



THE LEARNING EDGE

Leaders in learning and development solutions since 1994



Customization

We are committed to a comprehensive analysis before recommending and customizing a solution.

Quality

Every solution created is in pursuit of excellence from development to execution.

Partnership

Our long-term client relationships have proven to be successful in that we know our clients' needs and can be proactive with interventions that positively impact their business.

LEARNING & DEVELOPMENT SOLUTIONS TO CREATE A MORE ENGAGED WORKPLACE TO IMPROVE BUSINESS RESULTS

The Learning Edge Inc. is a Canadian based learning and development firm. The Learning Edge's programs are presented to organizations who wish to have a solution customized to meet their specific needs.

Our firm offers a broad range of business solutions through an extensive network of professionals qualified in their related work field. They have the expertise and experience that offers our clients the best possible learning and development solutions; all on the cutting edge of today's business world.

We accomplish this by analyzing our clients' learning & development needs, researching the most appropriate intervention and making a recommendation for an effective solution. Our focus is on creating an engaging culture.



Leaders in Learning And Development Solutions

THE LEARNING EDGE INC.



Since 1994, The Learning Edge has provided impactful learning and development solutions to organizations that want to increase their employee engagement, develop leaders and create a high performance culture.

Our success, like yours, stems from executing our strategy with purpose and integrity. We have built our business on providing superior products and solutions, acting as a catalyst for individuals and businesses to be successful. We build long-term, mutually beneficial partnerships based on trust. This approach has enabled us to consistently exceed our clients' expectations.

To Explore How Our Solutions May Benefit You:

- Review the enclosed showcase of our solutions
- Visit our website at www.thelearningedge.ca
- Contact us at denise@thelearningedge.ca or 1.866.987.2226

If you are an existing client thank you for your business. For new clients, we thank you in advance for considering The Learning Edge's learning & development solutions.



Denise McIntyre

Denise McIntyre, President and Founder

The Learning Edge Is Committed To:

- ◆ Exploring ways to save you **time and money** in sourcing learning and development solutions.
- ◆ Identifying your specific needs and **customizing solutions** to realize your potential.
- ◆ Building a relationship with you so that on a long-term basis you have access to a **network of experienced facilitators and coaches**.
- ◆ **Minimizing your risk** in selecting a professional as we are fully conversant in each of our facilitators' and coaches' specific areas of expertise.
- ◆ **Researching** to bring you the most innovative solutions in the marketplace.
- ◆ **Sharing best practices** of how our solutions have been successfully applied in other organizations.
- ◆ Earning your **trust** with every interaction we have with you.





Leadership Development

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Develop & Refine Supervisory Skills

FRONT LINE LEADERSHIP

FRONT LINE LEADERSHIP is a development process that includes a series of ten training sessions, on-the-job activities, coaching, and assessment of performance. It is designed to equip new, current, or aspiring supervisors with the tools they need to effectively manage and develop their people.

Front Line Leadership provides an integrated process that addresses developmental needs of both supervisors and their leaders, creating a unified system for managing employee development throughout the organization.



PROGRAM OBJECTIVES

- Develop supervisors who adapt their communication styles to reach a variety of employees
- Learn conversation techniques that reduce conflict, increase trust and produce behavior change
- Analyze employee needs and customize staff development to bring higher levels of performance
- Develop interpersonal skills that enhance coaching, feedback and clear work direction
- Share a language for understanding and relating to personality differences
- Reduce employee turnover and absenteeism

PROGRAM TOPICS

01 Role of the Leader

06 Managing Performance I
Clear Work Direction

02 Managing Different
Personalities

07 Managing Performance II
Employee Development

03 Motivating and
Engaging

08 Coaching for
Commitment

04 Teamwork and
Collaboration

09 Managing Conflict

05 Communication
Effectiveness

10 Managing Change

11 Action Planning

Format

Ten modules delivered in 6 days that can be offered in any combination. Each module targets a specific set of leadership skills, which when combined, address many of the competencies all frontline leaders need.

Target Audience

All new and aspiring supervisors; current supervisors, leads, foremen, and other first line supervisors responsible for managing employees. 8-20 participants.

"The leadership program offered by The Learning Edge has left me better equipped to manage and communicate with my team as well as build a stronger and more unified team unit."

Mike Leitch - Production Manager, WRFP

SUSTAINING LEARNING - PUTTING THE SKILLS TO WORK

One of the key features of the FLL process is a set of nineteen structured activities that help participants apply what they've learned in training back on the job. The activities are integrated into the training as "between session" assignments. These assignments are designed to reinforce learning and driving knowledge down to the entire team.





