






Business Acumen









	TITLE	COURSE	DURATION	OBJECTIVES
FRANKINCONEY INSIGHTS	Dashboard: The Power of Keeping Score	<i>The 4 Disciplines</i>	 12 minutes	It's hard to tell if you're winning the game without a good scoreboard. This video shows how one company uses numbers to get everyone involved in their success. <ul style="list-style-type: none"> • Set clear objectives • Be accountable for key measures
	The Dabbawalas: Make Your Systems Succeed	<i>Leadership</i>	 11 minutes	Learn about the unique and almost flawless core work process of the legendary "lunchbox men" of Mumbai. <ul style="list-style-type: none"> • Create effective team processes and systems • Continuously improve key processes
	Your Money-Making Model: Understand How You Affect the Bottom Line	<i>Leadership</i>	 12 minutes	Every organization, for profit or nonprofit, lives or dies on its finances. World-famous business consultant Ram Charan explains how to have a positive impact on your organization's bottom line. <ul style="list-style-type: none"> • Understand the financial impact of the team on the organization as a whole • Take action to improve cash flow or other financial goals of the organization

Communication




	TITLE	COURSE	DURATION	OBJECTIVES
EXCELERATORS	Business Writing Skills: Getting Your Point Across With Power and Influence	<i>Writing Advantage</i>	 60 minutes	Established set writing standards help increase productivity, resolve issues, avoid errors, and heighten credibility. <ul style="list-style-type: none"> • Learn how to write faster and with more clarity • Gain skills for revising and fine-tuning every kind of document
FRANKINCONEY INSIGHTS	Ana Handles Questions	<i>Presentation Advantage</i>	 5 minutes	Learn how to manage group dynamics and handle questions. <ul style="list-style-type: none"> • Improve presentation skills • Handle group dynamics
	Ana's Presentation	<i>Presentation Advantage</i>	 4 minutes	This module shows how to plan an effective, comprehensive, and compelling presentation using the Presentation Planner tool. <ul style="list-style-type: none"> • Improve presentation skills • Utilize the Presentation Planner tool
	Are You Nervous?	<i>Presentation Advantage</i>	 4 minutes	Do you ever get nervous when you present? This video will put in perspective why we react the way we do. <ul style="list-style-type: none"> • Improve presentation skills. • Optimize pre-presentation stress.
	Autobiographical Responses and Empathic Listening	<i>7 Habits Signature 4.0</i>	 13 minutes	The impact of autobiographical responses is illustrated in this dramatized story about a young man who wants to drop out of school. <ul style="list-style-type: none"> • Consider how autobiographical listening and responding blocks your ability to understand and communicate effectively • Listen empathically for understanding and respect the viewpoints of others

COURSE
TITLES




Communication (Continued)

TITLE	COURSE	DURATION	OBJECTIVES
Blind Spots: How to Give and Receive Effective Feedback	<i>7 Habits Managers</i>	 15 minutes	Good feedback is essential but risky. How can someone help people without offending them? This engaging story demonstrates how to give effective feedback in the workplace. <ul style="list-style-type: none"> • Communicate candidly and respectfully • Give effective feedback to each other
Clarifying Questions and "I" Messages (Pair): Tell the Speaker's Story and Seek To Be Understood	<i>7 Habits Signature 4.0</i>	 7 minutes	This short skills video demonstrates and labels empathic responses and clarifying questions during an interaction between two people around an inaccurate purchase order. <ul style="list-style-type: none"> • Learn how to establish your understanding • Learn how to state your point of view clearly and respectfully
Clarifying Questions and "I" Messages (Team): Watch the Signals and Seek To Be Understood by All	<i>7 Habits Signature 4.0</i>	 9 minutes	This short skills video demonstrates and labels empathic responses and clarifying questions during an interaction between a salesman and his customers. <ul style="list-style-type: none"> • Ask clarifying questions to each person and make sure they feel understood • Express your position using "I" messages to promote understanding
Diagnose Before You Prescribe: To Understand Precedes Action and Judgment	<i>7 Habits Signature 4.0</i>	 10 minutes	In classic 1994 footage, Stephen R. Covey illustrates our tendency to impose our paradigms on others and the pitfalls of prescribing before fully understanding another's perspective. <ul style="list-style-type: none"> • Listen with the intent to truly understand, not to influence and judge
It's Not About the Nail: Stop Trying to Fix It	<i>7 Habits Signature 4.0</i>	 5 minutes	Empathic Listening is finding out what really matters to the other person, whether you agree or not. It may seem obvious to the listener, as does the nail in this video, but understanding the speaker is what's really important. <ul style="list-style-type: none"> • Listen empathically for understanding • Respect the viewpoints of others
Key Stakeholder Interview: Clarify Project Outcomes	<i>Introduction to Project Management Essentials</i>	 6 minutes	After a project leader has identified key stakeholders, the next important step is to conduct stakeholder interviews to clarify expectations and project outcomes. This video provides a structured process for the stakeholder interview. <ul style="list-style-type: none"> • Conduct effective stakeholder interviews • Make performance conversations more effective
Performance Conversation: How to Hold People Accountable	<i>Introduction to Project Management Essentials</i>	 6 minutes	This video shows how to hold people accountable in a way that demonstrates respect while communicating that their lack of follow-through is unacceptable behavior and may be jeopardizing project success. <ul style="list-style-type: none"> • Hold "Performance" Conversations • Make "Performance" Conversations more effective
Q2 Culture: Using the Language of Importance to Create a Q2 Culture	<i>The 5 Choices</i>	 10 minutes	This video shows how to create a culture of Q2 by using the language of importance. <ul style="list-style-type: none"> • Prioritize tasks and projects based on what is most important • Create a common language and organizational priorities for the team

Communication (Continued)





	TITLE	COURSE	DURATION	OBJECTIVES
FRANKLINCOVEY INSIGHTS	Team Accountability Session: How to Create a Cadence of Accountability	<i>Introduction to Project Management Essentials</i>	 5 minutes	This video shows how to conduct a Team Accountability Session as a way to create a rhythm of accountability. These sessions make your project team meetings effective. <ul style="list-style-type: none"> • Create a Cadence of Accountability • Make project meetings more effective
	The Close: Capture Lessons Learned	<i>Introduction to Project Management Essentials</i>	 5 minutes	This video shows how to close a project and capture lesson's learned. It also introduces a Close Checklist tool. <ul style="list-style-type: none"> • Close a project • Capture lessons learned
	Win-Win Thinking: Create Mutually Beneficial Relationships	<i>7 Habits Signature 4.0</i>	 9 minutes	Dr. Stephen R. Covey explains how to succeed in your personal and professional relationships through win-win thinking. <ul style="list-style-type: none"> • Create a win-win culture where everyone feels he or she is benefiting • Communicate in a win-win fashion with each other and all stakeholders

Conflict Management





	TITLE	COURSE	DURATION	OBJECTIVES
FRANKLINCOVEY INSIGHTS	Malice in Dallas: Resolve a Conflict, Build a Relationship	<i>The Speed of Trust</i>	 7 minutes	The hilarious story of how Southwest Airlines resolved a conflict with a much smaller company and built a lasting relationship at the same time. <ul style="list-style-type: none"> • See conflicts as opportunities for building relationships • Defuse conflicts with diplomacy and respect
	Street Hawkers: Turn Your Adversaries Into Allies	<i>4 Roles of Leadership</i>	 8 minutes	When a major retailer threatened to dislodge a group of street vendors, they turned the conflict to everyone's benefit and became allies. Here's how they did it. <ul style="list-style-type: none"> • See conflict as an opportunity for building relationships • Come up with innovative solutions to problems
	Walls: Negotiating Breakthrough Solutions	<i>7 Habits</i>	 11 minutes	Dr. Stephen R. Covey recounts how one business leader broke the barriers in a tough negotiation by truly listening to understand. <ul style="list-style-type: none"> • Avoid compromise in a conflict situation; make sure everyone can win • Listen empathically to thoroughly understand the views of the other party in a conflict

