



# **ONE TEAM COURSE CATALOGUE**





## Great teams don't happen by accident. They're built!

Welcome to the ONE Team Course Catalogue, where every training session is an opportunity to transform your team's dynamics and enhance performance.

Our comprehensive curriculum is built upon seven critical Building Blocks that integrate People, Process, and Technology (PPT) into a cohesive framework designed to drive efficiency, engagement, and excellence in organizations. **The 7-Building Blocks** of the ONE Team Model are deeply interconnected—when one is weak, the whole system feels it.



- **Leadership & Direction** set the foundation by providing clarity, vision, and alignment, making it possible to hold individuals and teams accountable for results.
- **Trust** is the glue that holds relationships together, while Collaboration fuels momentum and innovation.
- **Effective Communication** isn't just about avoiding misunderstandings—it saves time, energy, and strengthens team cohesion.
- Many fear **Conflict**, but in reality, healthy conflict challenges the status quo, sparks new ideas, and deepens trust.
- **Execution** is where strategy meets action, but without the right processes and tools, even the best ideas fall flat. And since change is inevitable,
- **Adaptability** ensures teams remain resilient, agile, and ready for whatever comes next.
- When these six elements are in place, **Accountability & Results** naturally follow—driving success, continuous learning, and a culture of excellence.





## Leadership & Direction Courses

### Leading with Emotional Intelligence: Transforming Power into Influence

**Duration: 6 Hours**

This course equips leaders with the crucial skills needed to enhance their influence and effectiveness through the application of the 26 competencies of social and emotional intelligence. Utilizing a framework with 5-levels of leadership and the five types of power, this course redefines effective leadership, elevating participants from a base level of 'Entitlement' to becoming valued 'Influencers' who inspire excellence naturally. Leaders will learn to shift from 'Power Over' tactics, which can undermine team dynamics, to harnessing 'Power With', 'Power Within', 'Personal Power', and 'Social Power' to enhance their leadership impact. This course is packed with immersive activities designed to develop and refine leadership qualities centered around the '10 Cs' of an influential leader, paving the way for profound personal and professional growth.

### Leadership Blueprint: Your Roadmap Through the 5-Stages of Leadership Development

**Duration: 6 Hours**

Leadership is not just a title—it is a way of being. This interactive and immersive course is designed to guide participants through five progressive stages of leadership development, equipping them with the essential skills to grow and evolve as leaders. Through self-awareness, relationship-building, strategic thinking, and inspirational leadership, participants will create a Personalized Leadership Blueprint with actionable goals, steps, and timelines to advance their leadership journey.

Each phase of the course builds on the previous one, ensuring that participants not only grasp the principles of effective leadership but also actively engage in experiences and exercises that strengthen their ability to lead with confidence and impact.





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## Trust & Collaboration Courses

## Psychological Safety in Teams: Creating a Fear-Free, Blame-Free Culture for Growth & Innovation

### **Duration: 3-hours or 6-hours**

In today's workplace, teams thrive when psychological safety is present—where employees feel safe to speak up, take risks, and make mistakes without fear of retaliation or blame. However, many organizations struggle with a culture of fear and blame, which stifles innovation, engagement, and performance.

This immersive course equips leaders and employees with the tools, frameworks, and experiences necessary to build trust, transparency, and a culture of learning—fostering psychological safety in their teams. Through real-world case studies, interactive trust-building exercises, and role-playing scenarios, participants will gain the confidence and skills to cultivate an environment where individuals feel a deep sense of belonging, ownership, and openness.







## Team Culture:

### ***Duration: 3 Hours or 6-hours***

In this course, participants will dive deep into the essential elements of team culture to create an environment of trust, collaboration, and high performance. By clarifying the team's vision and values, participants will learn how to establish team rituals, set the tone, and cultivate a vibrant office vibe that fosters teamwork and success.

## Team Chemistry:

### ***Duration: 3 or 6 Hours***

In this course, participants will embark on a journey of self-discovery and team exploration, using the True Color Personality Test to assess personality and workstyles. By understanding diverse workstyles, participants will learn to better appreciate each team members' role, set of responsibilities, and its relevance to individual NS organizational success.

