



We Teach Many Tools...

Our approach to education emphasizes tools that facilitate connection, engagement, and experiential learning.

We combine these with proven insights into how people and organizations make decisions. We rely on science, practical experience and Big Data to individualize and internalize the work. This stands in contrast to many training programs that focus simply on creating processes or gaining the knowledge.

Tools can be used in multiple situations and be adapted to take on tasks we can't yet imagine. Programs fade away.

Our approach helps managers gain insight and understanding into themselves, their role, and other people to foster a culture of motivation, precision and innovation. We equip managers with listening skills and decision-making structures that lead to effective communication in today's complex work environment.

1. Am I Safe?
2. Are We Respected?

3. Do We See Patterns?
4. Is this Success?

... Using One Framework

The easiest way to understand humans is to understand some basics about the brain. There is a saying among scientists that all models of how the brain works are wrong – but some are very helpful.

We use the very helpful Sequential Brain model that says neurological gate-keepers ask four questions of all new data, in order: Am I Safe? Are We Respected? Do We See Patterns? Do Those Patterns Make Sense to Us? – to determine what part of the brain we need to use to survive.

These questions help our brain predict the immediate future.

Highly customized workshops

Every valuable business principle has a number of ways it can be interpreted and a number of ways it can be taught. We've done the hard work of categorizing and finding the correlations to make it easier for you to find what fits your company.

Fundamentals

What are the business fundamentals every manager needs to know for the company to win:

Questions answered:

- What do our competitors do right?
- What do our customers face every day?
- Key metrics, such as Customer Acquisition Cost, Retention, Customer Payback time

Remove Barriers

Simple, efficient methods to identify, prioritize and remove barriers to excellence.

Skill sets that focus everyone on:

- Making real time feedback safe
- Identifying Internal vs. external barriers
- Collaborating to solve problems

Build Trust

Organizations are only as good as the quality of their conversations.

Skills that foster improvement:

- Listen first. Solve together
- Making feedback useful
- Speaking Truth and Respectful Contrary

Make Meaning

Becoming a nimble, growth-oriented company that engages all employee strengths.

Skill sets for managers that:

- Make collaboration more efficient
- Identify and fix process issues fast.
- Give them the ability to Iterate, Innovate and Create.

Pattern Success

Setting objectives and coaching success using four key questions.

Skill sets for managers that:

- Get the most from 1:1s
- Tie team goals to company performance
- Put company values in action.

RapidChange

Tools for change management – from everyday barriers to major processes. Every employee has a stake in and needs to understand their role in making change part of their jobs.

RapidLean

Are there processes in your company that seem to slow everything down? Do too many decisions have to go all the way to the top? We take the best of Lean, Six-Sigma and RapidChange tools to create efficiencies, save money and corral your workforce's best ideas.

Making Meetings Matter

Tools to get the most out of meetings, from deciding if a subject requires a meeting, to knowing how you want people to think, feel and act when it is over.

How Feedback Works

Tools and tips that help managers avoid unnecessary confrontations, focus on outcomes and allows feedback to flow both ways.

Hyper-curiosity

Tools to help your company constantly question its assumptions without tearing down and starting over. How to run a hypothesis-driven company.

Difficult conversations

& Difficult people

How to have the tough conversations that sway the angry and frustrated to use their energy for good.

Mergers and

other myths

How to manage an acquisition – from honoring both companies to force reductions – with respect and without hurting margins.

Listen First,

Solve Together

Active listening has become yet another in a long line of vague skills managers are expected to know. Here, we bring it back to the basics, so we know when and how to use it.