COURSE
TITLES







Customer Focus

	TITLE	COURSE	DURATION	OBJECTIVES
FRANKLINCOVEY INSIGHTS	Market Trust: Build Your Brand and Reputation	<i>The Speed of Trust</i>	 8 minutes	Nothing is worth more than your reputation. This video shows how a highly trusted company lost and then restored the power of its brand in the marketplace. <ul style="list-style-type: none"> • Build a trusted brand • Develop/reinforce a reputation for getting results
	The Job to Be Done: Know What Your Customers Really Want	<i>Leadership</i>	 13 minutes	Is there a difference between the job you do and the job your customers wish you would do? Harvard Business School Professor Clayton Christensen explains how to delight your customers. <ul style="list-style-type: none"> • Meet the requirements and expectations of customers • Build relationships with customers—both internal and external
	The Ultimate Question: Earn the Loyalty of Your Customers	<i>Leadership</i>	 15 minutes	Are your customers loyal to you, or would they just as soon go somewhere else? Author Fred Reichheld explains how to earn the loyalty of your customers. <ul style="list-style-type: none"> • Make customers into promoters • Eliminate sources of customer discontent
	The World's Most Trusted Company: How to Partner With Your Customers	<i>The Speed of Trust</i>	 12 minutes	When some customers hacked into the company's computers, the leaders of toymaker LEGO were intrigued: Why would they do this? The answer shows why LEGO is the "world's most trusted company." <ul style="list-style-type: none"> • Learn from customer feedback • Connect with customers to generate new ideas for growth

Customer Loyalty








	TITLE	COURSE	DURATION	OBJECTIVES
EXCELERATORS	Huddle 1: Leading Loyalty	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about getting better at increasing the loyalty of your customers, as well as the loyalty of team members to each other. <ul style="list-style-type: none"> • Describe the kind of person who earns the loyalty of other people • Identify and explain the foundational principles for earning customer loyalty: Empathy, Responsibility, and Generosity
	Huddle 2: Empathy	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about empathy, the first principle of loyalty. Empathy is the ability to identify with and understand another's situation or feelings. <ul style="list-style-type: none"> • Explain how you might discover a customer's "hidden story" • Describe how you would treat customers differently if you knew their "hidden stories" and thus serve them better
	Huddle 3: Make a Human Connection	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about making a warm human connection with everyone—customer and co-worker. It's about letting people know you care and there to help. <ul style="list-style-type: none"> • Explain how to "see people rather than problems" • Describe how to make a "human connection" with your customers and earn their loyalty
	Huddle 4: Listen to Learn	<i>Leading Customer Loyalty</i>	 12 minutes	This huddle is about active listening, the skill necessary to arrive at an understanding of customer needs and concerns. <ul style="list-style-type: none"> • Explain how to do active listening by staying silent and focusing not on your own response but on understanding what you hear • Rephrase what has been said and check for understanding

Customer Loyalty (Continued)

TITLE	COURSE	DURATION	OBJECTIVES
Huddle 5: Responsibility	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about responsibility, the second principle of loyalty. Responsibility means taking personal ownership of customer issues and challenges that may arise. <ul style="list-style-type: none"> Put yourself in your customers' place and visualize your interactions with them Shift your service mentality from indifference to responsibility
Huddle 6: Discover the Real Job to be Done	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about overcoming the tendency to make assumptions and discovering the customer's underlying need. <ul style="list-style-type: none"> Look for the real job to be done in every customer interaction Take responsibility for identifying and doing the real job to be done
Huddle 7: Follow Up to Strengthen the Relationship	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about following up to ensure customer problems and issues are resolved, and to strengthen customer relationships with your organization. <ul style="list-style-type: none"> Show how to align with another person's emotions Demonstrate how to recover from a lapse in customer service by using the 5 A's: Assume, Align, Apologize, Ask, Assure
Huddle 8: Generosity	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about generosity, the third principle of loyalty. Generosity is giving from the heart—giving more than is necessary or expected. <ul style="list-style-type: none"> Turn customers and co-workers into advocates for your business through generous practices Avoid "scarcity thinking," or doing the least possible for your customers
Huddle 9: Share Insights Openly	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about sharing insights (both data and human) with each other in order to grow and improve customer relationships. <ul style="list-style-type: none"> Explain how to watch for opportunities to improve customer service Demonstrate how to give positive, encouraging feedback to co-workers
Huddle 10: Surprise With Unexpected Extras	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about giving creative, unexpected extras that cost little but earn increased loyalty from both customers and co-workers. <ul style="list-style-type: none"> Explain how surprising extras touch customers' hearts and earn their loyalty List exciting things you could do for your customers that they won't expect
Huddle 11: Your Loyalty Legacy	<i>Leading Customer Loyalty</i>	 15 minutes	This huddle is about leaving a legacy of customers and co-workers who are loyal to you and your organization because of your high level of engagement in winning their hearts. <ul style="list-style-type: none"> Define the kind of person you would like to be served by Write down specifically the kind of legacy you want to leave with your customers and co-workers









EXCELERATORS

Customer Loyalty (Continued)

TITLE	COURSE	DURATION	OBJECTIVES
<i>A Legacy of Loyalty</i>	<i>Leading Customer Loyalty</i>	 7 minutes	<p>What do you want your customers to say about you? What do you want your legacy to be every day on the job? This vignette illustrates the good accomplished through a team engaged in winning the heart of every customer.</p> <ul style="list-style-type: none"> Describe specifically the kind of legacy you want to leave with your customers—how do you want them to remember you? Define the kind of person you would like to be served by, and then create plan to become that person
<i>A Little Extra</i>	<i>Leading Customer Loyalty</i>	 5 minutes	<p>An emergency-response team performs an unexpected service that surprises everyone and earns the heartfelt loyalty of a whole community.</p> <ul style="list-style-type: none"> Recognize that surprising extras touch customers' hearts and earn their loyalty Think of exciting things you could do for your customers that they won't expect
<i>Kanyon</i>	<i>Leading Customer Loyalty</i>	 5 minutes	<p>Auto-glass technician Kanyon is an example of a frontline worker who genuinely cares about his customers—it's just "who he is"—and as a result earns their loyalty.</p> <ul style="list-style-type: none"> Identify the kind of person who earns customers' loyalty Identify the foundational principles for earning customer loyalty: Empathy, Responsibility, and Generosity
<i>The Button</i>	<i>Leading Customer Loyalty</i>	 4 minutes	<p>In this humorous vignette, an apathetic drive-through attendant at a fast-food restaurant has a peculiar effect on a customer. Ask yourself if you've ever been in this situation and how it made you feel.</p> <ul style="list-style-type: none"> Put yourself in your customers' place and visualize your interactions with them Shift your service mentality from indifference to responsibility
<i>The Car Charger</i>	<i>Leading Customer Loyalty</i>	 5 minutes	<p>A customer comes in with a simple request, which turns out to be not so simple after all. Watch as a customer-service person discovers what the customer's real problem is—and finds a surprising solution.</p> <ul style="list-style-type: none"> Look for the real job to be done in every customer interaction Take responsibility for identifying and doing the real job to be done
<i>The Hidden Story</i>	<i>Leading Customer Loyalty</i>	 6 minutes	<p>This touching vignette shows you what it would be like if you could see into your customers' thoughts and understand their hidden stories.</p> <ul style="list-style-type: none"> Explain how you might discover a customer's "hidden story" Describe how you would treat customers differently if you knew their "hidden stories" and thus serve them better
<i>The Human Connection, Parts 1 and 2</i>	<i>Leading Customer Loyalty</i>	 5 minutes	<p>FranklinCovey Loyalty Practice Leader Sandy Rogers explains that earning loyalty depends on the kind of character you have and principles you live by.</p> <ul style="list-style-type: none"> Explain how to "see people rather than problems" Describe how to make a "human connection" with your customers and earn their loyalty






