Achieving Results Through Genuine Leadership®

Training

Meeting the needs of the new global marketplace with a flexible, total-systems approach

Facing tough issues and aggressive goals, top organizations thrive by preparing genuine leaders who personify the mission and values of their organizations. They know that genuine leaders increase retention, productivity, and bottom-line results.

The world has undoubtedly experienced some profound changes in the first decades of the 21st century.

Countless challenges—most notably the rise of the global economy and its impact on countries everywhere—are forcing leaders worldwide into uncharted territory and redefining what it takes to be a successful leader.

In the face of these challenges, the right leadership skills are critical. Strong leaders boost morale, job satisfaction, and employee retention—which, in turn, boosts productivity and results.
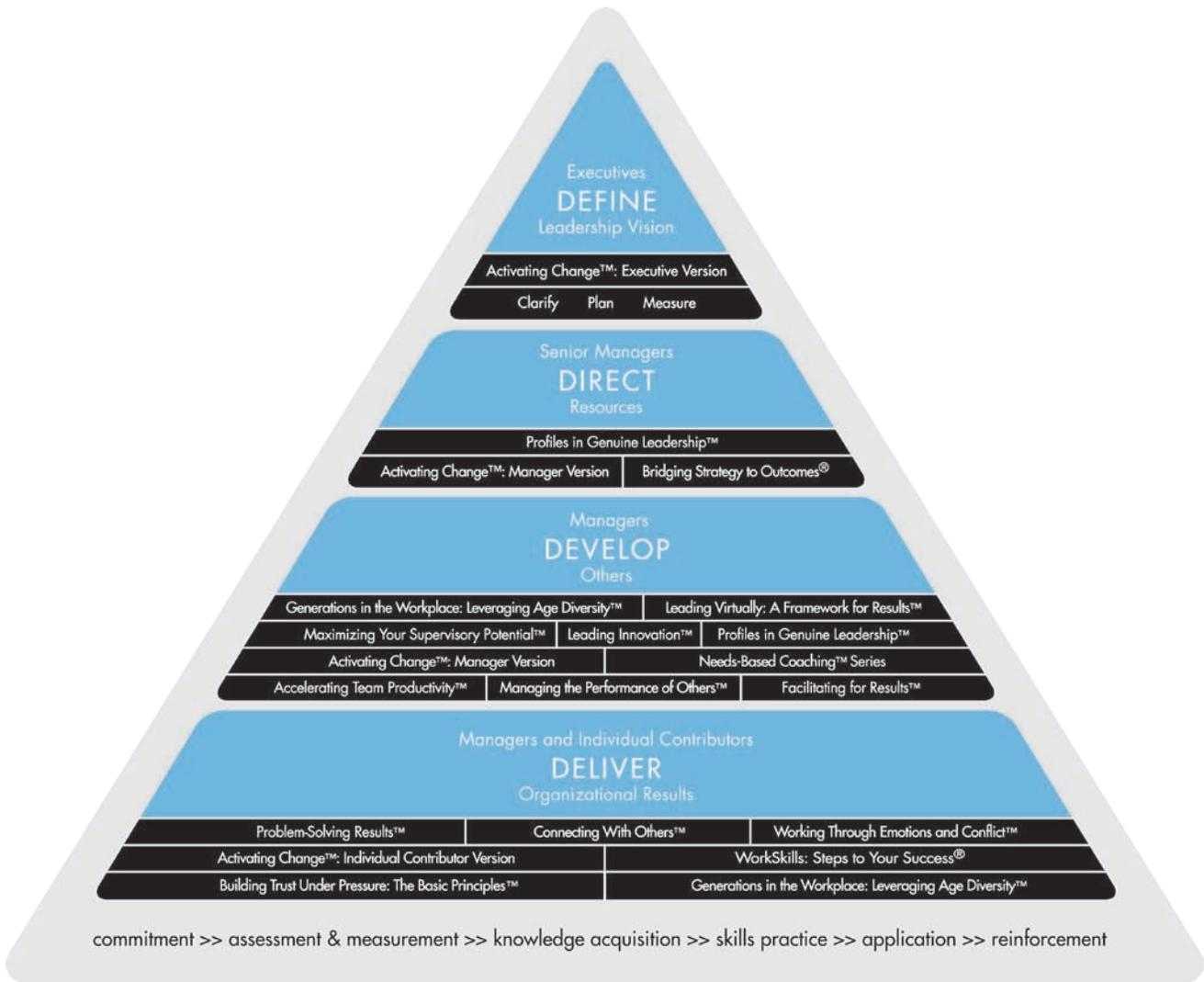
AchieveGlobal has the programs and expertise to develop genuine leaders in your organization.

