarly research enables us to continuously update our content. Ken Blanchard and his co-authors have sold more than 19 million copies in 27 languages. In addition to reflecting the most current leadership thinking, our training solutions have been shown to provide effective results in the workforce. Assessments are thoroughly researched and tested by our staff of professionals and are valid, reliable instruments. As the innovator of the world's most widely used leadership model, SLII®, we offer proven programs based on current research and the latest thinking from our expert consulting network including:

Experienced, Qualified Team

Our highly experienced staff of learning and delivery experts, design professionals, and thought leaders have worked successfully with more than 10,000 organizations around the world in both the commercial and public sectors.

Your Training Solutions Delivered

Supported by years of behavioral research and first-hand experience training millions of managers, our innovative leadership development programs create flexible experiences that will transform organizations and leaders.

Coaching: Blanchard's certified coaches work one-on-one with your executives, managers, or team members to reinforce transfer of learning or to reinforce leadership development, relationship-building, problem-solving, and management skills.

Custom Design: Blanchard can customize your learning solutions specifically to your business or industry (e.g., adjust program design, customize training materials, modify delivery method).

Awards and Recognitions

- March 2019 Training Industry Inc. announced Blanchard as one of the 2019 Top Training Companies™ for the leadership sector of the learning and development market
- November 2018 Blanchard awarded Top Workplace honor by the San Diego Union-Tribune
- 2016 Silver Stevie Winner: First Time Manager: Best New Product or Service of the Year
- Blanchard Selected as One of the Best Places to Work in San Diego
- Ken Blanchard inducted into Amazon.com's Hall of Fame as a Top 25 Best-Selling Author of All Time
- The Association of Learning Providers honored Ken Blanchard with the Thought Leadership Award for Work-Related Learning and Performance
- Training Magazine and Lakewood Conferences inducted Ken Blanchard into the Human Resource Development Hall of Fame
- EDT Learning provided recognition of a Blanchard inaugural e-learning event for SLII®.
- Blanchard was awarded the Training magazine Achieving Performance eXcellence Award in Leadership Skills Training

eLearning: Delivered through award-winning technology, Blanchard Online Learning delivers self-paced learning modules with the option for instructor-led debriefs.

Keynotes and Speaking Engagements: Inspiring, enlightening, energizing, and informative thought leaders are available to deliver keynote presentations at organizational events.

On-Site Training: Hundreds of facilitators around the world can deliver informative, inspiring, and engaging face-to-face training programs that will address your leadership and talent development challenges.

Public Workshops: Our public workshops provide a great opportunity for individuals, leaders or geographically dispersed teams to participate in Blanchard's leadership development training programs.

Training for Trainers (T4T): Our T4T sessions allow you to learn and practice Blanchard's training programs so you can deliver them within your organization. We offer on-site training when you want to train a significant number of trainers within your organization. We also have T4T public workshops when you desire to train a smaller number of individuals.

Virtual Training: Expert facilitators can deliver live, virtual training sessions, allowing your managers and team members to experience world-class content right from their desks.

PROPOSED

INSTRUCTOR LED LEADERSHIP AND MANAGEMENT TRAINING COURSE DESCRIPTIONS

Blanchard Management Essentials®
Length: Face-to-Face - 1 day; Virtual – (3) 2-hour sessions
<p>Description: You want your managers to be effective leaders who run productive, motivated teams and improve business performance overall. However, based on our research we find managers struggling to figure things out on their own, relying on behaviors and instincts, which erodes morale and limits productivity. This program builds on the secrets of the best-selling business book, <i>The New One Minute Manager®</i>. Managers will receive the necessary tools and training to become leaders who create engaged, productive teams and drive greater results for their organization. Managers who complete this training will form better relationships and learn to bring out the best in their people.</p> <p>Blanchard Management Essentials® Virtual provides the same engaging participant materials, videos, and learning activities to teach participants the same key concepts taught in the face-to-face session.</p>
<p>Objectives:</p> <ul style="list-style-type: none"> ■ Demonstrate the four-conversation framework for understanding conversations needed to manage people and performance ■ Demonstrate the essential communication skills and manager mindset needed to create positive, productive relationships ■ Equip managers for the challenging transition from individual contributor to new manager.
Training Methods and Assessments: Individual and Group Activities/Debrief, Group Discussions, Skill Practice, Role Playing, Practice, Behavior Modeling
Target Audience: New and established managers eager to increase their effectiveness; those considering a transition into management;

