

Course Catalog

Leadership Development

Personal Leadership

Building Cohesive Teams

Train the Trainer

Orientation & Onboarding

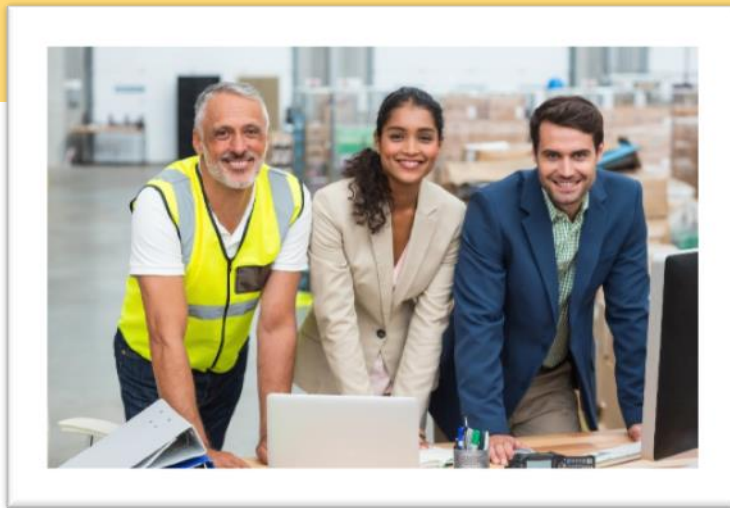


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Note from Leigh-Ann Zaharevich, Founder and CEO

When employees are aligned with the vision, goals and values of the organization, there is a deeper understanding and appreciation of how the work they perform contributes to the success of the organization and the people it serves. As a result, engagement and commitment greatly increase. This is true not only for non-profits or mission-based companies but also traditional businesses and corporations.



What makes us different

Neuropsychology is discussed in the context of many of our courses. For example, in our ‘Providing Meaningful Feedback’ course, we discuss how understanding the brain’s response to feedback helps managers understand how individuals react on a neurological level which can aid in tailoring feedback conversations to be more effective.

Incorporating neuropsychological principles into leadership training can result in more informed, empathetic, and effective leadership practices, ultimately benefiting both the manager and their team members. Specifically, this knowledge guides managers to adopt communication techniques that resonate with the brain’s natural processing tendencies.

Additional benefits include:

- Recognizing how emotions and motivation are intertwined with decision-making and problem-solving
- Optimizes learning and memory
- Reduce stress and anxiety
- Leverage the brain’s ability to adapt and change

When you partner with me and my team, we start by listening to deeply understand your needs, which are at the heart of everything we do. Your company’s goals, culture, values, budget, and specific needs are our highest priority. After discussing your current and target states, we develop a custom program that links individual performance to company objectives. Together we determine the best way to measure the impact and results. ***Let’s get started!***

A handwritten signature in black ink that reads "L. Zaharevich". The signature is fluid and cursive.

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Instructional Strategies

We use a variety of instructional strategies to make our courses interactive and experiential, and the content relevant and applicable.

- **Interactive Training:** Learners interact with the facilitator frequently via verbal responses, polls, chats and quizzes.
- **Live Demonstrations:** Sometimes called 'fish bowls', the facilitator interacts with learners to showcase interpersonal skills, such as coaching.
- **Small Group Discussions:** Learners share ideas and problem-solve creatively. They bring key learnings back to the large group to enhance everyone's experience.
- **Scenario-based Learning:** Scenarios related to modern workplace situations are used to develop critical thinking, decision-making, and practical application of knowledge. This is often combined with small group discussions.
- **Role-plays:** In simulated situations, participants practice and refine responses to practice and further their interpersonal skills.
- **Peer Coaching:** Learners coach one another on remembering and applying concepts, tools and strategies to their work.
- **Collaboration:** Online collaborative tools are used in virtual environments to keep participants engaged with the content. In live settings, teach-backs, group challenges and task rotations are used to induce collaboration.
- **Games:** Quick, fun games are used to engage learners, test knowledge and gather instant feedback from participants.
- **Case Studies and Storytelling:** These strategies make concepts more relatable and memorable.
- **Reflection:** Reflective periods when participants consider what they learned, how it applies to their work and how they can implement it.
- **Self-assessments:** These may be used during, or prior to and at the end of sessions to evaluate changes in knowledge, skills, abilities or attitude.
- **Action Plans:** Participants write clear steps on how they will apply new information, tools or strategies in their day-to-day work and interactions.