Relevant, Research-Based Content That Drives Results

AchieveGlobal continuously surveys the marketplace for the latest thinking on leadership trends. Our many years of both primary and secondary research, along with our decades of experience with customers, are the foundation on which the *Genuine Leadership®* system is built. This research has revealed not only the key business issues affecting top leaders today, but also clear leadership training and development priorities. In addition, research time was spent examining the specific skill sets needed to overcome these issues and challenges, and their relationship to productivity and retention in the workplace. The *Genuine Leadership®* system is designed around this understanding of our customers' needs.

Developing the 21st
century workforce™

Executives
DEFINE
Leadership Vision

Activating Change™: Executive Version

Clarify | Plan | Measure

Senior Managers
DIRECT
Resources

Profiles in Genuine Leadership™

Activating Change™: Manager Version | Bridging Strategy to Outcomes®

Managers
DEVELOP
Others

Generations in the Workplace: Leveraging Age Diversity™ | Leading Virtually: A Framework for Results™
Maximizing Your Supervisory Potential™ | Leading Innovation™ | Profiles in Genuine Leadership™
Activating Change™: Manager Version | Needs-Based Coaching™ Series
Accelerating Team Productivity™ | Managing the Performance of Others™ | Facilitating for Results™

Managers and Individual Contributors
DELIVER
Organizational Results

Problem-Solving Results™ | Connecting With Others™ | Working Through Emotions and Conflict™
Activating Change™: Individual Contributor Version | WorkSkills: Steps to Your Success®
Building Trust Under Pressure: The Basic Principles™ | Generations in the Workplace: Leveraging Age Diversity™

commitment >> assessment & measurement >> knowledge acquisition >> skills practice >> application >> reinforcement

Achieving Results Through Genuine Leadership®

A Systemic Approach

Achieving Results Through Genuine Leadership® is a comprehensive training system designed to provide a range of critical leadership skills vital to organizational success. AchieveGlobal approaches the organization in four management levels, each requiring a different training application. The levels are divided into skill areas, each containing one or several training modules.

Each of these four action levels—**Define**, **Direct**, **Develop**, and **Deliver**, shown in the pyramid above—requires a unique approach to learning and strategic change. By addressing all levels of an organization, a comprehensive result is achieved.

The Cornerstones of Genuine Leadership

The entire *Genuine Leadership*® system is built around two foundational modules:

- *Building Trust Under Pressure*: *The Basic Principles*™
- *Profiles in Genuine Leadership*™

By establishing a clear picture of one's leadership profile and providing insight into universal guidelines all leaders should follow, these two modules provide a strong induction into the rest of the *Genuine Leadership*® system.

Building Trust Under Pressure: The Basic Principles™

Building Trust Under Pressure: *The Basic Principles*™ addresses how current business issues affect participants' ability to achieve results and introduces a universal set of guidelines that helps transform individuals into genuine leaders.

Using The Basic Principles as a catalyst for personal and organizational success, the program drives participants to understand how the principles relate to their daily challenges and illustrates how to effectively integrate them into their own work behaviors.

Participants leave the program armed with the skills, strategies, and knowledge needed to approach business challenges from a new perspective, thereby achieving greater results for themselves and their organizations as a whole.

Audience: All employees
Classroom Session Length: 4 hours; also available in virtual and eLearning formats

Profiles in Genuine Leadership™

Profiles in Genuine Leadership™ presents an opportunity for leaders to examine and discuss their current business challenges with others who face similar issues—then take action to optimize their individual performance by capitalizing on their strengths and addressing areas that need improvement.

A main focus of the program is the Leadership Profile, an enlightening self-assessment that uncovers leadership strengths and identifies opportunities for development. After completing the self-assessment, participants are driven to reflect on their challenges and connect them to the results of the assessment.

Participants leave the program with a self-devised action plan designed to optimize their performance and develop their individual leadership profiles in a way that contributes to both personal career growth and organizational business results.