Building Trust
Length: Face-to-Face – ½ day; Virtual – (2) 2-hour sessions; Online Overview – 35 minutes
<p>Description: Trust is core to how people work together, listen to one another, and build effective working relationships. Building Trust focuses on helping individuals establish, strengthen, or repair trust perceptions. This program provides a framework and language for increasing trust by learning the Elements of Trust model, practicing trust-building behaviors, and using the tools to have robust conversations about trust-eroding behaviors that impact personal, team, and organizational productivity.</p> <p>Building Trust Virtual provides the same engaging materials and key concepts taught in the face-to-face session. Building Trust Online introduces learners to core content prior to a live workshop; enables learners to focus on practice and skill-building during the actual workshop.</p>
<p>Objectives:</p> <ul style="list-style-type: none"> ■ Understand the elements of trust, trust-eroding behaviors, and what to do to build and sustain trust ■ Create a personalized action plan for becoming a more trustworthy leader ■ Demonstrate skills in communication for purposes of enhancing trusting relationships with direct reports ■ Demonstrate trustworthy behaviors to facilitate employees' higher levels of commitment, creativity, and productivity.
Training Methods and Assessments: Videos, Group and Individual Activities, Large and Small Group Discussion, Skill Building, Case Studies, Role Playing, Practice, Trust Building Questionnaire
Target Audience: Executives, Managers, Supervisors, Individual Contributors

Challenging Conversations
Length: Face-to-Face – ½ day
Description: Challenging Conversations focuses on helping individuals build competence and commitment in preparing for and conducting challenging conversations. Challenging Conversations covers the most challenging, intense, and emotionally charged types of conversations. Using a flexible five-step model, participants use work examples to practice new skills and have ample time for personal reflection on issues they face in their daily lives. In an energizing, interactive, and safe environment, participants practice the types of challenging conversations that have become so much a part of daily life.
Objectives: <ul style="list-style-type: none"> ■ Provide learners with a common language and approach for successfully managing challenging conversations. ■ Improve interpersonal communication skills through behavior modeling, practice, feedback, and coaching. ■ Deepen managers' competence and commitment to conduct challenging conversations.
Training Methods: Videos, Group Activities/Debrief, Group Discussions, Individual Reflection, Skill Building, Role Playing, Practice
Target Audience: Executives, Managers, Supervisors, Individual Contributors

Coaching Essentials® w/ SLII® Job Aid
Length: Face-to-Face – 1 day; Virtual – (3) 2-hour sessions
Description: Coaching Essentials® is an interactive and transformational learning experience designed to help managers and leaders integrate coaching skills into their leadership style. This includes drawing out ideas and solutions, collaborating and focusing on the development of people by using supportive behaviors, while achieving the organization's goals. Coaching Essentials® is a learning process that takes place over time. Classes can be on-site or virtual, are interactive, and focus on applying the coaching concepts. Facilitators will role-model coaching behaviors throughout the process, as they know the challenges of leading and managing people. Three follow-up coaching sessions are required, allowing participants to work with a professional coach for a deeper understanding and greater application of the material. Coaching Essentials® Virtual provides the same engaging materials and key concepts taught in the face-to-face session.
Objectives: <ul style="list-style-type: none"> ■ Use coaching to accelerate team progress toward organizational objectives ■ Create an environment of trust that supports the development and growth of others ■ Apply a coaching process that results in clear agreements and initiates action ■ Use communication skills that develop self-reliance in others.
Training Methods: Group Discussion, Skill Practice, Case Studies, Roleplaying, Demonstration, Coaching
Target Audience: Executives, Managers, Supervisors, Individual Contributors