Leadership Development

Customize your Leadership Development Program based on immediate needs, budget and time constraints. Sessions are delivered in-person or virtual, ranging from 90 minutes to half day.

■ Transitioning from Peer to Supervisor

You've made the jump; now what?! You are a technical expert, and now new skills must be developed to make a successful transition into your new role. As a manager, you need to balance new responsibilities while learning how to manage, motivate and communicate with each person on the team. In this course, explore the roles of a leader and determine the best way to empower each person on the team. Take away a personal plan to avoid the mistakes that most new managers make.

During this session, participants will:

- ▶ Assess themselves on the 6 essential roles of a leader
- ▶ Employ 8 ways to serve and develop their team members
- ▶ Apply 9 strategies to think strategically
- ▶ Write action plans to improve their leadership skills

■ Managing Time and Focus for Leaders

As a manager, your ability to efficiently allocate time and maintain focus is crucial for your team's success and productivity. In this hands-on workshop you will evaluate how your time is currently spent and identify necessary adjustments to achieve both personal and team goals. Through practical exercises, you will use a prioritization tool to see in real-time which tasks deserve your immediate attention. You will also learn strategies to bridge the gap between your ideal and actual time use, ensuring that you lead by example and maximize efficiency within your team.

By the end of this session, participants will be able to :

- ▶ Identify ways to overcome personal and managerial challenges to effective time management
- ▶ Recognize when and where to shift focus to align with team and organizational goals
- ▶ Prioritize high-priority tasks using defined criteria to enhance decision-making
- ▶ Manage conflicts when team and project priorities clash
- ▶ Utilize a tracking tool to maintain an ideal use of time and ensure accountability
- ▶ Commit to behaviors that enhance energy, focus, and brain function, promoting overall team productivity

Leadership Development

■ Delegating to Empower Others

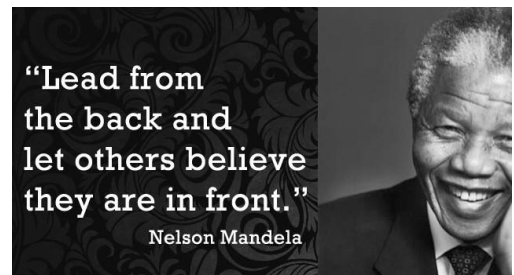
Effective delegation builds trust, fosters innovation and increases commitment. This course unveils the main reasons managers don't delegate and how to overcome that obstacle. Participants will learn the seven steps that set a project up for success, and the best practices to follow. They will practice using a proven model to determine what to delegate to whom while considering risks and benefits.

By the end of this session, participants will be able to :

- ▶ Override what holds them back from delegating effectively
- ▶ Consider the eight essentials for effective delegation
- ▶ Follow the seven steps to set a delegate up for success
- ▶ Utilize the Delegation Guide to assess risks, set clear expectations, and effectively hand off the task or project

■ Developing Peak Performers

An important role of leaders is to identify, nurture and support the growth of top performers. First, they must recognize traits, behaviors and motivators that define top talent. They must also recognize individual strengths, set clear and achievable goals, provide constructive feedback and create a motivating environment that drives excellence. Through interactive exercises and real-world scenarios, participants will gain the skills needed to create a culture of excellence that keeps their team motivated and performing at their best.



By the end of this session, participants will be able to:

- ▶ Assess characteristics, traits and behaviors to identify peak performers
- ▶ Identify growth opportunities for team members based on their goals, motivators and aspirations
- ▶ Delegate effectively to build skills, foster innovation and increase commitment
- ▶ Apply feedback and coaching skills to support the growth and development of others

Leadership Development

■ Providing Meaningful Feedback

Feedback isn't just about pointing out mistakes; it's about fostering growth and motivation. While constructive criticism is crucial, recognizing and celebrating achievements is equally important. This training delves into the art of delivering both positive and constructive feedback effectively (think “feed-forward”). Learn how to plan and structure your feedback conversations to ensure they are objective, fact-based, and free from unnecessary emotion. Discover the psychological impact of positive feedback and how it can transform your team’s performance. Through hands-on practice, participants will apply a proven method to real-life scenarios, enhancing their skills and confidence.

