



**Crystal Stairs, Inc.**

**CONNECTING PEOPLE AND PASSION WITH PROFITABLE PURSUITS!**

# **Talent Development Curriculum**

## **Audiences:**

**Businesses (Corporate, Small and Medium, Sole Proprietor),  
Organizations, Educational Institutions and Individuals**

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## MAJOR FOCUS AREAS

### INSIGHT

*Insight Is Everything!*

### CHANGE/NAVIGATING TRANSITIONS

*Change Isn't Change Until You Change!*

*Cracking the Transition Code*

### COMMUNICATION

*Strategic Communication: Risks, Rewards, RESULTS*

### RELATIONSHIPS

*Navigating and Nurturing Valued and Valuable Relationships*

*What is your NETWORK WORTH?*

## LEADERSHIP ASSETS™

### COACHING

### ATTITUDE and BEHAVIOR

### CHANGE and MANAGING TRANSITIONS

### COMMUNICATION

### DIVERSITY

### PERFORMANCE

### TEAMWORK

### TECHNOLOGY

### TIME MANAGEMENT

### SERVICE

### WORK/LIFE EQUATION

### PERSONAL and PROFESSIONAL FRAMEWORK

## CLIENTS (Representative Sampling)

AARP

Accenture

Allure Fusion Media

Bank of America

Blockbuster Entertainment

Boardroom Bound (Executive Coach)

Business and Professional Women's Organization

CA

Collaborative Think Tank

Dana Corporation

EDS

ELC (Executive Leadership Council)

Fortune Brands (Corporate, Acco, Titleist, Moen, Jim Beam)

GE

Georgia-Pacific

HP

IBM (Chicago, Austin, Corporate Program)

Idamar Enterprises (Odyssey Network)

Illinois Women's Chamber of Commerce

Information Technology Senior Management Forum (ITSMF)

Jackson State University

Livingstone College

Microsoft

National Association of African American Firefighters

National Association of Women Business Owners (NAWBO)

National Black MBA Association (Executive Coach/Consultant)

National Pan Hellenic Council

Northwestern University

PepsiCo

Phi Beta Sigma Fraternity

Sabre Systems

Savannah State University

Shell Oil

Toyota

Women Business Enterprise National Council (WBENC)

Unlimited Results

University of Illinois at Urbana-Champaign – Leadership Center  
and Student Residency Program

Value City Department Stores

Wachovia Corporation

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|   | LEADERSHIP ASSETS™   | Logistics       | OBJECTIVES   | RESOURCES   | NOTES   |
|---|--|-----------------|--|---|---|
| <b>INSIGHT and COMMUNICATIONS</b>                             | <b>Insight Is Everything! Strengthen Your Leadership Assets</b><br><br><i>Behavior Styles Coaching</i> | 3 hours seminar | <ul style="list-style-type: none"> <li>q Review the foundation and structure of DiSC to understand behavior’s impact on personal and professional success</li> <li>q Work more effectively as a team member</li> <li>q Establish coach approach for development and discussions</li> <li>q Strengthen communication through concentrated listening skills</li> </ul> <p>Coach Language<br/>Coach Approach<br/>Coachable Moments<br/>Gap Bridging<br/>Coaching Conversation</p>   | <ul style="list-style-type: none"> <li>o <i>Due North! Strengthen Your Leadership Assets</i></li> <li>o <i>Due North! Mem-Cards®</i></li> <li>o The Coaching Checklist© (DN)</li> <li>o DiSC Classic 2 or Classic 2 Plus</li> <li>o DiSC Classic 2 Group Report</li> <li>o DiSC Culture Report</li> <li>o Team View Report</li> <li>o Coaching Model</li> </ul> |   |
|   | <i>Communication Listening</i>   |                 | <ul style="list-style-type: none"> <li>q Identify and overcome communication barriers</li> <li>q Learn to listen and respond with purpose</li> <li>q Discover the five different listening approaches</li> <li>q Establish business communication parameters for voice, electronic, and other forms of communication</li> <li>q Celebrate what is...</li> <li>q Listen to the point of disappearing</li> </ul> <p>Discovery Questioning<br/>Laser Informing<br/>Truth-Saying</p> | <ul style="list-style-type: none"> <li>o Certified Communicator Program™ (DN)</li> <li>o Personal Listening Profile®</li> <li>o Personal Learning Profile® Group Report</li> </ul>  |   |
|   | <b>Life By Design: Silence the Inner Voice</b><br><br><b>RECARREERING©</b>                             | 2 hours seminar | <ul style="list-style-type: none"> <li>q Explore six arenas of life, assess your readiness, build your plan</li> <li>q Establish a targeted plan to pursue life with passion and purpose</li> <li>q Evaluate your plan on a periodic basis to keep it energized and current with tools and frameworks</li> <li>q Eliminate negative energy by expending positive power</li> <li>q Transform your work life with renewed energy and passion</li> </ul>                            | <ul style="list-style-type: none"> <li>o Life Options Profile</li> <li>o <i>What Color is Your Retirement?</i></li> <li>o InnovativeLife™ Card Deck</li> <li>o Innovative Life eWorkbook</li> <li>o ReCareering Profile</li> <li>o <i>ReCareering: Find Your Authentic Work</i></li> <li>o <i>Managing Transitions: Navigating the Sea of Change</i></li> </ul> | Career/Work<br>Finances/<br>Insurance<br>Personal<br>Development<br>Leisure/Social<br>Family/<br>Relationships<br>Health/<br>Wellness |
| <b>3 hour coaching per individual per seminar recommended</b> |  |                 |  |   |   |

