



Trampoline

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A GUIDE TO OUR WORKSHOPS & SERVICES



LEAD WITH PURPOSE & CLARITY

- NORTH STAR
- CHARTING THE COURSE

INTRODUCTION

Define a clear, compelling, and inspirational vision.

Motivate your people with a sense of meaning and purpose. Then give them a rigorous, actionable strategy that's easy to understand.

The best leaders don't give people something to do.
They give them something to believe in.

-Simon Sinek



OVERVIEW

One of our most popular and enduring workshops, with North Star you will nail your vision, mission and values in just one day.

Bring 5-10 of your key players to the table and we will guide you through our unique process, delivering a statement that ignites the passion, ownership, and determination of your entire organization.

WHAT WE'LL TALK ABOUT

- Why mission and values matter: know your why.
- How to use your mission as a filter for decisions.
- Who you are on your best day? Bottle it, scale it.
- Making it both current and aspirational.
- Differentiation: what makes you unique?
- Writing a kickass mission that fits on a t-shirt.
- Using mission and values to cement and drive company culture.
- How to launch your Mission & Values.

And how to avoid the #integrity buzzwords, admission tickets, and clichés!



WORKS WELL WITH

CHARTING THE COURSE
RESET, READY, GO
ABOVE & BEYOND



DURATION

REMOTE / ONE DAY



OVERVIEW

It's very tempting to try and boil the ocean when it comes to strategy. There will always be more to accomplish than time available to do it.

Our facilitated strategy workshops - typically 2 separate one-day sessions, will ensure that you challenge group-think and dominant logic to arrive at a clear and differentiated departmental or business strategy. These are custom-designed events designed to create clarity, collective ownership, direction, and a sense of urgency for your leadership team.

TYPICAL AGENDA

- What story are the numbers/research telling?
- Competitive landscape and analysis.
- Customer segmentation.
- Branding and product/service differentiation.
- Burning platforms and urgent issues.
- Forcing essential sacrifices.
- Defining the 3-5 Strategic platforms.
- Creating a timed, sequenced action plan.
- Finalizing metrics and accountability.



WORKS WELL WITH

NORTH STAR
RESET, READY, GO
PIVOT



DURATION

1-2 DAYS / EXTENSIONS AVAILABLE



COACH YOUR LEADERS

- SMART-ASS
- KICK-ASS
- BAD-ASS

The brighter you are, the more you have to learn.
-Don Herold

INTRODUCTION

Choose from three levels of executive coaching, designed to suit the needs of anyone from a new leader to a seasoned senior executive.

All coaching engagements include self or 360 assessment, a goal-setting session, a defined period of coaching, review, and action planning.



Our introductory coaching level is aimed at individual contributors and leaders of small teams. Smart-Ass coaching is tightly focused to address a handful of basic leadership skills.

As an alternative to group training, it's great for giving targeted help and support to those who need a quick "top-up" or would benefit from some structured support in the basics.

TYPICAL COACHING TOPICS

- Feedback / Coaching Skills
- Setting clear performance expectations
- Empathic leadership
- Motivating teams
- Handling difficult conversations
- Managing peer relationships

DURATION

Twelve coaching sessions over 12 weeks plus debrief

WORKS WELL WITH

The entire LIKE A BOSS series
RESET, READY, GO



OVERVIEW

Our most popular coaching program, Kick-Ass is for established leaders, typically at VP/SVP/EVP level who need to hone their executive presence, leadership communication skills, and organizational savvy. It is broad in scope, encompassing a wide range of executive coaching needs.

TYPICAL COACHING TOPICS

- Navigating organizational dynamics
- Executive presence
- Influencing and communication skills
- Managing difficult peer relationships
- Inspiring and leading the organization
- Giving up control and empowering others
- Emotional intelligence
- Stress tolerance and impulse control
- Empathy and influencing skills

DURATION

Fifteen 90 min coaching sessions over 6 months

WORKS WELL WITH

CHARTING THE COURSE
RESET, READY, GO
NORTH STAR



OVERVIEW

This one is for the seasoned, sophisticated, Bad-Ass C-level executive who needs confidential and impartial advice and coaching around a complex issue. Typical challenges include leading the organization through a merger/acquisition, driving a culture change among an executive team, or dealing with a sensitive high-level performance problem.