Unpacking How The Best Leaders Connect With Their Employees

CONNECTIONS



ADAPTED FROM FRONT LINE LEADERSHIP

Managers & Senior Leaders have the opportunity to participate in an adapted 4-day program to enhance skills and support Front Line Leadership.

OVERALL PROGRAM OBJECTIVES

- Learn how the best leaders support and direct their employees to realize their potential
- Employ DiSC assessments to gain insights about communication preferences and how to productively deal with conflict
- Experience practical tools to lead the development of teams
- Understand the pillars of employee engagement and the role of the leader in influencing employee engagement and commitment
- Use the change model to introduce and influence change within your organization
- Learn the art of delegation, employee development and coaching skills

Recommended Audience

Middle Managers and Senior Leaders

Format / Length

In-house for individual organizations

Two 2-day in person sessions

Materials

- Connections Participant Binder
- Everything DiSC® Workplace Assessment
- Everything DiSC® Productive Conflict Assessment
- Videos and Experiential Activities

"This Connections leadership program was professional, effective, fun, and designed to support Front Line Leaders."

Cameron Chapman - General Manager, SSR Mining Seabee





Premier Leadership Development Program

MANAGING THINGS... LEADING PEOPLE



MANAGING THINGS... LEADING PEOPLE is a 3 day Leadership Development Program that has benefited all levels of management from a variety of industries since 1994. Managing Things...Leading People focuses on **management and leadership skills, team building and managing change.**

The program is designed for supervisors, managers and leaders who are looking for the insight and tools to effectively lead and motivate their team, deliver powerful presentations and develop high-impact communication skills.

PROGRAM OUTCOMES

Master Your **MANAGERIAL** Might

- Master "flexing" to others' behavioral styles
- Implement techniques to maintain win-win relationships
- Transform negativity to positive empowerment

Learn to Love **LEADING**

- Identify and build on leadership strengths
- Develop an engaging communication style
- Captivate customers through influence/persuasion skills

Double your Team **PRODUCTIVITY**

- Transform work groups into High Performance Teams
- Avoid pitfalls of dysfunctional teams
- Bring out the best in all team members

Embrace **CHANGE**

- Value, utilize and initiate change
- Maintain adaptability to change
- Change your thinking...change your life

"I have taken many courses, classes etc. in my life. Some more useful than others. This course however is something everyone needs to experience to not only become a great leader but a great human being."

Dustin Poole – Nutrien

Everything DiSC® Workplace Profile

Participants will learn about their own behavioral style as well as the styles of others using the Everything DiSC® Workplace Profile. Participants understand and appreciate the styles of the people they work with. The result is more effective and productive working relationships.





How Are You Perceived By Others in the Workplace?

EVERYTHING DiSC® 363 FOR LEADERS



Everything DiSC® 363 for Leaders combines the best of 360° feedback with the simplicity and power of DiSC, plus three strategies for improving leadership effectiveness. 363 For Leaders is meant for anyone who wants to use 360° feedback as part of their leadership development, whether they are a supervisor, emerging high-potential leader or an experienced executive. Leaders select an unlimited number of managers, peers, direct-reports and others to rate their leadership behaviors, both strengths and challenges, and provide constructive feedback. Leaders receive their next steps with the three areas they can focus on now to improve leadership effectiveness.

EVERYTHING DiSC 363 MODEL

Leadership excellence is tied to a number of factors, including character, cognitive abilities, and interpersonal skills. The Everything DiSC® 363 Leadership model focuses on the interpersonal realm, describing a rich spectrum of behaviours called **Eight Approaches to Effective Leadership** - *Pioneering, Energizing, Affirming, Inclusive, Humble, Deliberate, Resolute, and Commanding*.

The Coaching phase of Everything DiSC® 363™ for Leaders:

- Making sense of the data, interpreting the feedback, and framing information to constructively guide the leader
- Assisting the leader in identifying development areas and creating an action plan
- Scheduling follow-up meetings to measure progress and promote accountability

The 8 Dimensions of LEADERSHIP Book

The 8 Dimensions of an Effective Leader book is used to guide leadership development based on the results of the individualized 363 for Leaders report.



THE EIGHT APPROACHES TO LEADERSHIP

Pioneering:

A Pioneering leader encourages the group to think creatively about their options and take changes on new opportunities.

