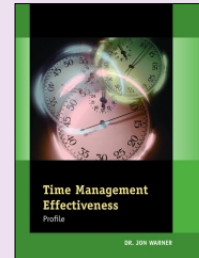


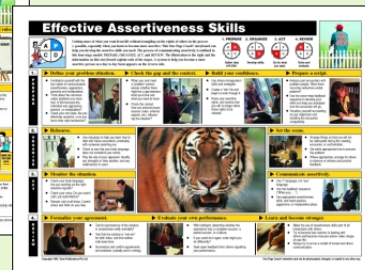
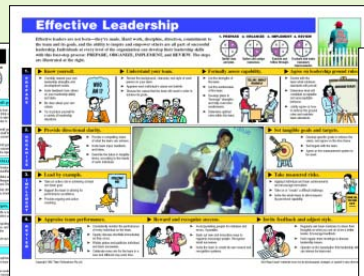
The Self-Development Solution



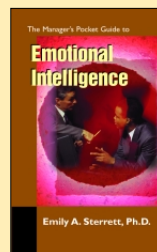
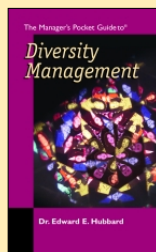
Self assess and formulate a development plan using a **Learning Profile**.



Build basic competency and knowledge using a **SkillBuilder** booklet.



Review competency process and apply on-the-job using a **One-Page Coach** handout.



Develop complete managerial perspective using a **Manager's Pocket Guide**.

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24 Learning Profiles

Choose from 17 assessments that diagnose performance in a specific competency such as goal setting, time management, or leadership effectiveness. Seven other assessments produce a style profile in areas including emotional intelligence, learning style, and assertiveness. Assessments can be self-administered using the organizations online account. A comprehensive report is returned instantly to the employee at their work station or at home. The report describes where improvement is needed, provides coaching tips, and a development plan.

35 SkillBuilder Booklets

SkillBuilder booklets provide a 12-page training snapshot that presents the competency in logical steps or stages that are easy to understand and learn. SkillBuilders provide the individual the ability to self pace learning and quickly move to on-the-job practice.

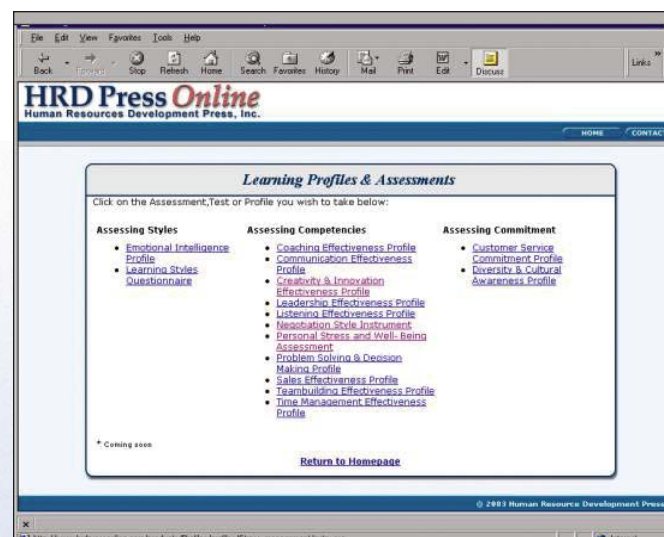
20 One-Page Coach® Handouts

The One-Page Coach handout is a concise distillation of the steps and processes required to execute a competency, all on a single page. The reverse side of the handout provides an application job-aid that enables learners to outline specific actions to improve execution of the competency on the job.

32 Manager's Pocket Guides

There are MPG's for many of the same competency areas covered by Learning Profiles, SkillBuilder booklets, and One-Page Coach handouts. Pocket Guides take a more comprehensive approach to the topic area and provide a view of problems and objectives from a managers perspective. Pocket Guides are ideal for team leaders and can be valuable as a starting point or finishing point for skill and knowledge development.