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| <b>CHANGE</b>  | <i>Managing Transitions Relationships</i> | 60 mins   | <ul style="list-style-type: none"> <li>q Understand change elements</li> <li>q Apply the change process to personal and professional case studies and situations</li> <li>q Map business change using process</li> <li>q Establish valued relationships</li> <li>q Document personal and professional relationships</li> </ul> <p style="color: red; margin-top: 10px;">Outrageous Requesting</p> | <ul style="list-style-type: none"> <li>o Transitions – The Personal Path Through Change</li> <li>o “Life Prospectus” eWorkbook</li> <li>o ReCareering© Profile</li> <li>o <i>Transitions: Navigating the Sea of Change</i></li> <li>o Workplace Relationships Profile</li> <li>o Transition Roadmap</li> <li>o Transition Journey Document</li> </ul> |       |
|  | <i>Diversity</i>                          | 60 mins   | <ul style="list-style-type: none"> <li>q Discover personal comfort level with different people</li> <li>q Understand impact of behavior on others</li> <li>q Assess the accuracy of knowledge about differences</li> <li>q Reduce conflict</li> <li>q Transform knowledge into acceptance and empathy</li> <li>q Embrace diversity as a source of organizational strength</li> </ul>              | <ul style="list-style-type: none"> <li>o Discovering Diversity Profile®                             <ul style="list-style-type: none"> <li>Individual</li> <li>Group</li> </ul> </li> <li>o Global Beads™ Exercise</li> <li>o Work Expectations Profile - Individual</li> </ul>   |       |
|  | <i>Time Management</i>                    | 60 mins   | <ul style="list-style-type: none"> <li>q Identify key time elements</li> <li>q Establish personal time commitments</li> <li>q Discuss group time challenges</li> </ul>  | <ul style="list-style-type: none"> <li>o Time Mastery Profile®                             <ul style="list-style-type: none"> <li>Individual</li> <li>Group</li> </ul> </li> </ul>  |       |
| <b>2 hours individual coaching with each session recommended</b> |   |           |   |   |       |

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*Talent Development* **CURRICULUM** ©