FRANKLINCOVEY
INSIGHTS

Execution






TITLE	COURSE	DURATION	OBJECTIVES
Goal: Overcoming the Execution Gap	<i>The 4 Disciplines</i>	 11 minutes	It's one thing to have a great strategy, but it's another to execute it. Dr. Stephen R. Covey explains why many teams have trouble executing—and how to close the “execution gap.” <ul style="list-style-type: none"> Execute strategy with excellence. Spend time on what is important.
Land One at a Time: Staying Focused on Key Priorities	<i>The 4 Disciplines</i>	 8 minutes	A successful team focuses totally on a few key goals. Using the example of air-traffic controllers, FranklinCovey consultant Jim Stuart explains how to achieve that clear focus. <ul style="list-style-type: none"> Set a few key priorities Focus on the “critical few” instead of the “trivial many”
Lead Measures: Understanding the Drivers of Your Success	<i>The 4 Disciplines</i>	 10 minutes	It's one thing to have a goal; it's another to know how to achieve the goal. FranklinCovey consultant Chris McChesney explains how to identify the key actions to take to accomplish team goals. <ul style="list-style-type: none"> Execute with excellence Focus on actions most likely to produce results
Store 334: Steps to Effective Team Execution	<i>The 4 Disciplines</i>	 13 minutes	The worst store in a grocery chain becomes the best by adopting a new execution discipline. FranklinCovey consultant Chris McChesney narrates this true story. <ul style="list-style-type: none"> Execute with excellence Hold one another accountable for success
Whirlwind: Achieve Your Goals Amid the Day-to-Day Demands	<i>The 4 Disciplines</i>	 9 minutes	You can set a lofty goal, but too often it disappears in the day-to-day “whirlwind” of lesser priorities. FranklinCovey consultant Chris McChesney explains how to conquer the whirlwind. <ul style="list-style-type: none"> Eliminate distractions and barriers to achieving their most important goals Be clear on the team's true priorities
WIG Session: Creating an Accountability System	<i>The 4 Disciplines</i>	 14 minutes	Three different companies show how to execute WIGs—Wildly Important Goals—through regular accountability meetings called WIG Sessions. <ul style="list-style-type: none"> Take responsibility for progress on team goals Account for commitments to advance the team's goals
Wildly Important Goals: Breakthrough Results The 4 Disciplines of Execution	<i>The 5 Choices</i>	 13 minutes	A powerful process for achieving the most important goals in your life. <ul style="list-style-type: none"> Achieve big, formal goals, whether at work or in your personal life Formulate and track important goals
Your Best Moment: Turn Strategy Into Action	<i>The 4 Disciplines</i>	 7 minutes	Even the best strategy can fail if there is no execution discipline. Jim Huling, CEO of a major technology company, explains why so many good strategies break down. <ul style="list-style-type: none"> Understand the strategy of the organization Translate strategic goals into action

COURSE
TITLES






Innovation/Creativity

	TITLE	COURSE	DURATION	OBJECTIVES
FRANKLINCOVEY INSIGHTS	IDEO: Building an Innovative Culture	<i>7 Habits Managers</i>	 20 minutes	<p>People from all over the world come to IDEO, a California-based "idea factory," for innovative solutions to problems. Learn IDEO's process for creatively confronting your team's challenges.</p> <ul style="list-style-type: none"> • Come up with innovative solutions to problems • Develop a creative approach to work
	One Light: What Positive Difference Can Your Team Make?	<i>The Speed of Trust</i>	 9 minutes	<p>Harish Hande, an Indian entrepreneur, runs a profitable business that is helping to transform the environment for millions of people.</p> <ul style="list-style-type: none"> • Make a meaningful societal contribution • Come up with innovative solutions to problems
	Path to Synergy (Pair): Be Willing	<i>7 Habits Signature 4.0</i>	 8 minutes	<p>This short video features a married couple dealing with some unexpected challenges to a family vacation, demonstrating the Path to Synergy.</p> <ul style="list-style-type: none"> • Learn to travel the path to Synergy • Be willing to come up with a 3rd alternative that is better than any ideas that you started with
	Path to Synergy (Team): Embrace Differences	<i>7 Habits Signature 4.0</i>	 11 minutes	<p>This short video features a product team coming up with a product name, demonstrating the Path to Synergy.</p> <ul style="list-style-type: none"> • Learn to create synergy in a team environment • Allow each person to contribute by valuing differences and considering each person's point of view
	The Nature of Synergy: Achieving Creative Breakthroughs	<i>7 Habits Signature 4.0</i>	 10 minutes	<p>Stephen R. Covey uses musical and natural metaphors to describe the power of synergy and its critical importance in a competitive, global environment.</p> <ul style="list-style-type: none"> • Create a climate of innovation and creativity • Leverage diverse points of view






Managing Change

	TITLE	COURSE	DURATION	OBJECTIVES
FRANKLINCOVEY INSIGHTS	Carry Your Own Weather: Taking Charge of Your Life	<i>7 Habits Signature 4.0</i>	 14 minutes	Too often we blame other people or our circumstances for our problems. Dr. Stephen R. Covey shows how to respond effectively when our lives feel out of control. <ul style="list-style-type: none"> • Respond proactively to difficult situations • Take responsibility for results
	Proactive Language: Make Language Your Tool of Effectiveness	<i>7 Habits Signature 4.0</i>	 10 minutes	This instructional video explains the science behind how language impacts our physiology and brain chemistry and thus creates our reality. <ul style="list-style-type: none"> • Use proactive language to exude confidence and be in charge of your ability • Open your mind to the space between stimulus and response
	Stone: Becoming a Force for Positive Change	<i>7 Habits Signature 4.0</i>	 10 minutes	After suffering a career-ending injury, a promising athlete turns from revenge to contribute to his community and become a force for positive change. <ul style="list-style-type: none"> • See the opportunity in adversity • Make a meaningful contribution
	Trim Tab: How to Initiate Change	<i>Leadership</i>	 11 minutes	Dr. Stephen R. Covey tells the story of a principal who transformed her failing school and the surrounding community by making a few simple changes. <ul style="list-style-type: none"> • Change a dysfunctional system or environment • Develop the leadership skills of initiative and a bias for action
	Whitewater: Navigate Successfully Through Turbulent Times	<i>4 Roles of Leadership</i>	 9 minutes	Today's environment is a lot like running the rapids of a swift river. Dr. Stephen R. Covey explains how to deal with the turmoil of change by anchoring yourself in unchanging principles. <ul style="list-style-type: none"> • Deal successfully with a changing and uncertain environment • Identify the unchanging core principles of your success