Audience: All employees
Classroom Session Length: 4 hours; also available in virtual format

Define

Executives DEFINE Leadership Vision

AchieveGlobal's consultants work with members at the executive level of your organization to ensure that your leadership solutions effectively achieve lasting results—both for your customers and your organization. Because your situation is unique, we tailor our approach, leveraging your strengths and addressing the critical issues.

Activating Change™: Executive Version

Activating Change™: *Executive Version* helps executives prepare their organizations to be change-capable. This is an action-learning session in which participants apply executive-level, high-payoff, change-management practices to one or more current change initiative(s) within their organization. The session is facilitated by an AchieveGlobal executive consultant and is powered by the client's own data, collected via an organization-wide change-capability survey and in-depth one-on-one interviews with executives. Executives participate in a variety of individual and group discussions and activities on the following topics:

- Maintaining the pace, tone, and level of change
- Articulating change messages
- Creating a change-capable workforce
- Monitoring change efforts
- Coaching managers who lead change efforts in their areas

Audience: Executives
Classroom Session Length: 1-day workshop

Direct

Senior Managers DIRECT Resources

Activating Change™: Manager Version

Activating Change™: Manager Version is designed for managers, supervisors, and team leaders who must build change capability in their employees and the overall organization. This workshop provides participants with a set of practices and tools to develop the confidence and flexibility their employees need to contribute to constant organizational change.

The workshop is delivered in three units, either consecutively over a day and a half or as three half-day sessions:

UNIT 1: Activate Capability
Introduces participants to four practices that activate change capability.

UNIT 2: Communicate for Results
Involves two practices that work together dynamically to inspire dialogue that promotes action and results.

UNIT 3: Monitor Mechanics and Mood
Looks at four practices to show commitment to making change happen and to help others make the transition successfully.

Audience: Managers and supervisors
Classroom Session Length: 1½-day workshop; also available in virtual and eLearning formats

Bridging Strategy to Outcomes®

The central challenge for today's managers is to bridge the gap between strategic goals and day-to-day operations. Pulled in many directions, these managers must address complex business issues, implement directives from senior leadership, and meet the human and operational needs of direct reports and frontline employees.

Bridging Strategy to Outcomes® helps senior managers build commitment and focus effort at every organizational level. Participants master and apply key interpersonal skills, fine-tuned and framed for this audience.

At the end of the workshop, participants are able to:

- Seek out, clarify, and confirm ideas and information.
- Describe organizational issues and strategy in a compelling way.

- Recognize the challenges and benefits of giving constructive feedback.
- Focus individual action on issues through feedback.
- Explore useful ideas for turning strategies into action.
- Lobby for the support and resources they need to address key organizational issues.

Audience: Leaders of other leaders, senior managers
Classroom Session Length: 2-day workshop; also available in virtual format

Profiles in Genuine Leadership™

Profiles in Genuine Leadership™ presents an opportunity for leaders to examine and discuss their current business challenges with others who face similar issues—then take action to optimize their individual performance by capitalizing on their strengths and addressing areas that need improvement.

A main focus of the program is the Leadership Profile, an enlightening self-assessment that uncovers leadership strengths and identifies opportunities for development. After completing the self-assessment, participants are driven to reflect on their challenges and connect them to the results.

Participants leave the program with a self-devised action plan designed to optimize their performance and develop their individual leadership profiles in a way that contributes to both personal career growth and organizational business results.

Audience: All employees
Classroom Session Length: 4 hours; also available in virtual format

Develop

Managers DEVELOP Others

Accelerating Team Productivity™

Today's teams are expected to produce more than ever before, faster than ever before. Leaders are faced with the dilemma of developing enhanced teamwork along shorter and shorter timelines. As a result, this workshop is designed to help leaders focus teams on key results and outputs, build energy and momentum toward achieving goals, negotiate on their team's behalf, and handle difficult dynamics within a team that impact performance.

Audience: Team leaders
Classroom Session Length: 2-day workshop; also available as the individual modules listed below:

MODULE 1: Building Team Pride and Purpose™
Discover the principles and skills that instill high degrees of pride and purpose in teams today. Explore today's workplace challenges and the need for accelerating performance through teamwork.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 2: Developing Team Agility: Day-to-Day Tools™
Focus on strategies team leaders can use and actions they can take to build high levels of team agility: quickness, flexibility, and adaptability.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 3: Resolving Conflicts Within Your Team™
Learn the best ways to handle tricky situations that often develop among and between team members, including how to intervene directly or to support team members in addressing these situations on their own.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 4: Negotiating Resources for Your Team™
Build the negotiating skills needed to secure resources for teams. Learn to negotiate solutions that work for all parties involved.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

Activating Change™: Manager Version

Activating Change™: Manager Version is designed for managers, supervisors, and team leaders who must build change capability in their employees and the overall organization. This workshop provides participants with a set of practices and tools to develop the confidence and flexibility their employees need to contribute to constant organizational change.