## Bridging the Generational Gap:

### ***Duration: 3 Hours***

In this course, participants will delve into the complexities of generational differences in the modern workforce. By exploring the value, uniqueness, and similarities of each generation, participants will develop the skills and strategies to bridge generational gaps, foster collaboration, and create a harmonious work environment where everyone can thrive.

## Neurodiversity in the Workplace:

### ***Duration: 3 Hours***

In this course, participants will explore the unique strengths and perspectives of neurodivergent individuals, fostering an environment where everyone's abilities are valued and harnessed. By understanding neurodivergent conditions such as Dyslexia, DCD/Dyspraxia, Dyscalculia, ADHD, and Autistic Spectrum Condition (ASC), and learning strategies to support colleagues with these conditions, participants will become advocates for inclusivity and drive positive change within their organizations.



## Workplace Diversity and Inclusion:

### ***Duration: 3 Hours***

This comprehensive course empowers participants to navigate workplace diversity by defining key terms, exploring personal beliefs about DEI, and clarifying politically correct language. By promoting knowledge, acceptance, understanding, and behavior, participants will learn to avoid diversity pitfalls and address systemic oppression while acquiring techniques to effectively deal with discrimination and prejudice.



## Communication Courses

### Listening for Understanding

#### ***Duration: 3 Hours***

Listening is more than just hearing words—it's an active process that requires attention, interpretation, and response. This course will help participants develop Active Listening skills, distinguish different listening types, and enhance their ability to listen for meaning, connection, and clarity. Participants will engage in interactive exercises to practice attentiveness, questioning, paraphrasing, and emotional attunement.

### Speaking to Be Understood

#### ***Duration: 3 Hours***

Communication is a two-way process—just as listening for understanding is critical, so is speaking to be understood. Many professionals struggle with clarity, brevity, credibility, and connection when communicating, leading to misunderstandings, inefficiencies, and strained relationships.

This interactive course will teach participants how to deliver clear, concise, credible, and connected messages so that the listener fully understands and retains the intended message. Participants will also learn to check for understanding and eliminate ineffective speaking habits that create confusion, disengagement, and conflict.





## Interpersonal & Assertive Communication: Speaking with Confidence, Clarity, & Respect

### ***Duration: 3 Hours***

Do you struggle to express yourself clearly without being misunderstood? Hesitate to speak up for fear of being too forceful—or not forceful enough?

You are not alone. Communication is the foundation of every relationship—personal and professional—but many individuals find it challenging to strike the right balance between being confident, clear, and respectful in their interactions. This highly interactive course will teach participants how to transform ineffective communication habits (e.g., disruptive body language and Aggressive, Passive, or Passive-Aggressive Communication) into Assertive Communication, allowing them to speak with authority, build trust, and maintain positive relationships—even in difficult conversations.

## Mastering the Art of Giving & Receiving Feedback

### ***Duration: 3 Hours***

Feedback is a powerful tool for growth, performance improvement, and stronger relationships—yet many people struggle with both giving and receiving it. Whether you're providing constructive feedback to a colleague, leading a performance review, or receiving unexpected criticism, your ability to handle feedback effectively determines your success in communication and leadership.

This highly interactive course will teach participants how to deliver feedback with confidence, clarity, and tact while also receiving feedback with openness and a growth mindset—even when it's difficult to hear. Participants will engage in real-world role-playing, self-awareness exercises, and actionable practice to enhance their feedback skills.







## Conflict & Relationship Management Courses

### Dealing with Difficult People:

**Duration: 3 Hours to 6-hours**

Are you tired of feeling overwhelmed and frustrated when faced with difficult individuals in the workplace? It's time to transform your approach and master the art of dealing with difficult people. In this immersive training course, we will shift your mindset and empower you with the critical emotional intelligence competencies needed to successfully work with challenging personalities.