TYPICAL COACHING TOPICS

- Driving company culture
- Leading leaders
- Change management
- Crisis leadership
- Emotional intelligence



WORKS WELL WITH

RESET, READY, GO
CHARTING THE COURSE
ABOVE & BEYOND
NORTH STAR



DURATION

Custom design and duration



LIKE A BOSS is our signature leadership development series - mix and match workshops to create your own leadership development program or you can ask us for new, custom workshops.

THE WORKSHOPS

- **STOP MANAGING, START LEADING:** An introduction to leadership
- **GREAT EXPECTATIONS:** Setting people up for success
- **GREAT CONVERSATIONS:** Feedback skills
- **P.O.P. THE QUESTION:** Handling defensive reactions to feedback
- **RAPID TEAMS:** Building remote/hybrid teams
- **FULL OF POTENTIAL:** Coaching skills
- **YOU'RE PERFECT, NOW CHANGE:** Care and Accountability
- **EQ-UALIZER:** Emotional Intelligence
- **CHANGEOLGY:** Leading change
- **RING OF HIRE:** Interviewing skills
- **LEADERSHIP AMONG EQUALS:** Leading without authority
- **OWN THE ROOM:** Leadership presence
- **DO YOU AGREE, OR ARE YOU WRONG?:** Improving difficult relationships
- **EVERYTHING IN MODERATION:** Leading an online meeting
- **KEEP YOUR CHIN UP:** Resilience

INTRODUCTION

With this highly successful training series, we take age-old leadership wisdom and make it contemporary, practical, and accessible to today's leaders, especially those who are managing in technology, matrix, and creative environments.

We reframe leadership as the pursuit of possibility, separate from outdated notions of command and control. Nobody wants to be managed anymore - at every level, it's now about leadership.

These are highly engaging and memorable workshops that don't just get rave reviews across the board - they actually work!

Learning never exhausts the mind
-Leonardo Da Vinci



OVERVIEW

This half-day workshop introduces some of the key concepts used throughout the entire Like A Boss series, reframing leadership as an art form in and of itself. As such, we highly recommend this as the first stage of your custom leadership development program.

CONTENT

- The role of the leader.
- What's the difference? Managing vs leading.
- The success factors of great leadership.
- The importance of empathy and giving an A.
- Understanding why performance issues happen.
- Balancing power and strength.
- Personal case studies and action planning.



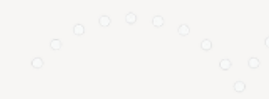
WORKS WELL WITH

The entire LIKE A BOSS series



DURATION

HALF DAY / REMOTE



OVERVIEW

This half-day workshop covers all the basics of how to set your team up for success, ensuring that performance issues do not happen as the result of poorly communicated standards and expectations.

CONTENT

- The importance of clear expectations, standards, and metrics.
- How to define and articulate clear performance goals, verbally and in writing.
- Delegation vs allocation and why it matters.
- Defining project success criteria.
- Articulating qualitative standards.
- Assessing project fit based on employee potential.
- Making people feel motivated and energized by the work they're given.



WORKS WELL WITH

STOP MANAGING, START LEADING
 LEADERSHIP AMONG EQUALS
 GREAT CONVERSATIONS
 CHANGEOLGY



DURATION

HALF DAY / REMOTE



DURATION

HALF DAY / ONE DAY / REMOTE

OVERVIEW

This workshop is all about the purpose and skill behind great performance feedback. We believe that feedback is actually help, and so by definition, there is no such thing as negative feedback! Using our proprietary CARE model, we make it easy for leaders to give feedback that both motivates and improves performance .

Full-day version available to give additional time for role-playing and practice.

CONTENT

- Using feedback to motivate and improve performance.
- The criteria for actionable feedback.
- Getting comfortable giving feedback.
- Feedback vs. discipline.
- Ensuring motivation vs compliance.
- The Emotional Bank Account.
- "I statements" and language currency



WORKS WELL WITH

GREAT EXPECTATIONS
P.O.P. THE QUESTION
EQ-UALIZER
LEADERSHIP AMONG EQUALS
RESET, READY, GO



OVERVIEW

P.O.P. THE QUESTION is named after our proprietary objection handling model P.O.P. (Probe, Observation, Pushback). This is a structured technique that uses questions as the foundation for turning around defensive reactions to feedback and creating a greater sense of ownership and accountability.