DISCovering Self and Others
Length: Face-to-Face - 1 day
Description: Using the online DISC Profile and dynamic classroom activities, your employees learn how to adjust their behavior in order to communicate and relate more effectively and interact more skillfully with others. By developing an appreciation of others' behavioral preferences and acknowledging their unique strengths and areas for development, participants will create more satisfying, meaningful, and productive professional and personal relationships. Employees learn to identify and understand their own behavior patterns (DISCovering Self); and how to identify, understand, and better respond to others' behavior patterns (DISCovering Others).
Objectives: <ul style="list-style-type: none"> ■ Observe and identify their natural and learned behaviors ■ Identify and understand their primary DISC position and Classic Profile Pattern ■ Observe the behaviors of others that reveal their DISC position and Classic Profile Pattern ■ Develop strategies for taking advantage of their strengths and monitoring their behavior to create more satisfying, productive, and meaningful relationships ■ Develop an appreciation for others' behavioral preferences (DISC positions) by acknowledging unique strengths.
Training Methods and Assessment: Videos, Group Activities/Debrief, Group Discussions, Individual Reflection, Skill Building, Role Playing, Practice, DISC Profile
Target Audience: Executives, Managers, Supervisors, Individual Contributors
First-time Manager™
Length: Face-to-Face – 1 day; Virtual – (3) 2-hour sessions
Description: You want your managers to be effective leaders who run productive, motivated teams and improve business performance overall. Managing people is a huge responsibility and a great honor. For the first-time manager making the transition from being an individual contributor to a leader of people can be a dramatic shift. Skills the person used as an individual may not serve him or her as a leader. The failure rate for first-time managers can be staggering; however, with the right tools, skills, and training, individuals can beat the odds and make the shift from successful individual contributor to successful first-time manager. When your managers have the skills they need, they will form better relationships and bring out the best in their people. Don't let ineffective management skills cost your organization time, people, and money. <p>First time Manager™ Virtual provides the same engaging participant materials, videos, and learning activities to teach participants the same key concepts taught in the face-to-face session.</p>
Objectives: <ul style="list-style-type: none"> ■ Demonstrate the four-conversation framework for understanding conversations needed to manage people and performance ■ Demonstrate the essential communication skills and manager mindset needed to create positive, productive relationships ■ Equip managers for the challenging transition from individual contributor to new manager.
Training Methods: Videos, Group Activities/Debrief, Group Discussions, Individual Reflection, Skill Building, Role Playing, Practice
Target Audience: First-time managers and those considering or being considered for a transition into new management; new managers wanting to increase their leadership effectiveness.

Giving Feedback
Length: Face-to-Face – ½ day
Description: Feedback is a gift and should be received as one, but so often, attempts to provide feedback result in tension and conflict rather than self-reflection and growth. Providing constructive feedback to others without damaging the relationship is a powerful skill. When we help others learn something about themselves or the impact they are having on others, improved performance and better relationships are potentially realized. Providing good feedback does not occur naturally or by default. To provide effective feedback, we must develop and cultivate very specific conversational skills—the type of skills provided in the Giving Feedback program. This course focuses on giving feedback, a critical skill in coaching and developing others. No world-class performers could ever develop their talents without receiving meaningful feedback on their performance.
Objectives: <ul style="list-style-type: none"> ■ Enhance learner’s ability to provide direct reports with information that helps them take personal responsibility for observing, reflecting on, and revising their behavior ■ Establish positive relationships where people are open to hearing feedback ■ Increase competence, motivation, and confidence among employees by applying effective feedback skills ■ Select the appropriate type of feedback to help an individual improve their performance.
Training Methods: Videos, Group Activities/Debrief, Group Discussions, Individual Reflection, Skill Building, Role Playing, Practice
Target Audience: Executives, Managers, Supervisors, Individual Contributors