Performance Management

	TITLE	COURSE	DURATION	OBJECTIVES
FRANKLINCOVEY INSIGHTS	7 Habits Promise: The Power of the 7 Habits	<i>7 Habits Signature 4.0</i>	 8 minutes	In this inspirational opener, Stephen R. Covey introduces the timeless, transformative power of The 7 Habits of Highly Effective People and invites participants to apply them to the specific challenges they face. <ul style="list-style-type: none"> • Implement the 7 Habits to lead your life in a truly effective way, which leads to personal and interpersonal growth
	Green and Clean: Holding Each Other Accountable for Results	<i>7 Habits Signature 4.0</i>	 9 minutes	Dr. Covey shows how team members hold each other accountable for results, and how they expand their capacity in the process. <ul style="list-style-type: none"> • Demonstrate accountability for results • Grow and develop individual skills and talents
	Max & Max: The Art of Demotivation	<i>4 Roles of Leadership</i>	 20 minutes	This video shows a humorous look at what happens when people and dogs are conditioned to give less than their best by leaders who limit them. <ul style="list-style-type: none"> • Leverage the potential of each employee • Create a climate where everyone wants to do his or her best
	Royal Ballet School: There Is Plenty for Everybody	<i>7 Habits Signature 4.0</i>	 11 minutes	The case of the Royal Ballet School in London, England, demonstrates how win-win thinking between the school, the students, and the Royal Ballet Company creates a culture of excellence. <ul style="list-style-type: none"> • Take time to identify your wins and the wins of others • Realize that one person's success is not achieved at the expense of others
	Win-Win Agreements: Steps to Effective Performance Management	<i>4 Roles of Leadership</i>	 10 minutes	"Win-Win Agreements" that benefit both workers and the organization can transform your performance management. FranklinCovey consultant Fatima Doman teaches the steps to an effective "win-win." <ul style="list-style-type: none"> • Develop shared expectations for performance • Manage your own performance without intervention

Personal Productivity












TITLE	COURSE	DURATION	OBJECTIVES
<i>The 7 Habits of Highly Effective People®— Jump Start:</i> Habits 1-3	<i>7 Habits Signature 4.0</i>	 60 minutes	Participants learn effective time-management skills, including planning and prioritization skills, balancing key priorities, and using planning tools effectively. <ul style="list-style-type: none"> Learn to take initiative and manage change Define a personal mission, vision, and values
<i>The 7 Habits of Highly Effective People®— Jump Start:</i> Habits 4-7	<i>7 Habits Signature 4.0</i>	 60 minutes	Apply effective interpersonal communication techniques to build high-trust and productive relationships. <ul style="list-style-type: none"> Collaborate and solve problems Sharpen the Saw by learning continuously and achieving life balance
<i>Act on the Important:</i> Choice 1 of The 5 Choices to Extraordinary Productivity	<i>The 5 Choices</i>	 60 minutes	In today's world, people are drowning in email, overwhelmed with demands, and trying to do more with less. <ul style="list-style-type: none"> Filter the vitally important priorities from distractions so they can focus on making a real contribution
<i>Go for Extraordinary:</i> Choice 2 of The 5 Choices to Extraordinary Productivity	<i>The 5 Choices</i>	 60 minutes	Everyone wants to make a difference, but competing priorities often prevent them from achieving extraordinary results. <ul style="list-style-type: none"> Redefine roles in terms of extraordinary results to achieve high-priority goals
<i>Schedule the Big Rocks:</i> Choice 3 of The 5 Choices to Extraordinary Productivity	<i>The 5 Choices</i>	 60 minutes	The crushing increase in workday pressures can make people feel helpless and out of control. <ul style="list-style-type: none"> Discover how to regain control of work and live through a cadence of planning and execution that produces extraordinary outcomes—both personally and professionally
<i>Rule Your Technology:</i> Choice 4 of The 5 Choices to Extraordinary Productivity	<i>The 5 Choices</i>	 60 minutes	An electronic avalanche of email, texts, and social-media alerts seriously threaten productivity as never before. <ul style="list-style-type: none"> Leverage technology and fend off distractions by optimizing platforms like Microsoft® Outlook® to boost productivity
<i>Fuel Your Fire:</i> Choice 5 of The 5 Choices to Extraordinary Productivity	<i>The 5 Choices</i>	 60 minutes	Today's exhausting high-pressure work environment burns people out at an alarming rate. <ul style="list-style-type: none"> Learn to recharge mental and physical energy by applying the 5 Energy Drivers™
<i>Time Management Fundamentals:</i> Powered by The 5 Choices to Extraordinary Productivity	<i>The 5 Choices</i>	 60 minutes	Participants learn the skills necessary to consciously discern the important from the less and not important, and the planning systems that will keep them focused and feeling accomplished at the end of every day. <ul style="list-style-type: none"> Take control over your time
<i>Time Management for Outlook:</i> Powered by The 5 Choices to Extraordinary Productivity	<i>The 5 Choices</i>	 60 minutes	An electronic avalanche of email, and the dings, pings, and blue preview screens that hijack our attention are threatening our productivity in an unprecedented way. <ul style="list-style-type: none"> Leverage technology and fend off distractions by optimizing Microsoft® Outlook® to boost productivity
<i>Introduction to Project Management Essentials</i>	<i>Project Management Essentials</i>	 60 minutes	Don't go over budget or past deadlines again. Participants learn to use proven methods for keeping projects on schedule and on budget, increase buy-in to avoid unnecessary delays and rework, recognize, and avoid potential "hot spots." <ul style="list-style-type: none"> Use tools for increasing collaboration, communication, and accountability

Personal Productivity (continued)

TITLE	COURSE	DURATION	OBJECTIVES
Big Rocks: The Key to Getting the Most Important Things Done	<i>7 Habits Signature 4.0</i>	 10 minutes	Balancing the demands of work, family, and service can be daunting. Dr. Stephen R. Covey shows how to ensure that your top priorities get your best time and effort. <ul style="list-style-type: none"> • Spend time on what is important • Effectively balance the demands of personal and work life
Big Rocks: Schedule the Big Rocks, Don't Sort Gravel	<i>The 5 Choices</i>	 11 minutes	This video shows a humorous look at people trying to "fit everything in" on the streets of London. <ul style="list-style-type: none"> • Prioritize first by what is important and then plan the rest • Balance personal and work-life priorities
Brain Attack: Understanding the Attack on your Brain	<i>The 5 Choices</i>	 4 minutes	Brain experts describe why we are easily distracted and how the brain can "re-wire" to allow us to stay focused on important things. <ul style="list-style-type: none"> • Understand how the pressures of today's world create unprecedented distractions • Learn to re-wire the brain to be more proactive and focused
Brain-Care Basics: Change Your Brain Change Your Life	<i>The 5 Choices</i>	 20 minutes	Dr. Daniel Amen discusses key principles of brain health. <ul style="list-style-type: none"> • Recharge your brain for greater mental energy and maximum productivity
Buried Alive: Prevent the Gravel From Burying You Alive	<i>The 5 Choices</i>	 11 minutes	A humorous look at people battling the "gravel" in their work and lives. <ul style="list-style-type: none"> • Examine the mountain of countless emails, meeting requests, texts, and other demands
Circle of Influence: Focusing Your Energy Where It Counts	<i>7 Habits Signature 4.0</i>	 20 minutes	In tough times, we might feel helpless to direct our destiny. Dr. Stephen R. Covey explains how to make worries shrink and expand your Circle of Influence®. <ul style="list-style-type: none"> • Take initiative to improve the situation • Grow influence of the team
Connect: The Human Moment Truly Connecting With Others	<i>The 5 Choices</i>	 10 minutes	Dr. Edward Hallowell, an expert on attention deficit disorder and mental overload, discusses the importance of human connections. <ul style="list-style-type: none"> • Understand how regular and frequent connecting with others energizes and builds physical and mental resilience
Daily Private Victory: Continuously Improving Your Life and Work	<i>7 Habits Signature 4.0</i>	 20 minutes	Just as a saw becomes dull from use until it's sharpened, so our mind and body need continuous renewal. Sean Covey tells how to keep yourself sharp with the Daily Private Victory. <ul style="list-style-type: none"> • Balance work and life priorities more productively • Improve individual and team capabilities
Daily Q2 Planning: Follow Through and Connect Daily	<i>The 5 Choices</i>	 6 minutes	This video features an overview of the three steps of Daily Q2 Planning. <ul style="list-style-type: none"> • Make daily reconciliation of the day's activities • Accurately plan for tomorrow
Eat: Eating Healthy Food for Your Mind	<i>The 5 Choices</i>	 8 minutes	Dr. Daniel Amen discusses how to use food to create energy. <ul style="list-style-type: none"> • Understand how nutrition feeds mental energy