CONTENT

- Common deflections and how to counter them effectively.
- How to stay in relationship and stay true to your values.
- The how and why of the P.O.P. Model of objection handling.
- Using questions to stay in control and hold people accountable.
- Emotional regulation, staying calm and focused.
- Body language, eye contact, and tone - being firm and fair.
- How to close the conversation and ensure accountability.
- Practice using personal and real-life case studies - hone skills.



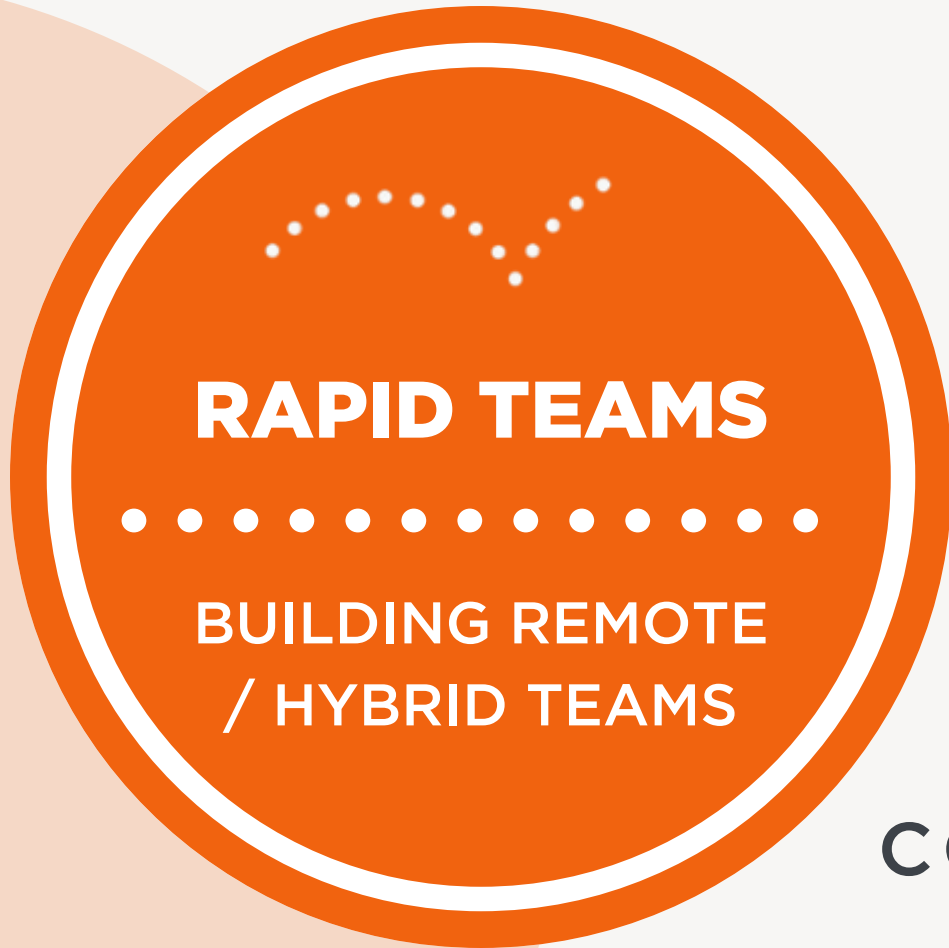
WORKS WELL WITH

YOU'RE PERFECT, NOW CHANGE
GREAT CONVERSATIONS
DO YOU AGREE, OR ARE YOU WRONG?



DURATION

HALF DAY / REMOTE



OVERVIEW

Rapid Teams is a full-day workshop delivered in two modules. It is built around Bruce Tuckman's model of team dynamics, expanded to include setting expectations, creating vision, defining responsibilities and handling performance issues.

CONTENT

- Set your team up for success with a clear vision and well-defined project deliverables.
- Create and gain commitment to practical ground rules for success.
- Lead your team successfully through the 5 stages of team development.
- Create trust and collaboration in record time.
- Use standards to create clarity and strong team motivation.
- Diagnose and solve thorny problems related to communication, trust, and teamwork using case studies to explore common challenges.