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|--|-------------------------------|------------------|---|--|--------------|
|  | <i>Work/Life Equation</i>     | 60 mins          | <ul style="list-style-type: none"> <li>q Define, understand, explore and manage key work expectations: Structure, Recognition, Environment, Teamwork, Balance, Diversity, Autonomy, Expression, Stability and Career Growth</li> <li>q Discover which expectations are most important and learn how to communicate expectations to others</li> <li>q Increase level of satisfaction and commitment resulting in greater job satisfaction and productivity</li> <li>q Accumulate group data to assess the work expectations of the organization and take appropriate group action</li> <li>q Define personal work/life equation</li> </ul> <p style="color: red; margin: 0;">Tolerations<br/>Extreme Self-Care</p> | <ul style="list-style-type: none"> <li>o Work Expectations</li> <li>o Coping and Stress Profile®</li> <li>o Team 100©</li> <li>o <i>Reclaiming My Soul From the Lost and Found</i></li> </ul>  |              |
|  | <i>Management Performance</i> | 60 mins          | <ul style="list-style-type: none"> <li>q Discover how you want to lead; what kind of leaders you want to follow; Determine dimension of leadership needed by organization</li> <li>q Construct a personal development and performance plan with an action plan incorporating input from others</li> <li>q Understand the derailment factors</li> <li>q Develop a customer centric mentality</li> </ul>  | <ul style="list-style-type: none"> <li>o Management Styles Profile</li> <li>o Sales Styles Profile</li> <li>o Customer Interaction Map</li> <li>o Dimensions of Leadership Profile®</li> <li>o DiSC® Managing Performance Planner</li> <li>o DiSC® Management Action Planner</li> <li>o PPSS 360 on Behavior Styles – Exec’s Team</li> </ul> |              |
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| <b>RELATIONSHIPS</b>   | <i>Teamwork</i><br><br><b>Individuals create... teams innovate!</b> | 90 mins   | <ul style="list-style-type: none"> <li>q Identify your individual approach to teamwork</li> <li>q Clarify roles and reinforce strengths of all team members</li> <li>q Understand and encourage team innovation and problem solving</li> <li>q Determine status of your team relative to the “Top 10 High Impact Team Practices”</li> <li>q Make stronger individual contributions to teams</li> <li>q Open aperture to compete, cooperate, collaborate</li> </ul> <p>Celebrating “What Is”</p> | <ul style="list-style-type: none"> <li>o Team Dimensions Profile®</li> <li>o The Top 10 High Impact Team Practices© (DN)</li> <li>o Top 10 Innovations Survey</li> <li>o DiSC Indra Dyad Group Significant Other</li> </ul>  |       |
|  | <i>Personal/Professional Framework</i>                              | 90 mins   | <ul style="list-style-type: none"> <li>q Understand your relationship style and the style of others</li> <li>q Leverage your style for more effective communication</li> <li>q Review your personal and professional framework and execute a plan for focus areas</li> <li>q Develop an elevator speech</li> <li>q Update your Professional tool kit</li> <li>q Synchronize your core beliefs and values with your life</li> </ul>  | <ul style="list-style-type: none"> <li>o DiSC Indra Individual Pair/Dyad Group</li> <li>o Development Plan© (DN) or internal</li> <li>o Performance Plan© (DN) or internal</li> <li>o Personal and Professional Framework©</li> </ul>  |       |
|  | <i>Attitude and Behavior</i>  | 90 mins   | <ul style="list-style-type: none"> <li>q Understand personal behavior</li> <li>q Identify and read others’ behavior</li> <li>q Incorporate attitude and behavior into daily life</li> <li>q Shift styles to advantage</li> <li>q Build a career plan and a life options plan</li> </ul> <p>Inside Out Shifts</p>  | <ul style="list-style-type: none"> <li>o DiSC® Behavior</li> <li>o Attitude Assessment© (DN)</li> <li>o Career Success Center (Values, Mission, Vision, Temperament, Personality, etc.)</li> <li>o Life Options® Profile</li> <li>o <i>What Color is your Retirement?</i></li> </ul> |       |
|  | <i>Leadership Assets Summary</i>                                    | 60 mins   | <ul style="list-style-type: none"> <li>q Identity and understand your leadership style</li> <li>q Assess yourself against internal leadership competencies</li> </ul>   | <ul style="list-style-type: none"> <li>o Leadership Dimensions Profile</li> <li>o Leadership Journey Assessment Summary©</li> </ul>  |       |
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| <b>COACHING CLINIC</b> | <p><i>Coaching</i></p>  | 2 days    | <ul style="list-style-type: none"> <li>q Identity and practice coaching skills within the Coaching Conversation Models</li> <li>q Explain the coaching paradigm shifts needed for a leader to adopt a coach approach</li> <li>q Describe your own personal coaching style and recognize the style(s) of others</li> <li>q Describe the value and your business imperative for a leader to use the coach approach</li> <li>q Create a personal action plan to apply these skills in your role</li> </ul> | <ul style="list-style-type: none"> <li>o Coaching Clinic Binder</li> <li>o PCSI Profile</li> </ul> |       |
|                        | <b>3 hours individual coaching with this session recommended</b>   |           |   |  |       |

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