FRANKLINCOVEY
INSIGHTS

Personal Productivity (continued)








TITLE	COURSE	DURATION	OBJECTIVES
Energy Crisis: Sources of Energy Energy Drivers	<i>The 5 Choices</i>	 9 minutes	This video shows an overview of the 5 Energy Drivers. <ul style="list-style-type: none"> Understand how you can renew your mental energy on a consistent basis
Move: The Power of Movement It Is Essential to Be Active	<i>The 5 Choices</i>	 9 minutes	Dr. John Ratey talks about the importance of exercise and movement throughout the day. <ul style="list-style-type: none"> Understand that both working out and moving throughout the day are key to physical and mental energy
Office Nirvana: Get Organized / Manage your SPACE	<i>The 5 Choices</i>	 14 minutes	Organizing expert Julie Morgenstern shows how to create the perfect workspace. <ul style="list-style-type: none"> Set up your workspace for maximum productivity
Q2 Planning: Quadrant 2 Planning for the Extraordinary	<i>The 5 Choices</i>	 10 minutes	Transform your productivity by investing 30 minutes a week and 10 minutes a day to plan your priorities. <ul style="list-style-type: none"> Create a system to organize and execute on the things that are worthy of their highest and best effort in the midst of today's distractions
Relax: Destress How to Manage Stress	<i>The 5 Choices</i>	 10 minutes	Dr. Daniel Amen discusses practical ways to manage stress. <ul style="list-style-type: none"> Understand the importance of relaxing and the health and mental benefits of doing so
Sleep: Sleep Well Why You Need Rest	<i>The 5 Choices</i>	 9 minutes	Dr. Liz Joy discusses the importance of sleep and how to improve the quantity and quality of your sleep. <ul style="list-style-type: none"> Understand the importance of quality sleep to cognitive ability
Survival/Revival: Avoid Burnout by Investing in Yourself	<i>7 Habits</i>	 11 minutes	This inspiring video illustrates the consequences of “burnout” and the benefits of taking time for yourself as an antidote to burnout. <ul style="list-style-type: none"> Deal productively with pressure and overcome stress through self-renewal
The 5 Choices: Choices for Extraordinary Productivity	<i>The 5 Choices</i>	 8 minutes	This video shows a brief overview for The 5 Choices to Extraordinary Productivity. <ul style="list-style-type: none"> Understand how each choice builds on the other choices Learn how you must become effective in each choice in order to achieve extraordinary productivity
The Bouncer: Working Memory Your Bouncer Can Help You Be A High Performer	<i>The 5 Choices</i>	 8 minutes	Dr. Edward Vogul talks about working memory and how to focus on the most important things. <ul style="list-style-type: none"> Create well-defined goals, because they become the brain's targets for extraordinary productivity
The Time Matrix: Where Should You Be Spending Your Time and Energy?	<i>The 5 Choices</i>	 9 minutes	An overview of the Time Matrix and the return on the time and energy you spend in Q2. <ul style="list-style-type: none"> Develop a culture of planning, preparation, and prevention Eliminate distractions from top priorities
The Time Matrix: Eliminate the Unimportant to Manage Your Time Effectively	<i>7 Habits Signature 4.0</i>	 10 minutes	We all choose how to spend every moment of our life. Learn how to invest your time where it really counts. <ul style="list-style-type: none"> Develop a culture of planning, preparation, and prevention Eliminate distractions from top priorities

COURSE
TITLES

Personal Productivity (continued)











	TITLE	COURSE	DURATION	OBJECTIVES
FRANKLINCOVEY INSIGHTS	Tool or Tyrant: Rule Your Technology, Don't Let It Rule You	<i>The 5 Choices</i>	 10 minutes	Dr. Edward Hallowell discusses the proper relationship between people and technology. <ul style="list-style-type: none"> • Keep from getting derailed by your technology
	Weekly Planning: Three Steps to Improving Your Personal Productivity	<i>7 Habits Signature 4.0</i>	 8 minutes	Taking time to plan your week before it starts can make all the difference in your effectiveness. Learn the three steps of weekly planning. <ul style="list-style-type: none"> • Gain control of your calendar of activities and tasks to ensure that top priorities get the highest and best effort
	Weekly Q2 Planning: Connect to Your Roles and Goals Weekly	<i>The 5 Choices</i>	 7 minutes	An overview of the three steps of Weekly Q2 Planning and how it helps you achieve your goals. <ul style="list-style-type: none"> • Get out of the urgent mode and into the Q2 mode by doing your Weekly Q2 Planning

Problem Solving








	TITLE	COURSE	DURATION	OBJECTIVES
EXCELERATORS	The 3rd Alternative: Conflict Resolution	<i>3rd Alternative</i>	 60 minutes	Discover how to defuse conflict and strengthen relationships—even when threatened by deep differences. <ul style="list-style-type: none"> Discover the four paradigms that lead to win-win results in any conflict situation
	The 3rd Alternative: Decision Making	<i>3rd Alternative</i>	 60 minutes	Apply four steps for making robust decisions. <ul style="list-style-type: none"> Capitalize on divergent thinking to reduce uncertainty Use empathy as the unexpected key to decision making
	The 3rd Alternative: Problem Solving	<i>3rd Alternative</i>	 60 minutes	Learn a revolutionary method for solving the toughest problems by seeking the unexpected, unanticipated solutions that participants never imagined —far better solutions than they ever dreamed of. <ul style="list-style-type: none"> Discover how synergy is key to problem solving
	Resolving Generational Conflict: Understanding and Navigating Generational Differences at Work	<i>Leadership</i>	 60 minutes	Effectively manage employees from different generations by learning why and how each generation responds differently in the workplace. <ul style="list-style-type: none"> Work through the most common generational friction points
FRANKLINCOVEY INSIGHTS	Muhammad Yunus: How to Change the World	<i>Leadership</i>	 12 minutes	Nobel Peace Prize winner Mohammed Yunus founded the micro-credit movement that lifted millions out of poverty. His story inspires us to find unique ways to solve tough problems. <ul style="list-style-type: none"> Come up with innovative solutions to problems Make a meaningful contribution
	Paradigms: Change Your Mindset, Change Your Results	<i>7 Habits Signature 4.0</i>	 10 minutes	The difference between success and failure often lies in how we see the problem. Dr. Stephen R. Covey teaches us to challenge our assumptions and think more productively. <ul style="list-style-type: none"> Deal successfully with change and ambiguity Identify and question hidden assumptions
	Preventive Policing: Prevent Crises Before They Arise	<i>7 Habits</i>	 12 minutes	In Richmond, British Columbia, the police work as hard to prevent crime as they do to solve it. Learn how to stop crises from developing. <ul style="list-style-type: none"> Anticipate and prevent crises Attack problems at their roots