The workshop is delivered in three units, either consecutively over a day and a half or as three half-day sessions:

UNIT 1: Activate Capability
Introduces participants to four practices that activate change capability.

UNIT 2: Communicate for Results
Involves two practices that work together dynamically to inspire dialogue that promotes action and results.

UNIT 3: Monitor Mechanics and Mood
Looks at four practices to show commitment to making change happen and to help others make the transition successfully.

Audience: Managers and supervisors
Classroom Session Length: 1½-day workshop; also available in virtual and eLearning formats

Facilitating for Results™

This program helps individuals identify the skills that facilitators need to effectively lead meetings. Participants leave the session able to conduct productive, results-oriented meetings, no matter how complex the issue or diverse the group.

Audience: Meeting leaders and facilitators
Classroom Session Length: 8-12 hours

Generations in the Workplace: Leveraging Age Diversity™

It's time to debunk the myths and take full advantage of the unique strengths, talents, and experience each individual has to offer—regardless of age. This module is designed to help achieve this goal. Participants in this program will learn principles that can promote intergenerational collaboration and reduce age-related conflict. Common age-related stereotypes will be exposed, and participants will develop practices that promote collaboration across generational groups.

At the end of this workshop, participants will be able to:

- Describe negative consequences of age-based stereotypes.
- Avoid projecting age-based stereotypes on others.
- Describe common workplace needs across age groups.
- Treat others as individuals, regardless of their age.
- Leverage the talents and experiences of others, regardless of their age.

Audience: All employees
Classroom Session Length: 3.5 hours; also available in virtual format

Leading Innovation: From Concept to Customer Value™

Productivity initiatives, process improvement, and downsizing can only take an organization so far. The viability of organizations depends upon innovation—one of today's most powerful competitive advantages.

For organizations needing to accelerate growth and achieve critical business objectives, *Leading Innovation: From Concept to Customer Value*™ provides supervisors, team leads, managers, and middle managers from all functional areas with a framework, best practices, and tools required to make innovation pay off.

Unlike many programs that concentrate exclusively on creativity and/or the "fuzzy front end," *Leading Innovation: From Concept to Customer Value*™ develops skills and competencies around building a culture of innovation, as well as the capability to manage and facilitate a process that will bring results to a new level. This process not only helps participants understand their role as innovative leaders, it also helps create a common language and serves as a critical focal point for appropriately prioritizing and deploying the effort and energy of all involved.

Units include:

UNIT 1: The Heart of Innovation
Participants develop a shared understanding of what innovation is and what it's not, clarifying the challenges they and their organizations face. Discover the cultural characteristics that support innovation and generate specific steps they can take to boost innovation and innovative results.

UNIT 2: Your Role in Innovation
Explore how to convey commitments in ways that matter most, moving beyond words to day-to-day actions.

UNIT 3: Optimizing Diversity
Identify the diverse range of voices participants will include in their own innovation network and explore the many combinations of viewpoints, knowledge, skills, and characteristics available to them to leverage diverse thinking.

UNIT 4: Sparking New Thinking
Learn ways to broaden, freshen up, and connect the perspectives that lead to new ways of thinking and learn how to put the customer perspective front and center of idea generation.

UNIT 5: Shape and Select Ideas
Explore ways to shape and support early ideas through idea coaching, collaboration, and experimentation.

UNIT 6: Executing Innovation
Participants are introduced to the practices of implementation success. They assess their organization's effectiveness, explore criteria for making tough decisions about innovations, and prioritize their personal next steps to support innovation.

Audience: Managers, supervisors, and team leaders
Classroom Session Length: 1-day workshop; also available in virtual format

Leading Virtually: A Framework for Results™

Leading Virtually: A Framework for Results™ has been developed as a program to enhance leadership skills that will maximize the performance of dispersed work groups. It focuses on two key elements for leadership success—group cohesion and individual commitment.