### Facing Conflict:

**Duration: 3 Hours to 6-hours**

This course provides essential insights and strategies for assessing whether to engage in a difficult conversation in the workplace. By understanding the 6 stages and 3 types of conflict, exploring conflict resolution styles, and learning how to effectively prepare for crucial conversations, participants will gain the skills needed to navigate challenging interactions with confidence. Through the development of strategies to weigh the situation's importance, consider potential consequences, empathize with others, and set a positive intent, learners will be equipped to make informed decisions and foster positive outcomes in the workplace.

### Crucial Conversation Skills:

**Duration: 3 Hours to 6-hours**

This course is designed to empower individuals with the necessary skills to navigate crucial conversations effectively. By overcoming fear and anxiety associated with disagreements, learning to actively listen, cultivating empathy and sensitivity, and developing diplomacy and tact, participants will enhance their interpersonal skills. Additionally, learners will gain insights into giving and receiving feedback constructively, honing their ability to mind their disposition, body language, and tone. Through practical techniques and exercises, this course will equip participants with the tools needed to engage in impactful and productive conversations.



## Processing Through Breakdowns & Disagreements Featuring the UPLVL Communication Method

### **Duration: 6-hour Lab**

Conflict is inevitable—but it doesn't have to be destructive. Most disagreements stem from unprocessed emotions, unmet expectations, or miscommunication. Without the right tools, these conflicts escalate, creating disconnection and resentment.

The UPLEVL Communication Method, developed by Kenya Stevens, provides a structured approach to venting, soothing, counter-venting, processing triggers, taking ownership, and expressing gratitude. This highly interactive 6-hour lab will guide participants through each stage of the UPLEVL method, allowing them to practice real-world conflict resolution techniques using their own personal scenarios.

## Negotiating Win-Win Solutions:

### **Duration: 3 Hours to 6-hours**

This dynamic course equips participants with effective strategies to transform conflicts into collaborative opportunities. By reframing perspectives, understanding conflict styles, and mastering a step-by-step resolution framework, participants will gain the skills needed to create mutually beneficial outcomes. With an emphasis on accountability and trust-building, learners will navigate negotiations successfully, fostering collaborative relationships and achieving win-win solutions.







## Execution Courses

### Art of Prioritizing Team Projects – Cutting Through the Noise and Driving Impact

**Duration: 3 Hours**

In high-pressure environments, the inability to effectively prioritize tasks leads to overwhelm, frustration, inefficiency, and burnout. Leaders and teams struggle to distinguish between urgent vs. important, causing reactive decision-making, poor execution, and eroding trust. This 90-minute interactive master class will equip participants with a clear, structured framework to prioritize, execute, and adjust in a way that boosts accountability, reduces stress, fosters collaboration, and ensures consistent high-quality work.

### Mastering Meeting Facilitation & Participation

**Duration: 90-min Master Class / Lunch & Learn**

Meetings are meant to drive collaboration, alignment, and execution, yet they are often time-consuming, unproductive, and frustrating. Inefficient meetings lead to wasted time, disengaged employees, and poor decision-making—ultimately impacting team trust, execution, and accountability. This highly interactive workshop equips leaders and teams with the skills to facilitate and participate in meetings effectively, ensuring they are goal-driven, time-efficient, and action-oriented.

### Systematizing Success Featuring Dan Martell's 4-C's of a Playbook

**Duration: 90-min Master Class / Lunch & Learn**

Your experiences, knowledge, and skills are invaluable. How many times have you repeated a task, only to feel like you're reinventing the wheel? As a leader, how often have you been disappointed because an employee's performance didn't meet expectations? As an employee, have you ever been unclear about how a task should be performed?

This Master Class introduces Dan Martell's Four Cs of a Playbook—Camcorder Method, Course, Cadence, and Checklist—to help individuals and teams improve execution, accountability, and collaboration. By implementing these strategies, participants will learn to document and refine workflows, saving time, reducing stress and burnout, improving consistency, and fostering continuous learning.





## Hacking Your Tech Stack with Microsoft 365

### ***Duration: 90-min***

Discover how to streamline your daily tasks and enhance productivity using Microsoft 365 in our 90-minute course, "Ways of Working: Hacking Your Tech Stack." As part of the ONE Team Planning and Strategy training series, this course is specifically designed to help team members master Microsoft 365 tools, from Microsoft Teams to Outlook, to become more efficient and save valuable time and energy. Learn to leverage little-known benefits, shortcuts, and integrated features that make collaboration and task management seamless and effective.