By the end of this training, participants will be able to:

- ▶ Cultivate a positive environment for delivering feedback
- ▶ Utilize principles of neuropsychology to provide impactful feedback
- ▶ Apply a structured feedback model for meaningful communication
- ▶ Coach team members on how to effectively receive and act on feedback

■ Having Difficult Conversations

Most of us find tough conversations uncomfortable and thus avoid them. However, not addressing important matters comes at an even higher cost. Unaddressed issues can result in poor performance, low morale, high turnover, or even a negative impact on the company. During this course, participants will identify and manage their own responses and reactions during tough discussions. *Recommended prerequisites are ‘Providing meaning Feedback’ and ‘Raising Emotional Intelligence’.*

By the end of this training participants will be able to:

- ▶ Recognize when it’s time to have a difficult conversation
- ▶ Prepare for a challenging conversation
- ▶ Conduct productive conversations while maintaining relationships
- ▶ Take steps to prevent future challenges

■ Coaching Skills for Leaders

Asking effective questions in a structured way provides the coachee with a deeper awareness of the situation, challenges that may arise and the best way to move forward. Effective coaching conversations build confidence and self-motivation in the coachee as they are held accountable for their decisions and actions. They also help develop trust between managers and their teams. This course provides a coaching framework and six strategies for managers to support their team members.

By the end of this training participants will be able to:

- ▶ Describe the benefits of a good coaching conversation
- ▶ Write effective coaching questions in a structured manner
- ▶ Practice coaching a peer

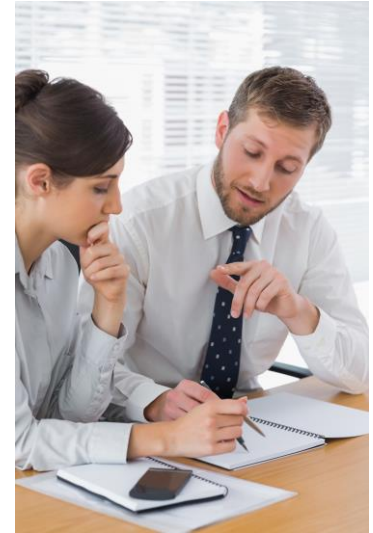
Leadership Development

■ Interviewing for Fit

Some people interview well, and then show up as someone different once in the job. Contrarily, there are great candidates who don't do well in interviews. After completing this course, you will have all the tools you need to prepare for and conduct interviews so that you can rely on more than just your gut feeling when choosing your next employee. Participants bring a job description for an open role to prepare questions that align to the company's goals and values.

By the end of this session, participants will be able to:

- ▶ Write meaningful interview questions that align with competences, traits, drivers and experience required to be successful in the role
- ▶ Plan and conduct interviews with consistency while creating a positive candidate experience
- ▶ Ensure interview practices support internal DEI efforts
- ▶ Optional: Leverage, without over-relying on psychometric testing



■ Leading Through Change

Change is necessary to promote company growth and drive innovation, making the ability to lead teams through change an essential skill. This workshop is tailored for managers who need to support their team members in navigating volatility, uncertainty, complexity, and ambiguity (VUCA). You will learn to recognize how change impacts your team and how to foster an environment that promotes adaptability and resilience. In this course, will gain insights and tools to help your team not only cope with change but also thrive amidst it.

By the end of this session, participants will be able to:

- ▶ Recognize their own and their team's patterns for dealing with change
- ▶ Articulate beliefs about change that can cause resistance or slow adaptation within a team
- ▶ Connect neuropsychology principles to team reactions to change
- ▶ Apply strategies to help team members accept change and transition smoothly
- ▶ Utilize the VUCA model to lead teams effectively through periods of volatility, uncertainty, complexity, and ambiguity

Leadership Development

■ Using DiSC® to Manage to Others' Styles

Everything DiSC® is a personal development learning experience that measures preferences and tendencies based on the DiSC® model. This simple yet powerful model is not intended to put people in a 'box'; it serves as a tool to improve communication. Participants receive personalized insights that deepen their understanding of self and others, making workplace interactions more enjoyable and effective. The goals of the workshop are to 1) help individuals better understand their preferences and default behaviors, 2) help people notice and appreciate differences in people's styles and preferences so that they can 3) adapt their communication to better relate to others, particularly those who are least like themselves. *Requires investment in DiSC® assessments.*

■ Using One-on-One Meetings to Drive Performance

Effective one-on-one meetings allow the time to build rapport and trust, develop team members and help them set and achieve goals. This session presents best practices for planning and conducting meaningful meetings with team members. Participants are provided with a collection of coaching questions for various scenarios to ask in these conversations, beginning with the onboarding of a new team member. Through practical exercises and role-playing, you will practice these techniques, gaining confidence and skills to conduct effective one-on-one meetings that truly make a difference.