Leading People Through Change®
Length: Face-to-Face – 2 days
Description: Organizational change is a fact of business life. Reorganizations, mergers and acquisitions, technology implementations, and other business initiatives are disruptive because they require large numbers of people to change their behavior at the same time. You want to successfully navigate change initiatives without derailing productivity or morale. It can be frustrating to see change efforts fail because managers don’t have the resources or skills to guide their people through change. Failed or stalled change initiatives waste time, money, reduce productivity and engagement, and increase employee turnover. It doesn’t have to be this way. Our Leading People Through Change® program teaches your executives and managers how to lead successful change efforts by understanding the predictable stages of concern and adjusting their leadership style. Being able to successfully navigate change, positively affects morale, builds momentum towards key goals, and gets results faster. Leading People Through Change® applies to change initiatives of all types and sizes. Workshops can be delivered to an intact team working on a specific change initiative or in an open enrollment format.
Objectives: <ul style="list-style-type: none"> ■ Proactively surface and diagnose people’s predictable questions and concerns ■ Demonstrate flexible leadership behaviors ■ Demonstrate an understanding of the predictable stages of concern and adjust one’s leadership style to match the stages of concern ■ Apply the change framework to help team members positively navigate change.
Training Methods and Assessments: Videos, Group Activities/Debrief, Group Discussions, Individual Reflection, Skill Building, Role Playing, Practice, Questionnaire on Change Readiness
Target Audience: Intact Teams, Executives, Managers, Supervisors, Individual Contributors

Legendary Service®
Length: Face-to-Face – 1 day; Virtual – (3) 2-hour sessions
<p>Description: Every company knows how impactful great customer service can be, but few have a proven plan to build a service-oriented culture that will leave a lasting impression on the people they serve. You want a culture that is dedicated to excellent service, where all employees are empowered to resolve issues and provide a great experience for your customers. When employees aren't trained and empowered with a service mindset, you end up with a culture where employees don't help each other reach their goals and in turn aren't taking care of their customers the way they should. Even worse, employees are often afraid to go above and beyond, which can leave customers unsatisfied and looking elsewhere. Our Legendary Service training program teaches your employees how to consistently deliver ideal service that will give their coworkers the help and support they need, keep their customers coming back, and create a competitive advantage for your organization. Internally, people will start treating each other better, and collaboration, innovation, and employee productivity will rise throughout the organization.</p> <p>Legendary Service® Virtual provides the same engaging participant materials, videos, and learning activities to teach participants the same key concepts taught in the face-to-face session.</p>
<p>Objectives:</p> <ul style="list-style-type: none"> ■ Develop a personal service vision in alignment with Legendary Service® practices ■ Identify customer needs and wants ■ Demonstrate ability to apply the Legendary Service® model elements for the purpose of building customer satisfaction and loyalty.
Training Methods: Videos, Group Activities/Debrief, Group Discussions, Individual Reflection, Skill Building, Role Playing, Practice
Target Audience: Executives, Managers, Customer Service Employees and their Managers, Employees who interact with internal and/or external customers

Listening
Length: Face-to-Face - ½ day
<p>Description: In any relationship, effective listening may be the most important skill for building trust and creating a strong connection. Many managers believe they are good listeners, while their employees feel otherwise. This program develops your managers' skills as effective listeners. It helps managers learn to listen with the intent of being influenced, and helps them master the skills of nonverbal listening—inquiring, paraphrasing, and summarizing feelings.</p>
<p>Objectives:</p> <ul style="list-style-type: none"> ■ Improve interpersonal communication skills ■ Utilize techniques for creating comfortable and productive work relationships ■ Demonstrate self-reliant problem solving and self-leadership skills.
Training Methods: Videos, Group Activities/Debrief, Group Discussions, Skill Practice, Role Playing, Practice, Behavior Modeling
Target Audience: Executives, Managers, Supervisors, Individual Contributors