## Beat the Clock: Unlock Productivity and Peak Performance

### ***Formerly Take Back Your Time:***

### ***Duration: : Four-60-min Lunch & Learns***

In this transformative 4-day challenge (60-min each day), participants will redefine their relationship with time and productivity. By exploring the link between success and burnout, understanding the impact of procrastination on leadership, and assessing their personal procrastination style, individuals will gain valuable insights into how time management affects both work and personal life. Through practical techniques and strategies, participants will learn to escape crisis mode, prioritize effectively, and efficiently manage their time, reclaiming control and achieving a more balanced and productive lifestyle.





## Adaptability Courses

### Managing Change:

#### **Duration: 3 Hours**

In this course, participants will embark on a journey to assess their personal agility, explore the impact of their agility on their disposition and stress levels, and discover new techniques to become more adaptable and resilient. By understanding the normal phases of change, examining the somatic aspects of change, and practicing proven somatic techniques, participants will develop critical emotional intelligence competencies to navigate change with ease, embrace its lessons, and prioritize their mental, physical, and emotional well-being.

### Catalyzing Change:

#### **Duration: 3 Hours**

In this course, participants will embark on a transformational journey to become catalysts for change within their organizations. By challenging the status quo, identifying areas for improvement, and galvanizing others to embrace new directions, participants will develop the critical skills and emotional intelligence competencies needed to lead change effectively. Using the compelling book "Our Iceberg is Melting" and implementing Kotter's 8-step change management process, participants will expand their mindset, shift their attitude, and develop powerful influencing skills to drive successful change initiatives.

### Beyond the Box: Courageous Thinking & Inclusive Decision Making as ONE Team

#### **Duration: 3-hours**

This engaging, interactive workshop empowers participants with the mindset, tools, and strategies to make better, more inclusive decisions and think innovatively to drive meaningful change. Participants will learn a structured decision-making process, practice consensus-building, and develop the courage to challenge the status quo while ensuring all voices are heard. This immersive, high-energy session provides practical strategies, real-world case studies, and engaging activities to empower teams to think beyond the box and make better, more inclusive decisions.



## Managing Stress & Maintaining Balance

### ***Duration: 3 Hours***

In this course, participants will embark on a transformative journey to understand the relationship between production and production capability (P/PC) and the importance of balancing self-care with the demands of work and supporting others. By exploring stress as a barometer for self-assessment, participants will learn to make choices that create more harmony in their work and personal lives, ultimately leading to enhanced well-being and resilience.

## Compassion Fatigue: Strategies for Social Service Resilience

### ***Duration: 6 hours***

Join "Compassion Fatigue: Strategies for Social Service Resilience," a transformative full-day workshop tailored for social service professionals grappling with compassion fatigue and secondary trauma. This interactive session will rejuvenate your passion and restore balance, arming you with strategies to enhance emotional intelligence and resilience. Engage with expert guidance and practical exercises designed to boost your well-being and empower you to lead with renewed strength and confidence.







## Accountability & Results Courses

### Situational Supervision: The Art of Directing, Coaching, Supporting and Delegating to Employees

**Duration: 6 hours**

Situational Supervision is a comprehensive training course designed for managers and leaders who aim to excel in their roles by mastering adaptive supervision techniques. This course explores the continuum of growth for employees—from Directing to Coaching, Supporting to Delegating—ensuring that leaders learn to effectively align their management style with the developmental stage of each team member. Participants will differentiate between the tactical demands of management and the strategic foresight of leadership, focusing on the specific skills needed for each supervisory phase. Through immersive activities like case studies, role-playing, and interactive feedback sessions, this course empowers supervisors to enhance team performance and individual growth while avoiding the pitfalls of misaligned leadership approaches.