Energizing:

An energizing leader builds enthusiasm for the group's goals and develops a wide network of professional connections.

Affirming:

An affirming leader is approachable and helps people feel good about their environment and their contributions.

Inclusive:

An inclusive leader gets a variety of people involved in the decision-making process and shows concern for their opinions and feelings.

Humble:

A humble leader maintains a modest, composed demeanor and can be relied upon to make decisions fairly.

Resolute:

A resolute leader creates high standards for the group and insists on using methods that maximize efficiency.

Commanding:

A commanding leader takes charge of situations with confidence and urges others to get results

Deliberate:

A deliberate leader provides a sense of stability for the group by communicating clearly and ensuring that decisions are made carefully.





Build Rapport & Employee Engagement Through Communication

EVERYTHING DiSC® WORKPLACE

EVERYTHING DiSC® WORKPLACE is a great introduction for anyone who is new to the Everything DiSC® profile series. It is a fast-paced, interactive session that provides participants with insights about their strengths and identifies how an individual could be more effective in developing relationships. This session includes a personalized [Everything DiSC® Workplace Profile](#) and all training materials for each participant.

SESSION OBJECTIVES

Discovering Your DiSC Style

- Learn about the DiSC model and the Everything DiSC® Workplace Map
- Identify your style and explore the priorities that drive you during your workday
- Discover the similarities and differences among the DiSC styles

Understanding Other Styles

- Discover your reactions to different DiSC styles
- Identify what works for you and what challenges you when working with each style
- Use the DiSC® model to understand the people you work with

Building More Effective Relationships

- Learn how others have bridged their differences using DiSC
- Practice using DiSC to build more effective relationships at work
- Write an action plan for building more effective relationships
- Learn ways to reduce conflict with others



The Everything DiSC® Workplace helps build better relationships one relationship at a time. The Workplace profile can be used with everyone in an organization, regardless of title or role, to improve the quality of the workplace. Participants understand and appreciate the styles of the people they work with. The result is more effective and productive working relationships.

"This course will build on both work and home life!"

Dave Misir - Seven Oaks School Division



WHY DO ORGANIZATIONS USE THIS PROGRAM?

Organizations use the Everything DiSC® Workplace Program to help employees understand the DiSC model of human behaviour - "why people do what they do". Each of us has developed a distinct way of thinking, feeling and acting - this becomes our behavioural style. The Everything DiSC® Workplace Program is a half or full day session that demonstrates to each participant their own personalized DiSC style and also teaches them how to recognize the behaviour style of others.





Raise The Bar For More Effective Strategic Leadership

EVERYTHING DiSC® THE WORK OF LEADERS

The work that leaders do - the work that really matters - is boiled down to three areas: crafting a vision, building alignment, and championing execution. They strike a cord that turns the goal of leadership into tangible steps.

The Work of Leaders is for all supervisors, managers and leaders who wish to **enhance their strategic leadership skills**. It is about creating a strategic mindset that focuses on the big picture, rallying people together to achieve a vision, and ensuring plans are executed. This can be done at a team, department or organizational level.



The Work of Leaders is a 1-2 day session that takes each participant through an inventory of their strengths, and teaches them how to move from a management to a leadership mindset. Participants will leave with a book that will serve as a road map to realizing their potential as strategic leaders.

CRAFTING A VISION

BUILDING ALIGNMENT

CHAMPIONING EXECUTION

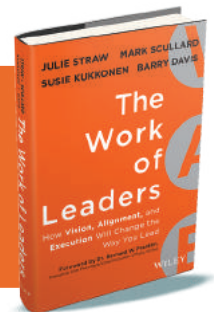
SESSION OBJECTIVES

- Study the behaviors necessary to demonstrate capability in each of the 3 components of strategic leadership
- Assess your individual strengths in the areas of Vision, Alignment & Execution through the Work of Leaders profile.
- View the strengths and gaps from the team's perspective
- Analyze past situations/projects to explore how these three leadership areas have been employed
- Build a more cohesive team by discussing how the team responds to different situations in the workplace
- Learn how each of the team member's strengths are best utilized in the team environment

The Work of Leaders Book

A culmination of six years of research and development, the Work of Leaders interweaves humor and drawing from real-world scenarios that distills leadership best practices into a simple and compelling process that helps leaders at all levels get immediate results.

Foreword by Denise McIntyre, President and Founder of The Learning Edge.