WORKS WELL WITH

- RING OF HIRE
- FULL OF POTENTIAL
- GREAT EXPECTATIONS
- GREAT CONVERSATIONS
- CHANGEOLOGY
- EQUALIZER



DURATION

2 HALF DAYS / REMOTE



OVERVIEW

Coaching skills are now as important as feedback skills. Today's employees take full control over their own development and want leaders who help them see how to improve, as opposed to simply telling them through the lens of their own experience. However, learning to be a leader-coach is very challenging. It takes patience self-control and an ability to come up with the questions instead of the answers. Not easy for most leaders!

CONTENT

- When to give feedback and when to coach.
- The GROW model of coaching.
- The 4 levels of listening.
- Staying out of judgment and in curiosity.
- Essential questions every coach should ask.
- How to resist giving the answer and instead ask a question.
- How to stay in rapport and coach when there is tension.
- How to build a long term coaching relationship.

DURATION

HALF DAY / REMOTE

WORKS WELL WITH

All coaching programs

PIVOT

RESET, READY, GO

CHANGEOLGY

DO YOU AGREE, OR ARE YOU WRONG?



OVERVIEW

YOU'RE PERFECT, NOW CHANGE is about the difficult challenge of calibrating the care and empathy you show as a leader, while still driving towards results and accountability. Caring for your team and holding them accountable are not mutually exclusive. Holding people accountable is a primary tool in the retention of top talent. This workshop dispels the myth of it being a choice between one or another and helps leaders be more effective at driving results.

CONTENT

- The Care and Accountability Matrix - defining how we get the balance wrong, the effects of that on individual, team, and company performance - and how to get it right.
- Exploration of personal style, strengths, and weaknesses relative to the Care and Accountability Matrix and how to optimize your style to drive accountability, build capability and retain your best people.
- How to avoid lack of accountability - 4 steps to ensure you have created an environment of psychological safety and accountability to the team.
- The role of clear expectations, regular feedback, coaching, and follow-up.
- Common "excuses" and phrases to help drive accountability and drive a sense of ownership.



WORKS WELL WITH

All coaching programs
 GREAT EXPECTATIONS
 GREAT CONVERSATIONS
 P.O.P. THE QUESTION
 CHANGEOLGY



DURATION

HALF DAY / REMOTE



OVERVIEW

EQ-UALIZER is a solid grounding in Emotional Intelligence. This workshop goes on to serve and inform all of our other workshops and works very well with custom offsites and teambuilding. It includes a personal assessment (EQI 2.0) and analysis of results to help participants understand their strengths and weaknesses as a leader, colleague and business partner.

CONTENT

- How and why Emotional Intelligence matters - connecting the dots on leading others, working with peers, and managing client relationships.
- Recognizing personal "triggers" for emotional responses, and be able to describe how those responses are manifested in your leadership behavior.
- Understanding your own EQi (Emotional Quotient Inventory) report.
- Understanding how strengths can be overdone, and the impact when it happens.
- Learn techniques for handling emotions in yourself and others.



WORKS WELL WITH

ALL WORKSHOPS



DURATION

ONE DAY / REMOTE



OVERVIEW

It's a well-known fact that most organizational change efforts fail. The reason? In almost all cases- a failure to anticipate and respond appropriately to leadership and employee reactions to change. This workshop shows leaders how to turn employee fears into positive, solution-oriented energy that drives productive change forward.

CONTENT

- Understanding the human dynamics of change.
- The success criteria for effective change leadership.
- Success stories of change: how and why.
- Identifying personal reactions to change: Patterns and consequences.
- Dealing with fear, negativity, and passive sabotage.
- How to win over the cynics.
- Change-leader vs cheerleader: Getting the leadership tone right.
- Change leadership action plan.



WORKS WELL WITH

NORTH STAR
CHARTING THE COURSE
ABOVE & BEYOND
DO YOU AGREE, OR ARE YOU WRONG?



DURATION

1 DAY / REMOTE



OVERVIEW

RING OF HIRE is our two-day workshop that takes the mystery out of how to design and conduct a thorough, fair, and effective interview and selection process while also giving candidates a positive experience with your organization. From defining the job to filling the job it's all here in Ring of Hire.