Optimal Motivation®
Length: Face-to-Face - 1 day
Description: Disengaged employees cost organizations billions of dollars every year. Unfortunately, many leaders responsible for measuring and improving engagement have no idea how individuals become disengaged in the first place. The key to engagement is the quality of an individual's day-to-day motivation. Optimal Motivation® shifts the paradigm of motivation, helping participants understand that motivation is a skill that can be taught, learned, nurtured, and sustained. Leaders learn their role is to help employees make a shift toward an optimal motivational outlook. When daily motivation is optimal, this leads to highly engaged employees who experience perceptions of well-being over time.
Objectives: <ul style="list-style-type: none"> ■ Identify and distinguish motivational outlooks ■ Understand how the qualities of autonomy, relatedness, and competence impact a person's well-being, energy and vitality ■ Gain skills for activating Optimal Motivation® ■ Learn how to apply skills to activate Optimal Motivation® with others ■ Develop skills in conducting Motivational Outlook conversations.
Training Methods: Videos, Group Activities/Debrief, Group Discussions, Individual Reflection, Skill Building, Role Playing, Practice
Target Audience: Executives, Manager, Supervisors

Self Leadership
Length: Face-to-face - 1 day; Virtual – (3) 2-hour sessions; Online Overview – 35 minutes; Online Program - 2.5 hours
Description: Self Leadership training teaches individuals the mindset and skillset to proactively take the reins, achieve their goals, and accelerate their development on their own. This training teaches individuals to: a) become more responsible for their role in the success of organizational initiatives; b) solicit feedback required to develop expertise, problem solve, and ask for direction and support when needed. Self Leadership builds on the world's most widely taught leadership model, SLII®. By sharing a common language, managers and team members can communicate effectively about development and build more trusting, open relationships. <p>Self Leadership Virtual provides engaging participant materials, videos, and learning activities to teach participants the same key concepts taught in the face-to-face session. Self Leadership Online Overview provides self-directed microlearning, enabling learners to get an overview of core content prior to a live workshop. Self Leadership Online Program allows learners to go through seven modules at their own pace, learning the essential skills of a self leader and key concepts of SLII®</p>
Objectives: <ul style="list-style-type: none"> ■ Become proactive self leaders ■ Strengthen partnering conversations with others ■ Empower individuals to demonstrate greater autonomy/ownership, execution of key initiatives, higher levels of productivity and sustainable performance, and engagement ■ Provide a common language for learners to have high-quality conversations with their managers to get their needs met.
Training Methods and Assessments: Videos, Group Activities/Debrief, Group Discussions, Individual Reflection, Skill Building, Role Playing, Practice, and Perceptions of Self Leadership Manager Questionnaire
Target Audience: Individual contributors, Supervisors, Managers, and Executives seeking to be more satisfied and productive at work; Employees who report to managers trained in SLII®