By the end of this session, participants will be able to:

- ▶ Explain the importance of one-on-one meetings in building trust and rapport
- ▶ Plan and structure one-on-one meetings to maximize their effectiveness and impact
- ▶ Use a bank of coaching questions to guide conversations in various scenarios, including onboarding, goal setting, and performance reviews
- ▶ Apply best practices to address common challenges and ensure productive outcomes from each meeting
- ▶ Foster an environment of continuous development and support, enhancing team performance and morale

Leadership Development

■ Planning and Running Productive Meetings

Meetings are a significant investment of time and resources, and ensuring they are efficient and productive is crucial for any successful team. In this practical workshop, you will learn how to plan and conduct meetings that deliver value. You will explore techniques to determine when a meeting is necessary, involve the right stakeholders, use the appropriate level of decision-making, and include key elements in your agendas. Through interactive activities and real-world scenarios, you will gain the confidence to lead meetings that efficiently move from idea generation to decision-making.

By the end of this session, participants will:

- ▶ Determine when not to have a meeting
- ▶ Ensure the right stakeholders are involved to the right extent
- ▶ Use the appropriate level of decision-making to streamline the meeting process.
- ▶ Include key elements in their agendas to keep meetings focused and on track
- ▶ Implement strategies to lead meetings that efficiently move from idea generation to decision-making.



■ Effective Performance Management

Whether performance is evaluated quarterly, yearly or ad hoc, performance conversations should not be a surprise. Preparing for and conducting the conversation requires care and attention. After reviewing best practices and the 12 common pitfalls of performance reviews, participants will be well prepared to write, prepare for and deliver performance appraisals that motivate team members.

By the end of this session, participants will be able to:

- ▶ Plan a performance conversation based on a current, real-life scenario
- ▶ Utilize various strategies to conduct a conversation that is motivating with an eye to the future
- ▶ Create development plans that align with the team member's goals, interests and values

Personal Leadership

Anyone can be a leader. You don't need a fancy title or corner office. We are leaders in our community, our businesses and in the world. Our personal development courses help everyone in the organization develop varying aspects of "personal leadership".



■ Raising Emotional Intelligence

Emotional Intelligence (EQ) is the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behavior. Studies have shown that people with high EQ have greater mental health, respond more evenly when stressed, perform better on the job and have more effective leadership skills. During this course, participants learn about the biology of emotions, assess their EQ and develop a plan for changing behaviors when under stress. *(EQ assessments available for an additional fee)*

By the end of this session, participants will be able to:

- ▶ Describe how emotions are processed in the brain
- ▶ Practice techniques for maintaining composure, resilience and effective decision-making under stress
- ▶ Assess personal EQ
- ▶ Develop strategies for enhancing EQ
- ▶ Foster empathy skills

■ Personal Accountability and Goal Setting

Well written goals keep people on track to achieve what is relevant and avoid inessential activities that waste time and resources. In this session you will articulate measurable goals that are aligned with business objectives. You will consider stretch goals and accountability in this process. You will create a plan to take control of your work, development, and career.

By the end of this session, participants will be able to:

- ▶ Explain the importance of personal accountability
- ▶ Apply 'above the line' thinking by focusing on solutions
- ▶ Draft your professional development plan (PDP) that aligns with company objectives

Personal Leadership

■ Critical Problem Solving

Effective problem-solvers harness creative thinking to see problems from unique angles and experiment with new and innovative ideas. They use various methods to generate potential solutions, such as predictive analysis, design thinking and mind mapping. Participants will consider diverse perspectives and foster a collaborative approach to overcoming challenges. This workshop equips participants with practical problem-solving skills and tools they can apply immediately, enhancing their ability to lead teams and projects to success.