COURSE
TITLES

Strategic Leadership







	TITLE	COURSE	DURATION	OBJECTIVES
EXCELERATORS	Building Process Excellence	Leadership	 60 minutes	Participants will learn how great systems operate and how they enable systematic, predictable results. <ul style="list-style-type: none"> • Turn good processes into great processes
	The 4 Imperatives of Great Leaders: Leading in the Knowledge Worker Age	Leadership	 60 minutes	Organizations that want to retain their best must have leaders who understand the radically new paradigm from which the knowledge worker operates. This training teaches that foundation for leaders to think, act, and lead from this new paradigm. <ul style="list-style-type: none"> • Develop tools and skills to help leaders inspire and support a talented, valuable workforce
FRANKLINCOVEY INSIGHTS	A.P. Pension: Build a Common Language	Leader Implementation	 5 minutes	Build a common language that reinforces the 7 Habits in your organization. <ul style="list-style-type: none"> • Incorporate the language of the 7 Habits in the organization • Model and reinforce the 7 Habits
	Birchwood Auto: Model the 7 Habits	Leader Implementation	 6 minutes	This video shows how effective leaders model the 7 Habits in three specific ways—three “best practices.” They define the kind of leader they want to be, they live the 7 Habits in their daily lives, and they strive for continual improvement by seeking ongoing feedback. <ul style="list-style-type: none"> • Model and reinforce the 7 Habits
	Centiro: Create a 7 Habits Operating System	Leader Implementation	 6 minutes	Understand the impact of having the 7 Habits as an operating system. <ul style="list-style-type: none"> • Incorporate the 7 Habits into the organization • Model and reinforce the 7 Habits
	Copa Airlines: Create a Clear and Compelling Strategy	Leadership	 12 minutes	Getting every team member engaged in the work of a team can be a challenge. At Copa Airlines, employees talk about how they feel responsible for the success strategy. <ul style="list-style-type: none"> • Align individual work to overall strategy • Take responsibility for results
	Henderson Civic: Make the 7 Habits Part of Your Culture	Leader Implementation	 6 minutes	In this short video, a training manager and a retired police sergeant discuss some of the ways the 7 Habits are reinforced in the city’s culture. <ul style="list-style-type: none"> • How do leaders reinforce the 7 Habits? • How will you reinforce the 7 Habits with your team?
	Law of the Harvest: Principles of Long-Term Success	7 Habits	 10 minutes	This video applies the timeless lessons of the farm to the challenge of achieving great results for both the long and short term. <ul style="list-style-type: none"> • Think beyond the short term • Become principle-oriented
	Mary Kay: Implement the 7 Habits	Leader Implementation	 5 minutes	In this video, we see how the Shanghai office of Mary Kay implemented the 7 Habits and integrated these foundational beliefs and value system into their culture. <ul style="list-style-type: none"> • Incorporate the 7 Habits into the organization
	Maturity Continuum: Private Victory Precedes Public Victory	7 Habits Signature 4.0	 9 minutes	This instructional video introduces the Maturity Continuum, explaining the levels of maturity, the 7 Habits, and the Private and Public Victories. <ul style="list-style-type: none"> • Become highly effective as you practice and master the 7 Habits

Strategic Leadership (continued)






TITLE	COURSE	DURATION	OBJECTIVES
Minera Del Norte: Commit to the 7 Habits	<i>Leader Implementation</i>	 7 minutes	This video shows the impact both professionally and personally of implementing the 7 Habits in an organization. <ul style="list-style-type: none"> • Understand the impact of implementing the 7 Habits
Principles Govern: You Are Not in Control. Principles Control	<i>7 Habits Signature 4.0</i>	 7 minutes	Principles are timeless and universal. This video shows that you may control your actions, but the consequences of those actions are controlled by principles. You can't fake the realities of principles. <ul style="list-style-type: none"> • Realize that principles are constant • Practices may come and go, but effective practices are based on sound principles that never change
Race to the Pole: How to (and How Not to) Lead a Team to Victory	<i>The Speed of Trust</i>	 12 minutes	The epic 1911 race between two teams to reach the South Pole first teaches many lessons on how to create a winning team—and how not to. <ul style="list-style-type: none"> • Focus on actions most likely to produce results • Develop a team spirit
Shea Homes: Leader Commitment	<i>Leader Implementation</i>	 6 minutes	This video shows the impact both professionally and personally of implementing the 7 Habits in an organization <ul style="list-style-type: none"> • Understand the impact of implementing the 7 Habits
The Goose and the Golden Egg: Balancing Short- and Long-Term Thinking	<i>7 Habits</i>	 11 minutes	Dr. Stephen R. Covey defines what effective people do differently: they get results now in ways that ensure that they can keep getting good results tomorrow. <ul style="list-style-type: none"> • Think beyond the short term • Avoid sacrificing the future for immediate gains
Western Digital: Build a Highly Effective Team	<i>Leader Implementation</i>	 8 minutes	This video shows how a highly effective team that has the 7 Habits as their operating system responded during a crisis. <ul style="list-style-type: none"> • Prepare your team for the future • Make the 7 Habits your operating culture
Wooden: What Great Leaders are Made Of	<i>7 Habits for Managers</i>	 12 minutes	With a string of victories unequalled in decades, John Wooden of UCLA has been called the "greatest basketball coach of all time." Here Wooden teaches the principles of great leadership. <ul style="list-style-type: none"> • Develop the leadership qualities of character and genuine concern for people • Pay the price of excellence

COURSE
TITLES




Talent Development

	TITLE	COURSE	DURATION	OBJECTIVES
EXCELERATORS	Unleashing Your Team's Talent: Three Conversations Essential for Growing Your Team	Leadership	 60 minutes	To unleash this new generation's talent and get results, leaders must have a new mindset, skillset, and toolset. <ul style="list-style-type: none"> Learn how to consistently achieve goals through proven processes Engage in meaningful conversations that enable team members to contribute their talent to the organization's needs
FRANKLINCOVEY INSIGHTS	Emma Brandon: Empowering Ourselves to Succeed	Leadership	 12 minutes	Named "Britain's Best Boss," Emma Brandon is an ordinary nursing supervisor who empowered her staff to give their highest and best efforts. <ul style="list-style-type: none"> Empower one another to succeed Understand the talents and capacities of others
	Light the Fire: Coaching Others to Ignite Their Potential	7 Habits Managers	 10 minutes	Good coaching means more than just passing on skills—it's also helping others see their own potential. Dr. Stephen R. Covey tells about the person who ignited his self-confidence and purpose in life. <ul style="list-style-type: none"> Build the confidence of others Leverage your potential
	Teacher: Seeing the Potential in Ourselves and Others	Leadership	 15 minutes	The moving story of two disabled women who refused to believe in their limitations and together made great and enduring contributions to the world. <ul style="list-style-type: none"> Create a climate where you can give your best Leverage your potential
	The Call Center: Extraordinary Is a Choice at Any Level How Someone Chose to be Extraordinary	The 5 Choices	 8 minutes	A look at how one frontline employee transformed his role at work. <ul style="list-style-type: none"> Learn how to transform your role to make a difference
	Whole-Person Paradigm: Unleashing the Full Capacity of People	Leadership	 9 minutes	Most people have much more talent to contribute than their jobs require. Dr. Stephen R. Covey explains how to unleash the unlimited capacity of every person on the team. <ul style="list-style-type: none"> Capitalize on your talents and skills Empower yourself to give your best to the team