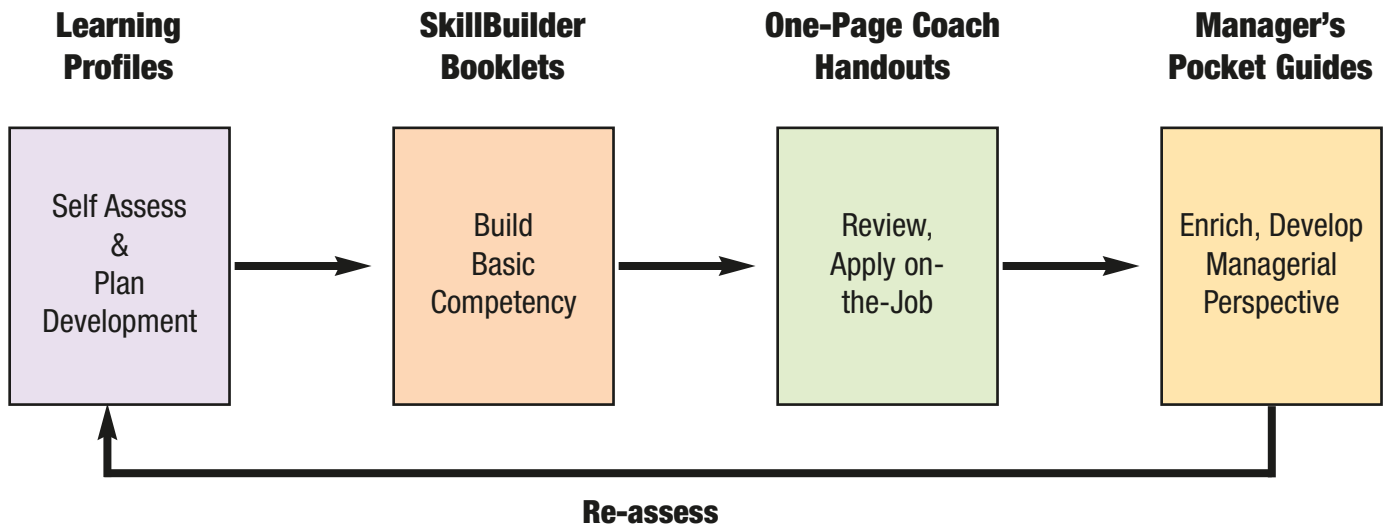
View sample Learning Profiles,
SkillBuilder Booklets,
One-Page Coach Handouts, and
Manager's Pocket Guides now at
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Profiles	SkillBuilder Booklets	One-Page Coach Handouts	Pocket Guides
Assertiveness Profile ^{p, ncr}	Assertiveness Skills	Effective Assertiveness Skills	
Change Management Effectiveness ^p	Change Management	Managing Change Effectively	Corporate Culture Change
Coaching Effectiveness Profile	Effective Coaching Skills	Effective Coaching	Workplace Coaching
			Effective Mentoring
Communication Effectiveness Profile	Effective Communication	Effective Communication Skills	E-Communication
	Meetings Management		Effective Meetings
	Presentation Skills		Public Presentations
			Effective Writing
Creativity/Innovation Effectiveness Profile	Creativity & Innovation	Creativity & Innovation	Creativity
Customer Service Commitment Profile ^{ncr}	Improving Customer Service	Improving Customer Service	
Customer Service Skills Profile ^p	Handling Complaints		
	Telephone Skills		
Diversity & Cultural Awareness Profile ^{ncr}	Diversity & Cultural Awareness	Cultural and Diversity Awareness	Diversity Management
Emotional Intelligence Profile ^{ncr}	Emotional Intelligence	Emotional Intelligence	Emotional Intelligence
Generational Style Assessment ^{p, ncr}			Managing the Generation Mix
			Managing Generation Y
			Generation X
			Career Skills for the New Economy
Goal/Objective Setting Profile ^p	Effective Goal Setting	Effective Goal Setting Skills	
Influencing Style Clock ^{p, ncr}	Influencing Others	Influencing Others	Influence with Integrity
Leadership Effectiveness Profile	Effective Leadership	Effective Leadership Skills	Leadership Skills
	Process Improvement		Strategic and Business Planning
	Benchmarking		Systems Thinking & Learning
			Spiritual Leadership
			Knowledge Management
			Organizational Learning
Learning Styles Questionnaire ^{ncr}	Learning Styles	Learning Styles	
Listening Effectiveness Profile	Listening Skills	Effective Listening Skills	
Management Effectiveness Profile			
Management Styles Questionnaire ^{p, ncr}	Managing Poor Performance		Performance Management
	Giving and Receiving Feedback		
	Performance Measurement		Documenting Employee Performance
	Project Management		Project Management
	Interviewing/Selection		Interviewing & Hiring Top Performers
	Personal Effectiveness		Recruiting the Workforce of the Future
	Delegation Skills		
			Employee Relations
			Sexual Harassment
			Motivating Employees
Negotiation Style Profile ^{ncr}	Negotiating Skills	Negotiating Skills	
	Conflict Resolution	Effective Conflict Resolution	Dealing with Conflict
Networking & Relationship Building Profile ^p	Networking	Effective Networking & Relationship Building	
Problem-Solving & Decision-Making Profile	Problem-Solving	Problem-Solving Skills	
Sales Effectiveness Profile	Sales Effectiveness		
Personal Stress & Well-Being Assessment	Stress Management	Stress Management	
	Improving Health and Safety		
Teambuilding Effectiveness	Team Building	Team Building	Team Sponsorships
			Virtual Teams
Time Management Effectiveness Profile	Time Management	Effective Time Management	

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