By the end of this session, participants will be able to:

- ▶ Articulate problems and root causes
- ▶ Think critically by applying structured approaches to problem-solving, including questioning assumptions, evaluating evidence, and considering multiple perspectives.
- ▶ Explore creative problem-solving methods such as brainstorming, mind mapping, and lateral thinking to generate a wide range of potential solutions
- ▶ Leverage predictive analysis, design thinking and creative thinking to produce innovative solutions.
- ▶ Evaluate potential solutions based on criteria such as feasibility, impact, and resources required.
- ▶ Create action plans to implement solutions, monitor their effectiveness and ensure successful outcomes

■ Communicating for Influence

Often, we think about what we are going to say without much thought as to the impact we want or need to have on the audience to influence them. Whether your forum is a formal presentation or an everyday conversation, this course will equip you with the skills to articulate your vision, engage with stakeholders, and inspire action and drive change.

By the end of this session, participants will be able to:

- ▶ Craft stories with data for greater impact of presentations
- ▶ Leverage neuropsychology to increase influence
- ▶ Adopt 3 key principles of persuasion
- ▶ Use a 4-step model to influence others to shift behavior
- ▶ Sharpen their mindset before presenting
- ▶ Handle Q&A like a pro

Personal Leadership

■ Polishing your Presentation Skills

The only way to get better at presenting is to do it. Bring a topic to this highly interactive workshop to practice preparing and presenting with confidence. Throughout the session, you will learn techniques to enhance your public speaking abilities, manage nervousness, and engage your audience effectively. Each participant will present and receive valuable feedback to polish their skills. *Group size is limited.*

By the end of this session, participants will be able to:

- ▶ Use strategies to reduce presentation anxiety to present with greater confidence
- ▶ Employ techniques for engaging the audience
- ▶ Handle Q&A with poise

■ Handling Conflict Constructively

Conflict can be a disruptive force, or an opportunity for growth and collaboration. In this interactive workshop, you will first uncover your own natural responses when conflict arises, providing valuable insights into your "go-to" tendencies. Using the renowned Thomas-Kilmann Conflict Mode Instrument, you will explore various conflict-handling styles and identify when each approach is most effective. Through interactive activities and practical exercises, you will learn and practice several techniques for actively working toward successful outcomes when conflict arises. *Optional investment in TKI Assessments*

By the end of this session, participants will be able to:

- ▶ Analyze their personal conflict response style and its impact on their interactions.
- ▶ Apply the Thomas-Kilmann model to identify and understand different conflict management styles.
- ▶ Evaluate the appropriate conflict-handling style to use in various situations.
- ▶ Implement effective techniques for managing and resolving conflict in a constructive manner.

■ Thriving Through Change

While change is necessary to promote company growth, managing change is an important skill in any work environment. Recognizing how you and others respond to change will help you navigate the unknown. In this course, you will explore how you deal with change and what you can do to thrive, not just survive, through change. This course is specifically designed for individual contributors.

By the end of this session, participants will :

- ▶ Recognize their patterns for dealing with change
- ▶ Articulate beliefs about change that can cause resistance or slow adaptation
- ▶ Connect neuropsychology to reactions to change
- ▶ Identify personal strategies for accepting change and transition

Personal Leadership

■ Managing Time and Focus for Higher Productivity

Increasing efficiency and productivity requires conscious effort to evaluate and adjust how time is used. In this practical, hands-on workshop, participants evaluate how their time is currently spent and what shifts need to be made to achieve their goals. Participants use a simple tool to prioritize their priorities in real-time to see in black and white what should get their attention. They also determine how to close the gap between where they ideally want to spend their time and their actual use of time.

By the end of this session, participants will be able to:

- ▶ Identify ways to overcome personal challenges to managing time
- ▶ Identify where and when they need to shift their focus
- ▶ Prioritize tasks that are all high priorities based on defined criteria
- ▶ Manage situations when priorities conflict
- ▶ Leverage a tracking tool that helps them stick to an ideal use of time
- ▶ Commit to behaviors that enhance energy, focus and brain function



Building Cohesive Teams

Anytime two or more people get together, there is a potential for conflict and miscommunication. There is also the potential for surpassing expectations and accomplishing more than a single person or team could on their own. Team sessions are not intended to ‘fix’ a team, but rather to help them perform at the next level. Each initiative is unique and customized to meet the needs of the group. Sessions can be held in a meeting room, park or at a horse ranch. They are engaging, experiential and fun, and always result in action plans and new commitments. Here are examples of our popular team sessions.