The Work of Leaders Assessment

The Work of Leaders Assessment examines leadership from the perspective of the relationship **from one to many** and focuses on concrete steps directed at leading an organization or group towards desired outcomes. DiSC is incorporated to stimulate fresh insight and dialogue around leadership styles regardless of the leader's knowledge or experience. **Everything DiSC® Work of Leaders** helps leaders take action with personalized tips and strategies that provide clear direction and are easily applied. Context-specific feedback and developmental steps, along with helpful case-in-point narratives reveal how progress can play out in real business situations.





A Common Language of DiSC Can Build Relationships & Sales

EVERYTHING DiSC® SALES

This practical one day sales program helps salespeople connect better with their customers by understanding their DiSC style, and adapting their style to meet their customers' needs. Through modular facilitation, engaging videos and interactive activities, salespeople will discover their unique strengths and limitations. **EVERYTHING DiSC® SALES** can convince even experienced salespeople that they can become more effective at their jobs.

Salespeople also get unlimited access to Everything DiSC® Customer Interaction Maps to help them adapt to real-world customers.



SESSION OBJECTIVES

- Understand your DiSC sales style
- Learn to recognize and understand customer buying styles
- Learn to flex and adapt your sales style to your customer's buying style

Everything DiSC® Sales Profile

23-page sales-specific profile that helps salespeople understand themselves, their customers, and their relationships.

Everything DiSC® Sales Customer Interaction Maps

The perfect personalized cheat sheets to prepare for sales calls! These one-page follow-up reports help salespeople adapt their style to meet the needs of a real-life customer by comparing their selling style to the customer's buying style.

Coaching Direct Reports Is Easier With DiSC

EVERYTHING DiSC® MANAGEMENT

In this interactive one day **EVERYTHING DiSC® MANAGEMENT** session, managers will learn how to bring out the best in each of their employees. Managers will learn how to read the DiSC style of their employees and adapt their own style to manage and delegate more effectively. This program is designed as a next step in the process of employing Everything DiSC® Workplace with all direct reports.

SESSION OBJECTIVES

- Understand your DiSC Management Style
- Learn to direct and delegate more effectively
- Develop techniques to improve employee motivation
- Encourage employee development
- Enhance your working relationship with your manager

Everything DiSC® Management Profile

26-page management-specific profile designed to help managers understand themselves, their direct reports, and improve their relationship with their Manager.





Harness The Power Of Workplace Conflict

EVERYTHING DiSC® PRODUCTIVE CONFLICT

Everything DiSC® Productive Conflict transforms uncomfortable encounters into stronger relationships.

Workplace conflict is inevitable. **Everything DiSC® Productive Conflict** helps learners improve self-awareness around conflict behaviors. Rather than focus on a step-by-step process for conflict resolution, **Everything**

DiSC® Productive Conflict helps learners curb destructive behaviors so that conflict can become more productive, ultimately improving workplace results and relationships.



By increasing self-awareness around conflict behaviors, **Everything DiSC® Productive Conflict** helps learners effectively respond to the uncomfortable and unavoidable challenges of workplace conflict.

SESSION OBJECTIVES

- Explore the destructive and productive conflict behaviors of each DiSC style
- Understand how to manage their response to conflict situations
- Discover communication strategies when engaging in productive conflict with colleagues

Everything DiSC® Productive Conflict Profile

The 22-page Everything DiSC® Productive Conflict Profile provides an in-depth report that highlights techniques to improve self awareness around conflict behaviors.



Key Features

- **Customizable:** Online tailoring options make it easy to remove or rearrange pages, customize the Profile title, or print select sections.
- **Existing Data:** If learners have existing data from a previous DiSC assessment, that data can be used with the Everything DiSC® Productive Conflict Profile.
- **Your DiSC Style in Conflict:** The Profile contains highly personalized information that is specific to a participant's responses to the assessment and to their corresponding DiSC style.
- **Why do I do This?"** Learners discover the reasons behind destructive responses to conflict. This valuable information can also relate to conflict in non-work settings.
- **Changing Your Response:** With strategies to curb destructive responses, learners discover how to step back and reframe productive responses to conflict situations.