CONTENT

- Defining the job criteria: Essential, Desirable, Optional - we challenge your assumptions about job and success criteria to establish clear, thoroughly vetted requirements for a current, open position.
- Identifying criteria for failure.
- Identifying these red flags is an important step in asking the right questions and making the right hire.
- The Do's, Don'ts, and No-No's of interview questions.
- How to structure a candidate selection process with multiple stakeholders.
- Diversifying your candidate pool.
- The basics of inclusive language and candidate experience.
- Behavioral interviewing skills.
- Practice - honing interviewing skills.
- Decision making - using data to make fair, objective assessments.



DURATION

2 DAYS / REMOTE



WORKS WELL WITH

RAPID TEAMS



OVERVIEW

This workshop is particularly relevant for project-based and matrix organizations where influence is as important as authority in the pursuit of business goals. Leadership Among Equals covers the skills and behaviors required to achieve big things by building and maintaining collaborative, trusting, and productive relationships with peers and internal business partners.

CONTENT

- How to overcome the challenges of leading peers.
- Case studies: analysis, strategy, and practice.
- REAL leadership: a model for leading without authority.
- Establishing and managing accountability among peers.
- Circle of influence: assessing and addressing the health of key internal partnerships.
- Emotional self-regulation.
- Advocacy and problem-solving.
- Language currency and behavior choices.
- Personal case studies: Planning for real-life scenarios.



WORKS WELL WITH

DO YOU AGREE, OR ARE YOU WRONG?
GREAT CONVERSATIONS
PIVOT
EQUALIZER
CHANGEOLGY



DURATION

1 DAY / REMOTE



OVERVIEW

This workshop is for leaders who have basic presentation skills but need to work on their impact and presence. It's a tough balance to be charismatic and humble at the same time. Or compelling and inviting...or lighthearted yet serious. But we are in an age of ideas, innovation, and change - all of which have to be positioned and sold. Being able to command a room has become the new price of entry. Leaders often get stuck in what feels like contradictions, swinging too far in one direction.

CONTENT

- Put your mind on display / Put your leadership on display.
- Defining your personal brand.
- Circle of Influence: identify critical stakeholders.
- Thinking agility - flexing to meet the styles of others.
- Balancing your Emotional Intelligence skills.
- Platform skills - storytelling, body language, expression, and connection.
- Includes EQi2.0 Emotional Intelligence Assessment & a personal 1 hour coaching session.



WORKS WELL WITH

The entire LIKE A BOSS series
All coaching programs
PIVOT
RESET, READY, GO



DURATION

1-3 DAYS



OVERVIEW

There's no denying it - we all admire the people who are able to stay cool, calm, and collected in times of conflict or tension. But it's not a gift, it's a set of skills, honed over years of practice. If mastering yourself is the highest wisdom, then this is the workshop to help us all wise up. Full of insight and practical tools that will remove the invisible barriers to conflict resolution, and get us away from the temptation to win conversations instead of being in conversations.



WORKS WELL WITH

CHANGEOLGY
LEADERSHIP AMONG EQUALS
SMART-ASS
KICK-ASS



DURATION

HALF DAY / REMOTE

CONTENT

- The REAL Model of Leadership and conflict resolution.
- Listen without judgment and resist the need to be right.
- Emotional self-regulation - get into curiosity, not conflict.
- Using questions where arguments used to be.
- Staying in rapport, not rising to the bait.
- Advocacy for common ground and workable solutions.
- Language currency that works.



OVERVIEW

Remote meetings are here to stay. But we’ve all sat in horrible-no-good-very-bad online meetings, hoping that someone would take charge, step it up or call the whole thing off. “You’re on Mute” isn’t even funny anymore. Everything in Moderation is everything you need to know about how to design and moderate the kind of online meetings that have people scrambling to get in, instead of wriggling to get out.



WORKS WELL WITH

The entire LIKE A BOSS Series
CHANGEOLGY



DURATION

HALF DAY / REMOTE

CONTENT

- Design an experience - not an agenda.
- Don’t boil the ocean - design with focus and brevity in mind.
- The psychology of being online in groups.
- How to open a meeting and set the right tone.
- How to use the camera to your advantage.
- Facilitation skills - moderating with intent.
- Handling tension, conflict, and mansplainers.
- Camera skills.
- Lighting, Camera, Set design!