### P.E.R.F.O.R.M. – Mastering Performance Management

**Duration: 6 hours**

Unlock the full potential and get your team to P.E.R.F.O.R.M.. This dynamic course equips supervisors and leaders with the crucial skills of Performance Management. Designed to be both immersive and enjoyable, this training emphasizes real-world application and skill development through engaging activities. Participants will learn best practices in performance management that not only uphold accountability but also enhance team productivity and motivation. By the end of this course, you will be well-equipped to lead your team to improved performance and organizational success.



## Measuring Success: Driving Accountability with Dashboards, Scorecards, and Milestones

### ***Duration: 90-min***

Building on Accountability 101, this interactive lab is designed to help leaders master the art of tracking progress, meeting deadlines, and achieving success through data-driven accountability. Leaders will learn how to track goals and milestones using dashboards, create scorecards to measure team performance, and manage project deadlines effectively. Using real-world scenarios, participants will work through hands-on activities to apply these tools to their own teams and projects.

This lab is not just about learning—it's about doing. Leaders will leave with a functional tracking system tailored to their needs, ensuring that accountability drives success in their organizations.

## Appreciate to Motivate: 5-Proven Ways to Reward, Recognize & Retain Today's Workforce

### ***Duration: 3 Hours***

Unlock the potential of your workplace with our transformative course on creating a culture of appreciation. Grounded in the principles from the book "The 5 Languages of Appreciation in the Workplace," this course teaches you how to enhance job satisfaction and reduce burnout through effective recognition of team members. Participants will learn to master the nuances of appreciation in both traditional and remote work environments, focusing on building trust, sustaining a positive workplace culture, and engaging remote employees effectively. The course includes practical strategies and interactive exercises designed specifically to resonate with Millennials, Gen Z, and Gen Alpha employees, tailoring your appreciation efforts to meet diverse generational needs.





## Designing Workflow: A Process Mapping Bootcamp

### ***Duration: 3 Hours***

Designing Workflow: A Process Mapping Bootcamp is a dynamic three-hour workshop designed to equip participants with the skills to create detailed process maps that delineate both manual and automated steps. This session is the first part of a three-step series within the ONE Team Planning and Strategy pillar aimed at enhancing team collaboration and operational efficiency. Employing a "Done With You" approach, participants will bring specific scenarios from their work environment to the session. They will learn to draft a process flow that addresses real-world challenges within their organization or team. The resulting work products can then be further refined and implemented with the larger team.

## Revamp Your Workflow: Advanced Process Improvement Skills

### ***Duration: 90-min***

Revamp Your Workflow: Advanced Process Improvement Skills is a comprehensive three-hour workshop designed as the second installment of the ONE Team Planning and Strategy series. This course empowers participants with advanced tools and methodologies to critically analyze and enhance existing processes. Utilizing a "Done With You" approach, participants will bring specific scenarios from their workplace to collaboratively develop solutions that address real-world challenges. This interactive session includes techniques such as the 5 Whys, Fishbone Diagrams, Hypothesis Testing, and Time Studies, all aimed at refining operational and program processes.

## Leveraging Automation for Process Improvement

### ***Duration: 90-min***

"Leveraging Automation for Process Improvement" is an intensive 90-minute training designed as the final installment of the ONE Team Planning and Strategy series. This course equips participants with the skills to use data analysis and technology tools to automate and enhance process improvements. Participants are encouraged to bring real-world scenarios from their work environments. Together, we will explore and apply automation strategies to streamline operations, increasing efficiency and effectiveness across organizational processes.







Our curriculum offers over 50 topics with a selection of our most popular courses highlighted in this catalogue. For tailored learning experiences, we also provide customizable training options (additional fees apply). Courses are available both in-person and virtually, designed to accommodate different learning styles through interactive modules that include lectures, discussions, and hands-on activities like collaborative problem-solving and peer-coaching. Each course is supported by a Participant Playbook, which offers at-home activities, tips, and additional resources. Sessions are offered in the following formats:

- 90-minute presentation to expand perspective
- 3-hour training to shift awareness and attitude
- 6-hour or multi-day training to develop skills

Let's create lasting change and build a stronger, more effective team together!

**Book a Consultation:** <https://calendly.com/iamtk/one-team-consultation>

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