■ Engaging Virtual Teams

Leading virtual teams presents unique challenges. This course is designed to equip leaders with the skills and insights necessary to foster a culture of psychological safety, effective communication, and deep connection within their team. The workshop addresses common pitfalls like unproductive meetings, low trust, and collaboration barriers.

By the end of this workshop, leaders will be able to:

- ▶ Cultivate and maintain trust and connection within the team
- ▶ Build a safe and inclusive team culture
- ▶ Implement meaningful strategies for recognition
- ▶ Adapt strategies and norms for engaging virtual meetings

■ Using DiSC® to Improve Communication

Everything DiSC® is a personal development learning experience that measures preferences and tendencies based on the DiSC® model. This simple yet powerful model is not intended to put people in a ‘box’; it serves as a tool to improve communication. Participants receive personalized insights that deepen their understanding of self and others, making workplace interactions more enjoyable and effective. The goals of the workshop are to 1) help individuals better understand their preferences and default behaviors, 2) help people notice and appreciate differences in people’s styles and preferences so that they can 3) adapt their communication to better relate to others, particularly those who are least like themselves. *Requires investment in DiSC® assessments.*



Building Cohesive Teams

■ Horse Power Leadership™

Since humans and horses are both herd animals, horses have a lot to teach us. They too experience hierarchies, friendships, conflict and love. This powerful course takes us to the wild west (*right in Boulder*) where we throw on boots and work with horses to learn about communication and leadership. While observing, leading and working with the horses, we explore such questions as :

- What is the difference between leading and influencing?
- What does it mean to authentically communicate?
- What is the impact of a leader on team dynamics?

Each experience is always unique. Ground-work only – no experience required. [Learn more](#)



■ Leveraging Generational Diversity

For the first time in recorded history, people from 5 different generations are working side by side in the workplace. While this workshop provides valuable insights into generational traits, preferences and values, it's important to remember that relying solely on generalizations can be limiting. The purpose of this session is to increase appreciation for diversity, not to pigeonhole individuals.

By the end of this session, participants will be able to:

- ▶ Recognize the unique characteristics and strengths of each generation
- ▶ Apply motivational techniques tailored to different generational needs to foster a productive and engaging work environment
- ▶ Develop strategies to leverage generational diversity in problem-solving
- ▶ Create an actionable plan to improve generational collaboration within their workplace

■ The 5 Behaviors of a Cohesive Team

This is a twist to Patrick Lencioni's dysfunctional team model. We take a positive approach to building effective teams. Team members assess their own teams and write an action plan for steps that they can personally take to improve team performance. We step through the model from the foundation of trust to having respectful debate, to commitment and accountability and end with results. Team members assess the team's performance and commit to individual action plans to bring the team up as a whole. *Requires investment in Personal Development assessments.*



Train the Trainer

■ The Trainers Edge™

It takes more than being a Subject Matter Expert (SME) to be a great trainer. Having information down cold is an important attribute of a good trainer, but it's just the beginning. In our flagship course, The Trainer's Edge™, participants bring a topic they need to teach and leave ready to facilitate an engaging training. This hands-on workshop is jam-packed with proven techniques, best practices that work, and opportunities to put your skills into action.

This course guides the learner through a comprehensive process for creating and facilitating engaging training session through eight core modules:

- ▶ Assessing the need
- ▶ Writing terminal learning objectives based on results of needs assessment
- ▶ Developing/curating content
- ▶ Creating the learning environment
- ▶ Facilitating engaging sessions
- ▶ Managing time and energy
- ▶ Handling difficult situations
- ▶ Evaluating effectiveness of training

Easily customized. Class size is limited.



Orientation & Onboarding

According to a Paychex survey, 80% of new hires who feel undertrained from poor onboarding plan to quit their job soon.

■ Customized New Employee Onboarding

The purpose of onboarding is to help get new employees quickly up to speed in their role, acclimated to their team and engaged in the company. It typically includes an orientation which may range from two hours to two days. During orientation new employees meet people from different areas of the company and learn basic information like the company's history, vision and values.

The onboarding process continues with specific training and development regarding the person's role and their department or team. This process may be as long as six months depending on the complexity and responsibilities of the job. Sound onboarding programs result in consistency across the organization. They also set clear expectations and performance objectives.

When we help you design your onboarding program, we pay attention to the small details that make a big difference to someone just starting out. We help you design an engaging orientation along with job-specific onboarding plans.