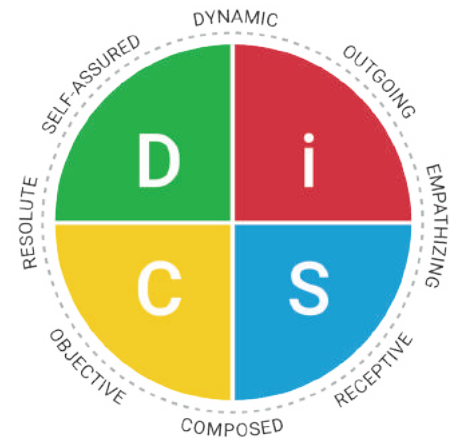


Develop The Emotional Intelligence Necessary to Support a Thriving Agile Culture

EVERYTHING DiSC® Agile EQ™



Everything DiSC® Agile EQ™ is a classroom training and personalized learning experience that teaches participants to read the emotional and interpersonal needs of a situation and respond accordingly. By combining the personalized insights of DiSC with active emotional intelligence development, participants discover an agile approach to workplace interactions and learn to navigate outside their comfort zone, empowering them meet the demands of any situation. In this half-day training, participants will discover their EQ strengths, recognize their EQ potential, and commit to customized strategies for building agility. The result is an emotionally intelligent workforce that can support your thriving agile culture.



The Agile EQ Profile focuses on:

- Discovering your DiSC Style
- Understanding your EQ strengths
- Recognizing your EQ potential
- Committing to customized strategies for building agility

The Profile

The Everything DiSC® Agile EQ Profile provides participants with valuable insights that help them explore the concept of emotional intelligence and take an agile approach to workplace interactions. In this personalized, 26-page profile, participants will discover their DiSC style, learn about the instinctive mindsets that shape their responses and interactions, recognize opportunities to stretch beyond what comes naturally to them, and gain actionable strategies to become more agile in their approach to social and emotional situations. The profile may be used on its own or with the companion facilitation; sold separately.





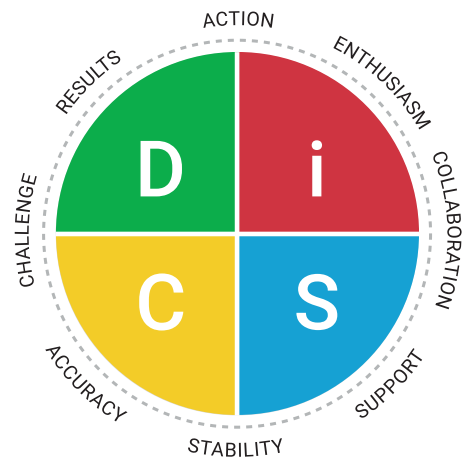
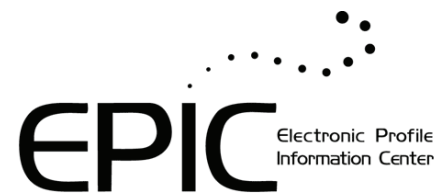
Everything DiSC® Solutions EPIC ACCOUNT

UNLIMITED ACCESS TO EVERYTHING DISC® SOLUTIONS

Setting up an EPIC Account (Electronic Profile Information Center) will give you just that!

- Topic-specific profiles, with in-depth information, including tips, strategies and action plans.
- 24/7 online access to assign and generate Everything DiSC® assessments for training or recruiting.
- Easily generate Team Views to look at the DiSC styles of everyone on a team or in your entire organization.
- Create Comparison Reports to compare any two individuals working together. This helps build teams and to identify where conflict may arise.
- Assess the DiSC culture of your organization and how it has an impact on performance.
- Customize DiSC® reports with your company's information and logo. When specific needs are identified during Performance Reviews, the EPIC account has many different solutions that may be a good fit.

One-time set up fee includes training and ongoing support.



Everything DiSC® Essentials

This online solution is designed to give broad education across all of Wiley's solutions available to you. This is particularly useful for those who wish to support the Everything DiSC® Solutions within their organization. When you have an EPIC account you are given access to a variety of tools. Everything DiSC® Essentials gives you information about the offerings and their applications





Develop And Maintain High Performing Teams

Teamwork & Collaboration

Bringing the team together for a 1 or 2 day session begins with a Needs Assessment to assess how the team is functioning. Activities are designed to work through inefficiencies, develop a positive group dynamic, and a sense of trust among team members.

SESSION OBJECTIVES

- Identify the purpose & characteristics of a high performing team
- Discuss the characteristics of effective and ineffective teams
- Assess the effectiveness of your current team
- Experience the G.R.O.U.P.S model of team effectiveness
- Learn about Stages of Team Development



WAYS YOU WILL BENEFIT FROM BRINGING YOUR TEAM TOGETHER

The customized sessions benefit the team in that they have the opportunity to discuss ways they can be more effective as individuals and as a team. A tangible, written plan for improvement is created to outline current opportunities for growth. Participants leave our sessions with a new appreciation of how teamwork and collaboration can help them achieve their goals. The outcome of the session is a unified, motivated and focused team.