Team Building










	TITLE	COURSE	DURATION	OBJECTIVES
EXCELERATORS	The Diversity Advantage: Leveraging Differences at Work for Great Results	<i>Diversity</i>	 60 minutes	Create a workplace that views each employee as unique and able to make an irreplaceable contribution. <ul style="list-style-type: none"> • Increase understanding and gain deeper trust while communicating more productively • Achieve higher levels of collaboration and increase creativity and innovation
FRANKLINCovey INSIGHTS	Everest: Reaching the Summit as a Team	<i>Leadership</i>	 19 minutes	The heroic story of the first blind man to summit Mt. Everest is actually the story of his team. Learn more about the unique discipline that led to success on the world's toughest climb. <ul style="list-style-type: none"> • Engage team members' passion and sense of purpose • Develop team routines and processes to ensure excellence
	It Takes Everyone: The Importance of Ensuring Everyone on a Team is Engaged	<i>Introduction to Project Management Essentials</i>	 3 minutes	Understand the importance of accountability and engagement in a fun way! <ul style="list-style-type: none"> • Hold each other accountable • Increase engagement
	Mauritius: Build a Great Team by Leveraging Diversity	<i>7 Habits</i>	 16 minutes	The island nation of Mauritius is home to an incredibly diverse population, yet they have built a harmonious culture that benefits from the best they all have to give. <ul style="list-style-type: none"> • Support equal and fair treatment for everyone • Value diverse perspectives
	Organizational Trust: Continuously Improving Team Processes	<i>The Speed of Trust</i>	 10 minutes	A discouraged team of surgeons learns from an unexpected source how to transform their work processes and save lives. <ul style="list-style-type: none"> • Adopt a continuous-improvement mentality • Learn quickly how to solve new problems

Trust/Integrity








	TITLE	COURSE	DURATION	OBJECTIVES
EXCELERATORS	Self Trust: Increasing Your Credibility and Influence at Work	<i>The Speed of Trust</i>	 60 minutes	Improve personal effectiveness and productivity by increasing trust. <ul style="list-style-type: none"> • Avoid the costs of low trust and build self-confidence • Restore trust with others and act with integrity
	Relationship Trust: Building Strong Teams and Relationships at Work	<i>The Speed of Trust</i>	 60 minutes	Build trust within a team and improve overall results. <ul style="list-style-type: none"> • Resolve conflicts, empower others, and improve business relationships • Achieve business results through increased trust
	Organizational Trust: Building a High-Trust Organization	<i>The Speed of Trust</i>	 60 minutes	Enable your team to succeed by increasing trust within your organization. <ul style="list-style-type: none"> • Leverage trust within work teams and organizations • Learn processes for how to align internal systems

COURSE
TITLES










Trust/Integrity (continued)

	TITLE	COURSE	DURATION	OBJECTIVES
EXCELERATORS	Smart Trust	<i>The Speed of Trust</i>	 60 minutes	Based on the book <i>Smart Trust</i> by Stephen M. R. Covey and Greg Link, this course gives participants the tools they need to extend smart trust and enjoy greater prosperity, energy, and joy—both personally and professionally. <ul style="list-style-type: none"> • Apply 5 trust actions that will minimize risk by maximizing possibilities • Use the tools you need to extend Smart Trust
	Credibility: The Impact of Personal Credibility	<i>The Speed of Trust</i>	 5 minutes	In this video, you'll see an illustration of the powerful and potentially lasting impact personal credibility has on the lives of others. <ul style="list-style-type: none"> • Observe the importance and impact of personal credibility
FRANKLINCOVEY INSIGHTS	Emotional Bank Account: Little Things Add Up to Big Things	<i>7 Habits Signature 4.0</i>	 10 minutes	The Emotional Bank Account (EBA) represents the amount of trust in a relationship. In this video Dr. Covey gives examples of deposits to the EBA, which build and repair trust. He also presents withdrawals, which break down and lessen trust in relationships. <ul style="list-style-type: none"> • Strengthen relationships and improve communication by making deposits into the Emotional Bank Account • Avoid withdrawals that damage relationships and hamper communication
	Extending Trust: The Performance Multiplier	<i>The Speed of Trust</i>	 9 minutes	Extending trust can multiply performance by engaging people's hearts and minds. <ul style="list-style-type: none"> • Explore the multiplier effect of extending trust
	Investment Advice: How to Destroy Your Credibility	<i>The Speed of Trust</i>	 8 minutes	This humorous video illustrates the high risk to your credibility when you live by anything less than the highest standards of business ethics. <ul style="list-style-type: none"> • Act in line with organizational values • Act with fairness and integrity
	Pizza Turnaround: Improve Market Trust	<i>The Speed of Trust</i>	 9 minutes	Take a look at the bold steps Domino's Pizza company took to restore trust with their customers. <ul style="list-style-type: none"> • Understand how to improve your reputation with your stakeholders
	Propensity to Trust: A Matter of the Heart	<i>The Speed of Trust</i>	 9 minutes	A high propensity to trust can lead to improved results. <ul style="list-style-type: none"> • Explore the benefits of creating a trust based culture
	Relationship Trust: 13 Ways to Strengthen Relationships	<i>The Speed of Trust</i>	 10 minutes	More important than "Who do you trust?" is "Who trusts you?" Author Stephen M. R. Covey pinpoints 13 Behaviors that build trusting relationships. <ul style="list-style-type: none"> • Build trust by demonstrating high levels of integrity • Restore trust by being truthful and righting wrongs
	Restoring Trust (A): Parts 1 and 2: Three Conditions for Restoring Trust	<i>The Speed of Trust</i>	 14 minutes	Sam and Tim describe what they do to restore trust in their key relationships. <ul style="list-style-type: none"> • Discover the consequences of losing the trust of a colleague or family member • Learn how to regain trust after it has been lost

Trust/Integrity (continued)