OVERVIEW

This workshop is based on the premise that resilience is more about renewal than endurance. We take the view that all forms of energy are exhaustible, so long-term success is founded on the ability to adopt a certain kind of mindset, make resilience a decision, and then adopt a critical set of skills and behaviors in order to be able to recharge and renew as required. We demystify resilience and make it practical and actionable for everyone.

CONTENT

- The Hardiness and Resilience assessment.
- Practices to develop greater emotional self-awareness.
- Mindfulness and why it matters.
- Understanding primary and secondary emotions.
- Growth vs Fixed Mindset.
- Perspective-taking: Leveraging different ‘lenses’ to get clarity.
- Self-care (including how to give yourself a kick in the pants).



WORKS WELL WITH

The entire LIKE A BOSS series
All coaching programs
PIVOT
DO YOU AGREE, OR ARE YOU WRONG?



DURATION

HALF DAY / REMOTE



INTRODUCTION

Unlock the secrets to great teamwork. Resolve conflict, build confidence and trust. Build your organizational culture around shared values, harnessing the passion, commitment, and talent of your entire workforce.

BUILD TEAMS & CULTURE

- RESET, READY, GO
- PIVOT
- ABOVE & BEYOND

Trust has economic value.
-Jocelyn Kung



WORKS WELL WITH

- NORTH STAR
- CHARTING THE COURSE
- PIVOT
- KICK-ASS
- BAD-ASS

DURATION

1 DAY / REMOTE

This is our signature 1-2 day event for leadership teams who need to get out of their own way. Even the best teams need to press reset every now and again to ensure they recommit to their collective mission and rules of engagement. It's a normal and necessary part of their journey as a team. This is the offsite that ensures everyone is aligned, reset, and ready to go.

OVERVIEW

Trust is not separate from the real work of business. It is the foundation upon which great success is built. High-performing, successful teams understand that they're in a relationship that must be cultivated. They spend time building trust, generating an environment of candor, personal accountability, mutual support, and a healthy attitude towards risk.

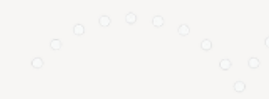
A team can be in great shape but still have plenty of room to get better, so Reset, Ready, Go is a flexible, dynamic workshop that meets a team where they are, then takes them to a whole new level.

CONTENT

This experience takes stamina and determination to achieve the desired results.

In a safe and structured setting, teams give and receive feedback, discussing their expectations, team results, hopes, and aspirations. They give recognition to each other and spend time agreeing on their social and professional contract.

Reset, Ready, Go is a challenging, inspirational, and exhilarating experience suitable for teams at all levels and stages of their development.



OVERVIEW

This workshop is designed for existing teams who need to pivot as a result of significant organizational change. We take the team through exercises based on the basic organizational success factors such as role clarity, expectations, goals, and standards. Developed in partnership with the clients to ensure it is tailored to address specific, current organizational challenges, it can be combined with North Star, Charting the Course, and Reset, Ready, Go for the ultimate three-day leadership summit.

CONTENT

- A Leadership stake in the ground.
- The business challenges and call to action.
- Role clarity.
- Goals and standards.
- Dept/team reputation management.
- Managing change.
- Rules of engagement.
- Timed, sequenced action plans.



WORKS WELL WITH

- NORTH STAR
- CHARTING THE COURSE
- RESET, READY, GO



DURATION

1 DAY +



OVERVIEW

Custom built employee engagement programs that align the hearts and minds of your people with the nuts and bolts of your company strategy.

WHAT WE CAN DO FOR YOU

- Establish your leadership message.
- Embed your mission and values into company DNA.
- Train, empower, and enable your leadership team.
- Create and mobilize internal ideation groups.
- Create recognition and reward initiatives.
- Design multimedia culture campaigns.
- Create and manage employee events.
- Build custom websites and apps.
- Design competitions and sweepstakes.
- Source and design great company SWAG!

We offer this service soup to nuts, but we're very happy to help you improve and build on any initiatives you may already have underway.

DURATION

CUSTOM TIMELINE

WORKS WELL WITH

NORTH STAR
CHARTING THE COURSE
PIVOT



Trampoline



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