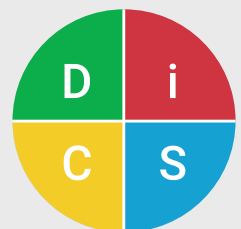
Everything DiSC® Workplace Profile

Everything DiSC® Workplace helps build better relationships one person at a time. The Workplace Profile can be used with everyone in an organization, regardless of title or role, to improve the quality of the workplace. Participants understand and appreciate the styles of the people they work with. The result is more effective and productive working relationships.



Everything DiSC® Comparison Report

Participants will receive Comparison Reports illustrating the similarities and differences between themselves and another co-worker, resulting in better working relationships and learning that sticks!





Building A Strong Team Is Both Possible And Remarkably Simple

THE FIVE BEHAVIORS OF A COHESIVE TEAM



THE FIVE BEHAVIORS OF A COHESIVE TEAM™ is an assessment-based learning experience that helps individuals and organizations reveal what it takes to build a **truly cohesive** and **effective team** in the most approachable, competent, and effective way possible. Powered by Everything DiSC®, the profiles help participants understand their own DiSC style. Bringing together everyone's personalities and preferences to form a cohesive, productive team takes work, but the payoff can be huge- for individuals, and the team and the organization.

"Five Behaviors of a Cohesive Team is an excellent course to bring teams together and build the foundations of a high performing team. Denise is a wonderful facilitator!"

Jennifer McGill - General Manager, Masonite

SESSION OBJECTIVES

The Five Behaviors of a Cohesive Team helps teams understand how they score on the key components of The Five Behaviors model: **trust, conflict, commitment, accountability, and results**. Each individual on the team will also understand their own personality style and their team members' styles, based on the DiSC model: **D**: Dominance, **i**: Influence, **S**: Steadiness, and **C**: Conscientiousness, and how their style contributes to the team's overall success. A team functions well beyond coexistence, achieving business results when members learn to master The Five Behaviors:

- ▲ **TRUST One Another**
When team members are genuinely transparent and honest with one another, they are able to build vulnerability-based trust.
- ▲ **Engage CONFLICT Around Ideas**
When team members build a foundation of vulnerability-based trust, they are able to engage in unfiltered, constructive debate of ideas.
- ▲ **COMMIT to Decisions**
When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.
- ▲ **Hold One Another ACCOUNTABLE**
When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.
- ▲ **Focus on Achieving Collective RESULTS**
The ultimate goal of building greater trust, conflict, commitment, and accountability is one thing: the achievement of results.

TEAMWORK - The single most untapped competitive advantage.



The Five Behaviors of a Cohesive Team Profile

A comprehensive, highly personalized, and accessible 36-page illustrated report that allows each person on the team, and the team as a whole, to understand how they scored on the assessment and how to interpret their individual and team results. The profile includes an introduction, a section devoted to each of the five behaviors, a summary of the team's strengths and challenges, tips and suggestions, and a roadmap to help teams create an action plan based on their results.





Everything DiSC® Solutions

EVERYTHING DiSC® TRAIN THE TRAINER

The Learning Edge is pleased to offer you the opportunity to gain the expertise and credentials to facilitate Everything DiSC® solutions within your organization. Facilitated by Denise McIntyre, President and Founder of The Learning Edge. Award Winning DiSC® Expert, The Five Behaviors of a Cohesive Team™, Leadership, 363 for Leaders, & Teambuilding.

COURSE OPTIONS:

1 Train the Trainer: Go Beyond the Kit

In this 2 day course participants will:

- Experience the Everything DiSC® assessment process and receive personalized profiles
- Learn the DiSC theory and research behind Everything DiSC®, including how to use the research to address common questions from your participants
- Get a high-level overview of the tools available in the Everything DiSC® facilitation materials and apply them to real-world scenarios
- Receive The Learning Edge's training materials, activities and best practices that go "beyond the facilitator's kit"
- Supplemental reports included: Comparison Report, Facilitator Report, Group Culture Report, Team View



Course Requirements

Own an Everything DiSC® Workplace Facilitator Kit. Participated in a facilitated DiSC® Seminar

Time Commitment

Approximately 20 hours of combined pre/ in-house/ post-training work

EPIC Account (Optional)