TITLE	COURSE	DURATION	OBJECTIVES
Restoring Trust (B): Parts 1 and 2: Three Conditions for Restoring Trust	<i>The Speed of Trust</i>	 14 minutes	Andre and Fukumi describe the challenging process of restoring trust when it has been lost. <ul style="list-style-type: none"> • Discover the consequences of losing the trust of a colleague or family member • Learn how to regain trust after it has been lost
See-Speak-Behave: The Three Dimensions of Trust	<i>The Speed of Trust</i>	 8 minutes	The See-Speak-Behave model is a simple practical pattern to create trust in three interdependent dimensions. <ul style="list-style-type: none"> • Learn how the See-Speak-Behave model will help you create trust
Self Trust: How to Build Personal Credibility	<i>The Speed of Trust</i>	 9 minutes	If you can't trust yourself, you can't expect others to trust you. Author Stephen M. R. Covey illustrates how trust begins with 4 Cores of Credibility. <ul style="list-style-type: none"> • Demonstrate good will and integrity • Develop a track record of consistently good results
The Critical Leadership Competency: Trust	<i>The Speed of Trust</i>	 8 minutes	Trust is an asset you can create and far faster than you thought possible. <ul style="list-style-type: none"> • Learn how Trust is the defining skill that can transform you from a manager to a leader
The High Cost of Low Trust: The Impact of Ethics on the Workplace	<i>The Speed of Trust</i>	 8 minutes	This video counts up the immense cost of a lack of integrity in the workplace, inspiring a closer look at organizational ethics and behavior. <ul style="list-style-type: none"> • "Walk your talk" in living up to your values • Show empathy and respect for others
The Ripple Effect: The Effects of a Strategy of Trust	<i>The Speed of Trust</i>	 11 minutes	Consider how one company's trust strategy leads to widespread benefits. <ul style="list-style-type: none"> • Observe how a trust strategy can have a ripple effect throughout an entire community
The Speed of Trust: Are You a Tax or a Dividend?	<i>The Speed of Trust</i>	 10 minutes	The current crisis of trust has increased costs for everyone. You can earn dividends from increasing trustworthiness. <ul style="list-style-type: none"> • Demonstrate integrity when confronted by ethical dilemmas • Extend trust to others

Vision/Purpose

	TITLE	COURSE	DURATION	OBJECTIVES
EXCELERATORS	Clarifying Your Team's Purpose and Strategy: Aligning Employees to Achieve Success	<i>Leadership</i>	 60 minutes	Clarity at every level is critical to an organization's success. In this training, participants will gain a clear understanding of their purpose and how their job fits into their organization's strategy and mission. <ul style="list-style-type: none"> • Create a crystal-clear strategy for achieving team goals as they relate to the organization's mission and financial success
	3rd Alternative: Innovation	<i>3rd Alternative</i>	 60 minutes	Based on <i>The 3rd Alternative</i> by Stephen R. Covey, participants will learn how to practice rapid prototyping and countertyping to leverage the rich thinking of teams. Plus, learn to apply the revolutionary discipline and creative power of 3rd Alternative teams, which will help generate exciting and unexpected solutions.
FRANKLINCOVEY INSIGHTS	80th Birthday: Develop a Powerful Personal Mission	<i>7 Habits Signature 4.0</i>	 7 minutes	Developing a powerful personal mission in life helps us make better daily decisions and moves us in the right direction. <ul style="list-style-type: none"> • Think beyond the short term • Embrace your personal mission
	A.B. Combs: Reinforce the 7 Habits	<i>Leader Implementation</i>	 6 minutes	This video shows how highly effective leaders create an environment where the 7 Habits are reinforced everywhere. <ul style="list-style-type: none"> • Learn about the 7 Habits as an operating system. • Create an operating system for your organization.
	Begin With the End in Mind: Mental Creation Precedes Physical Creation	<i>7 Habits Signature 4.0</i>	 9 minutes	To Begin With the End in Mind® is to start every endeavor with a clearly defined outcome. It also means to determine your life's purpose. What outcomes do you want for your life? Keeping this in mind gives your actions purpose and meaning. <ul style="list-style-type: none"> • Define outcomes before you act and live by a Personal Mission Statement
	Beginnings: Real Change Comes From the Inside Out	<i>7 Habits</i>	 8 minutes	Begin to live the 7 Habits today, even if it means just choosing one that is particularly appealing to work on. Don't give up. As you see progress, move to another area, and you will see immediate results. <ul style="list-style-type: none"> • Experience real change and exhilarating progress as you choose even just one habit, keep working on it, and then move to the others
	Choices: Your Best Days Are Ahead of You How Will You Choose?	<i>The 5 Choices</i>	 9 minutes	A compelling and hope-filled reflection on our power to choose. <ul style="list-style-type: none"> • Reflect upon their choices and how to become extraordinary
	Contribution: Define Your Own Great Purpose at Work	<i>The Speed of Trust</i>	 8 minutes	Based on <i>The 3rd Alternative</i> by Stephen R. Covey, participants learn how to practice rapid prototyping and countertyping to leverage the rich thinking of teams. <ul style="list-style-type: none"> • Apply the revolutionary discipline and creative power of 3rd Alternative teams, which will help generate exciting and unexpected solutions
	Discovery of a Character: Find Passion and Purpose in Your Work	<i>7 Habits Managers</i>	 15 minutes	Money problems had caused the great English writer Charles Dickens to lose heart-until he re-discovered the reason for his life's work. How do you find passion and purpose in your work? <ul style="list-style-type: none"> • Engage your passion and sense of purpose • Embrace your personal mission

Vision/Purpose (continued)

TITLE	COURSE	DURATION	OBJECTIVES
Extraordinary Roles: Transform Your Roles, Transform Your Life	<i>The 5 Choices</i>	 9 minutes	A discussion of how we can transform our lives by transforming our roles. Includes commentary by Dr. Heidi Halvorson and Dr. Dean Collinwood. <ul style="list-style-type: none"> Define the few most important roles in life today that must receive our finest effort
Landfill Harmonic: Use the Ordinary to Create Something Exceptional	<i>7 Habits Signature 4.0</i>	 10 minutes	When people with vision and purpose recycle garbage to create musical instruments, a community of children benefit from this synergistic phenomenon and learn to perform beautiful music. Synergy is possible even when conditions are bleak. <ul style="list-style-type: none"> Create something exceptional from something quite ordinary Value the potential of different people
Live, Love, Learn, Leave a Legacy: Identifying Your Values	<i>7 Habits</i>	 9 minutes	Great teams live by a strong set of values. This inspiring video helps people define the values that enable them to succeed individually and as a team. <ul style="list-style-type: none"> Define a set of core values "Walk the talk"
Masterpiece: Bring It to Life: Bring Your Best Creation to Life	<i>7 Habits Signature 4.0</i>	 4 minutes	If life were a painting and you were the artist what masterpiece would you create? With vibrant color and detail, this video inspires you to imagine your life's creation and then make it happen—bring it to life. <ul style="list-style-type: none"> Define what they want from their careers Maximize their opportunities
Roots of Effectiveness: Cultivate the Roots	<i>7 Habits Signature 4.0</i>	 8 minutes	Effectiveness is rooted in character and is a process of growth and development. Just as a majestic tree has a strong root system, being truly effective depends on the strength of your character—your roots. <ul style="list-style-type: none"> To become effective, work on building your character Start on the inside and work outward
The Art of Transformation: How You See Yourself Matters	<i>The 5 Choices</i>	 10 minutes	A look at how a teenage "rebel" transformed his life by changing how he saw himself. <ul style="list-style-type: none"> Discover how a role can be transformed from ordinary to extraordinary
Tony's Reality: The Project Management Framework	<i>Introduction to Project Management Essentials</i>	 10 minutes	This video introduces Tony as he is assigned to a new, daunting project. It also serves as an introduction to the Project Management Framework. <ul style="list-style-type: none"> Learn a framework to improve your project management
Transformation: Change Begins With You	<i>7 Habits Signature 4.0</i>	 4 minutes	Change begins with you. Once you find your voice, share it with others to inspire change and create new opportunities. <ul style="list-style-type: none"> Discover how you initiate change and influence others to contribute to create endless possibilities
What's At Stake	<i>The 5 Choices</i>	 4 minutes	A brief motivational montage that asks what our world would be like without the great contributions of the past...and the future! <ul style="list-style-type: none"> Reflect on what's at stake due to the choices we make