

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

Providing Outstanding Customer Service | 2 Days

Reinforcement Videos

- The Importance of Diversity of Thought Featuring Peter Thonis
- Diversity Is Good Business featuring David Bell
- The Role of Creativity and Diversity in Leadership featuring Linda Hill
- Diversity in Business featuring Sahar Hashemi
- Why Strategic Diversity Management Now? featuring Roosevelt Thomas
- Open Innovation: The Power of Diversity featuring Dwayne Spradlin
- Lead Like Improvisers: The Importance of Diversity featuring John Sweeney
- The Leader of the Future featuring Marshall Goldsmith
- Are You Diversity-Challenged? featuring Roosevelt Thomas
- Redefining Diversity featuring Roosevelt Thomas
- Diversity and Creativity Drive a Culture of Innovation featuring Sir Ken Robinson
- The Importance of Diversity for Creative Energy featuring Danica Purg
- Dirty Dozen Rules of Talent Management: Rule #2 - Pick Talent Against the Corporate DNA featuring Tim Sanders

Book Summaries

- *The Leader of the Future 2: Visions, Strategies and Practices for the New Era* by Frances Hesselbein and Marshall Goldsmith (eds)
- *Deciding Who Leads: How Executive Recruiters Drive, Direct & Disrupt the Global Search for Leadership Talent* by Joseph Daniel McCool
- *The Wisdom of Crowds: Why the Many Are Smarter Than the Few and How Collective Wisdom Shapes Business, Economies, Societies and Nations* by James Surowiecki

Blueprints

- Tapping Diversity to Maximize Innovation by Julien C. Carter, Pipier L. Bewlay, Val M. Berry and Georgia Coffey
- The Role of Diversity in Driving Employee Engagement by Cynthia Owyong, Brenda Mullins and Yvette Meléndez

Leader-Led Activities

- Diversity Preconditions Discussion Guide
- Personal Awareness Discussion Guide
- Dimensions of Diversity Facilitation Guide
- Diversity Trends Facilitation Guide
- Diversity Management Practices Application Guide

Self-Assessment

- Diversity Benefits
- Conditions for Learning and Effectiveness

Business Impact

- Business Impact: Understanding Workplace Diversity

Challenge

- Challenge: Managing Diversity

Tools

- Business Diversity Trends
- Layers of Diversity
- Leading Diversity
- Personal Awareness
- Strategic Alignment
- Diversity Practices

Test

- Leadership Advantage Test Yourself: Managing Diversity

Core Message

- Leadership Advantage: Managing Diversity 2.0

Case Study

- Business Trends and Diversity Implications
- Diversity Dimensions
- Diversity Tensions
- The Role of the Senior Team

Key Concept

- Key Concept: Business Diversity Trends
- Key Concept: Business Benefits of Leveraging Diversity
- Key Concept: Layers of Diversity
- Key Concept: Diversity Yesterday and Today
- Key Concept: The Evolution of Diversity
- Key Concept: The Leader's Role
- Key Concept: Common Purpose and Awareness
- Key Concept: Strategic Alignment
- Key Concept: Supportive Environment
- Key Concept: Management Practices and Infrastructure

e-Books

- The Etiquette Edge: Modern Manners for Business Success; Second Edition
- Managing Across Cultures: The Seven Keys to Doing Business with a Global Mindset
- The Human Equity Advantage: Beyond Diversity to Talent Optimization

Videos/Courses

- Manage for Mission; Innovation; and Diversity
- Intergenerational Cohesion
- Experience New Cultures to Soften Bias
- Cultural Communication