Access to your own Electronic Profile Information Centre

2 Wiley's Online Everything DiSC® Workplace Certification: Self directed online course

3 Wiley's In-Person Certification Program: 2-day course in Minneapolis, MN

"We chose Denise and The Learning Edge because of the depth and breadth of experience and exposure using the DiSC® tool and the flexible full meal deal- everything from profiles, to customizing interventions for particular needs, train the trainer services, 363 consulting offer. We have just run our first TTT session and comments from our participants were that they were "blown away" by how open and sharing Denise was of her tacit knowledge, tips, and tools- her trade secrets from working with DiSC profiles for so long. Behind Denise is a deep bench of qualified facilitators and consultants to support the work that needs to be done.

We have found Denise to be totally engaged in making our partnership work, she is highly responsive, and it is just like having another person on our own team."

Donna Bailey - Director, Client Solutions and Research, Cusource



THE LEARNING EDGE



Deliver Front Line Leadership In-House CERTIFICATION FOR IN-HOUSE FACILITATORS



FRONT LINE LEADERSHIP CERTIFICATION

1

First Step in Process

Facilitators attend an in-house Front Line Leadership pilot program to experience the program firsthand.

2

Train the Trainer (2 days)

Facilitators become certified in DiSC® with The Learning Edge's Everything DiSC® Train the Trainer as DiSC® is a core component in some of the Front Line Leadership modules such as managing different personalities and managing conflict.

3

Front Line Leadership Presentations + Certification

Facilitators are assigned components of the Front Line Leadership program to facilitate during a 2-day time frame.

" I wanted to let you know how much I valued your training. Right from our first phone call with you, it was clear you wanted us to succeed and your passion for the material was contagious. It was so helpful seeing you go through the material with our pilot group and I loved how you continually came to let us know why or how you did different things. It helped so much hearing your best practices and rationale for doing what you did. You demonstrated you were an expert and I respected you more and more as the sessions went on. You were able to quickly build a trusting relationship and that made the certification process much more comfortable. I've been running workshops and doing presentations for years, but the few days we spent with you during certification and the specific feedback (praise and corrective) I received from you was more valuable than anything I've ever received in the past. So many participants only focus on the positive, but it's hard to improve when all you're hearing is vague, positive feedback.

I learned so much from you. The specific feedback you provided to me during certification helped me become a better facilitator and I am so grateful for it! "

Tennille Zatreplek - Training Specialist, Affinity Credit Union





Employee Engagement Surveys BY NEWMEASURES



ENGAGEMENT SURVEYS SHOULD NOT GIVE LEADERS MORE WORK TO DO; BUT RATHER PROVIDE INSIGHTS THAT ENABLE MANAGERS TO LEAD BETTER.

Newmeasures' strategic employee engagement surveys help managers quickly identify how to improve employee engagement within the context of the work they are already focused on.

What the survey measures:



ENGAGEMENT



GROWTH &
AUTONOMY



TRUST &
COLLABORATION



CONDITIONS TO
DO BEST WORK



SUPPORTIVE
SUPERVISOR



VISIONARY
LEADERSHIP

CUSTOMIZE SURVEY TO ALIGN WITH PRIORITIES

Starting with our validated engagement survey, an Industrial Organizational Psychologist will help you customize your survey items to address what you are focused on as an organization.

FLEXIBLE SURVEY ADMINISTRATION & REPORTING

Administer surveys online, via mobile, text or kiosk. Customize reporting based on user roles that provide options for simple overviews for leaders, or deep dives for more thorough analysis.



BENCHMARK COMPARISONS

The Newmeasures database includes responses from approximately 1.3 million employees from 1,200 organizations. We'll compare your organization's survey scores to relevant benchmarks, but, more importantly, we'll track year-over-year trending so you can see your progress over time.

ENGAGEMENT DRIVERS

Our proprietary algorithm helps each leader determine what to focus on and provides suggestions for best practices.

STRATEGIC ACTION PLANNING

Supported with best practice recommendations, Newmeasures Consultants will teach leaders how to action plan in a way that improves engagement AND has an impact on strategic goals.