Team Leadership
Length: Face-to-Face - 1 day; Virtual – (3) 2-hour sessions; Online Overview – 35 minutes; Teaming and Collaboration Online Overview – 35 minutes
Description: Imagine teams that work together efficiently, find solutions to complex problems, and consistently produce superior results throughout the organization. Blanchard's Team Leader program, based on SLII®, teaches managers to diagnose their team's development and apply the right leadership style to build and sustain high performance teams. By teaching managers these leadership skills, you can significantly improve your teams' ability to execute, produce results, and adapt to whatever arises. Team Leadership Virtual provides the same engaging participant materials, videos, and learning activities taught in the face-to-face session. Team Leadership Online Overview provides self-directed microlearning, enabling learners to get an overview of core content for the team leader with a focus on leadership behaviors prior to a live workshop. Teaming and Collaboration Online Overview provides an overview of core content with a focus on the team member and team interactions.
Objectives: <ul style="list-style-type: none"> ■ Orient team leaders to a set of guiding principles that help teams perform at their best ■ Identify the team development stages all teams progress through, diagnose team needs, and understand what high-performing teams do at each stage ■ Develop team leader behaviors that help their teams the most (e.g., structuring a team charter, leveraging conflict, fostering team accountability, and encouraging risk-taking).
Training Methods: Videos, Group Activities/Debrief, Group Discussions, Individual Reflection, Skill Building, Role Playing, Practice
Target Audience: Executives, Managers, Supervisors, Intact Teams, Team Leaders
The SLII Experience™
Length: Face-to-Face - 1 or 2-days; Virtual – (5) 2-hour sessions; Online Overview – 35 minutes; Online Program – 3-hour session
Description: Leaders often don't have the skills to be flexible leaders. SLII® teaches leaders the skill sets they need to guide their people through predictable stages of development and provide them with what they need to be successful. When people develop and apply the leadership skills they need when they need it, performance accelerates, engagement increases, and your organization thrives. SLII Experience™ Virtual provides the same engaging participant materials, videos, and learning activities taught in the face-to-face session. SLII Experience™ Online Overview provides learners with a microlearning self-directed experience, enabling learners to view core content videos and SLII® conversations. SLII Experience Online Program provides core content and main ideas, including leadership tools, behavior practice, and one-on-one conversations.
Objectives: <ul style="list-style-type: none"> ■ Leaders will accelerate their development and the development of others ■ Leaders will develop a common language of leadership that results in high-quality conversations with direct reports, team members and colleagues ■ Leaders through goal-setting, diagnosing, and matching will be able to positively influence retention and morale ■ Leaders will become proactive problem-solvers.
Training Methods and Assessments: Prework, Group Discussion, Skill Practice, Case Studies, Roleplaying, Games, Leader Behavior Analysis II® Assessment
Target Audience: Executives, Managers, Supervisors, Individuals in leadership roles who want to increase their effectiveness

The SLII Experience™ Public Workshop
Length: 2 days
Description: SLII® is the most widely taught leadership model in the world. It teaches leaders to use the appropriate leadership style in response to the needs of the person and the situation. Our interactive learning design uses powerful techniques that immerse learners in SLII® quickly, deeply, and effectively. Organizations may select the Public Workshop option to gain hands-on experience prior to opting for client-hosted sessions and/or when providing training to a small number of individuals.
Objectives: <ul style="list-style-type: none"> ■ Proficiently diagnose developmental levels of their direct reports ■ Match leadership styles—communications and behavior—to development levels ■ Create a common language and approach to leadership that permeates the agency's culture ■ Shift intentions into behaviors, and behaviors into accountability ■ Develop highly skilled, flexible leaders who can develop and retain people.
Training Methods and Assessments: Prework, Group Discussion, Skill Practice, Case Studies, Roleplaying, Games, Leader Behavior Analysis II® Assessment
Target Audience: Executives, Managers, Supervisors, Individuals in leadership roles who want to increase their effectiveness

The SLII Experience™ Public Workshop T4T
Length: Face-to-Face - 3 days
Description: The SLII Experience™ T4T prepares trainers to effectively roll-out SLII® into their organization. Trainers must complete the SLII Experience™ 2-day workshop prior to attending the 3-day workshop for T4T. Organizations select the Public Workshop option when providing training to a small number of trainers.
Objectives: <ul style="list-style-type: none"> ■ Accelerate learning so trainers feel competent, confident, motivated, and supported ■ Learn to use the facilitator guide and other materials to enhance the learning experience for your participants ■ Observe demonstration of and practice SLII® content ■ Learn to use case studies, interactive games, instruments, and videotaped situations to make the training come alive for participants.
Training Methods and Assessments: Prework, Group Discussion, Skill Practice, Case Studies, Roleplaying, Games, Leader Behavior Analysis II® Assessment
Target Audience: Executives, Managers, Supervisors, Individuals in leadership roles who want to increase their effectiveness