What Masonite Says About DiSC®

I have had the pleasure of working with Denise for several years and with multiple teams that I have managed in different industries. Denise is a very skilled facilitator who is able to quickly identify strengths within teams that can be built upon to help bolster exceptional results and at the same time put her finger on what is getting in the way from success. She brings a positive dynamism to every session she runs. She is able to draw out examples that are relevant to the audience and help ground the material. She is a quick and adept student of human behavior and leveraging DiSC®, is able to help people at varying levels of organizations identify their strengths and blind spots so they can be their best. This has created a language in the organizations I work in so that our teams can help each other truly be their best. I have also had the privilege of working with Denise on leadership development. She is so incredibly astute at helping leaders leverage their greatest assets and personal style to truly deliver the best to their teams.

Jennifer McGill - General Manager, Masonite

What LogistiCare Says About Front Line Leadership

I have been working with Denise McIntyre and Robert Winter since May 2018. My company (LogistiCare) implemented the Front Line Leadership program as our foundational management/leadership development program this year. We started with a Pilot and certification training, both facilitated by Denise McIntyre. The company's "official" rollout of Front Line Leadership began in August and continues through the next year. Feedback on the program has been extremely positive and our leaders are embracing all the concepts, tools, and behaviors.

Denise McIntyre custom designed a 4 day leadership program for the senior leaders at LogistiCare that was based on the Front Line Leadership content and provided a high level overview for senior leaders. This enabled them to support and coach the Front Line Leaders – as well as to adopt and model the behaviors themselves. Denise also facilitated the first program which received excellent ratings.

As partners in this endeavor, Denise and Robert have been phenomenal. They are supportive, helpful, and resourceful – and truly professional, experienced, responsive partners. Robert's Front Line Leadership design and content is excellent and highly engaging. It is a very interactive program, full of tools and self-assessments, and practical models. And Denise is an incredible facilitator. The groups she worked with absolutely loved and responded to her. I would work with both of them again – and highly recommend them to others.

Sherry Edwards - Manager of Organizational Development, LogistiCare

What Affinity Credit Union Says About Front Line Leadership and Connections

In early 2019, we engaged with Denise McIntyre from the Learning Edge to help us brainstorm and map out a solution for our leadership excellence journey. She spent a day with us gathering information, listening to our needs and brainstorming various scenarios in how we could approach this very important work. During this conversation, I felt Denise had Affinity's highest interest top of mind – she was genuinely committed to us finding the right solution.

Once we made our decision to move forward with Connections and Front Line Leadership, Denise and her team became a trusted partner with us. The Learning Edge worked closely with Affinity to ensure our leaders had an exceptional learning experience. Our employees embraced and appreciated all the knowledge, skills and experience Denise brought when facilitating the leadership workshops.

Laurie Smith - Talent Development Manager, Affinity Credit Union





THE LEARNING EDGE

Leaders in learning and development solutions since 1994

What SSR Mining Says About Our Leadership Solutions

"SSR Mining is a mid-tier precious metals mining company with a corporate office in Vancouver, Canada with three operations across the Americas. The process for SSR Mining of starting with a formal approach to leadership development started at the beginning of 2018. Several significant factors contributed to the decision by the SSR Mining Executive Leadership Team to initiate a structured process of investing in the development of our people – leaders specifically.

We engaged with The Learning Edge in September of 2018 and spoke directly with Denise McIntyre. This was a refreshing experience to be able to contact the CEO of a company you wish to potentially interact with! Denise's approach towards me, our requests and SSR Mining's uniqueness, was one of immediate comprehension and dedicated attention. What I most appreciated about the approach was that I never felt that they were trying to sell their highest revenue shelf product. Denise rather proposed to genuinely work with us in tailor-making optimal solutions for the idiosyncrasies of SSR Mining.

Once there was a decision to proceed, we were immediately introduced to members of The Learning Edge's team who would be involved in our journey. Seana Bagley (nee Marche) was SSR Mining's Project Manager. What an amazing lady to engage with. Her attention to client service was only surpassed by her warmth, skills, knowledge and experience.

With its 25 years of experience, The Learning Edge was able to offer a variety of cutting edge and best practices in terms of product range solutions and delivery expertise.

Denise is a brilliant facilitator. She became a trusted advisor to SSR Mining and now a friend. Denise is a true professional and seeing her in action and learning from her was a true privilege. Her passion for the subject matter, the client, the group and the individual, is unmatched. We were truly honored to have had her personally involved with the journey we embarked on.

It was only natural that Denise's initial involvement has led to numerous other SSR Mining engagements. All these were expertly, professionally and competently handled.

I can undoubtedly recommend The Learning Edge where learning and development solutions are sought to realize the potential of individuals, teams and organizations."

Marius Jacobs - Director of Leadership Development, SSR Mining



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