Participants learn ways to achieve group cohesion and individual commitment by recognizing three intrinsic needs—competence, relatedness, and autonomy—and then create the conditions to help individuals satisfy those needs.

Audience: Managers, supervisors, and team leaders
Classroom Session Length: 4 hours; also available in virtual format

Managing the Performance of Others™

As the manager, supervisor, or leader of a work group or team, performance leaders help others do the work that ultimately makes an organization successful. Performance leaders are responsible for guiding and directing the performance of their employees. To accomplish this, they must ensure employee performance aligns with the direction and strategy of the organization. This workshop focuses on the performance management aspects of a manager's role. The skills taught in this workshop help participants prepare for and conduct different types of performance-related discussions.

Audience: Managers
Classroom Session Length: 2-day workshop; also available as the individual modules listed on the next page:

MODULE 1: Planning for Performance Discussions™
Prepare for performance-related discussions that increase productivity, collaboration, and the achievement of critical goals.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 2: Clarifying Performance Expectations®
Learn to discuss performance expectations with others in a way that increases their sense of ownership and gains their commitment.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 3: Correcting Performance Problems™
Realize skills for addressing recurring or serious performance problems, getting an individual's performance back on track, and building motivation for improvement.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 4: Conducting Performance Reviews™
Build skills and receive tools to conduct a performance review that focuses on major responsibilities, opportunities for improvement, and developmental needs.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

Maximizing Your Supervisory Potential™

As a result of the business environment in which they operate, new—and even tenured—supervisors frequently find themselves performing an awkward and uncomfortable organizational balancing act. They must strive every day to balance elements of their job responsibilities.

Audience: Managers
Classroom Session Length: 1-day workshop; also available as the individual modules listed below:

MODULE 1: The Hallmarks of Supervisory Success™
Explore in detail three critical hallmarks—personal credibility, work group commitment, and management support—so that participants are cognitively prepared to make the transition into management.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 2: Delegating for Shared Success™
Learn the equation that adds up to delegation success: thorough planning, clear communication, and effective follow-through—which together result in successful delegation of work.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

Needs-Based Coaching™ Series

AchieveGlobal's research-based *Needs-Based Coaching™ Series*, which draws extensively from a body of research known as Self-Determination Theory, is designed to harness potential, boost morale, energize productivity, and maintain engagement. This workshop is designed to help leaders develop skills that can help them coach effectively on a daily basis. The series provides a coaching framework and key actions that support the internal motivation of employees and maximize the performance of work groups.

Audience: Leaders
Classroom Session Length: 2-day workshop; also available as the individual modules listed below:

MODULE 1: Shaping a Motivational Workplace™
Look at motivation in a different way and learn to create an environment that unleashes superior performance by allowing individuals to satisfy their core need.

Classroom Session Length: 3.5 hours; also available in virtual and eLearning formats

MODULE 2: Giving Needs-Based Feedback™
Learn to use principles derived from the Self-Determination Theory in order to give and receive feedback in a way that builds motivation and delivers organizational results.

Classroom Session Length: 3.5 hours; also available in virtual and eLearning formats

MODULE 3: Realizing Talent in Others™
Learn a collaborative approach to developing capability in others that matches the motivational needs of employees with the needs of the organization to produce results.

Classroom Session Length: 3.5 hours; also available in virtual and eLearning formats

MODULE 4: Offering Rewards and Recognition™
Learn how to affirm positive results in a way that

highlights competence, strengthens relationships, and encourages internal motivation in others.

Classroom Session Length: 3.5 hours; also available in virtual and eLearning formats

Profiles in Genuine Leadership™

Profiles in Genuine Leadership™ presents an opportunity for leaders to examine and discuss their current business challenges with others who face similar issues—then take action to optimize their individual performance by capitalizing on their strengths and addressing areas that need improvement.

A main focus of the program is the Leadership Profile, an enlightening self-assessment that uncovers leadership strengths and identifies opportunities for development. After completing the self-assessment, participants are driven to reflect on their challenges and connect them to the results of the assessment.

Participants leave the program with a self-devised action plan designed to optimize their performance and develop their individual leadership profiles in a way that contributes to both personal career growth and organizational business results.

Audience: All employees
Classroom Session Length: 4 hours; also available in virtual format

Deliver

Managers and Individual Contributors DELIVER Organizational Results

Activating Change™: Individual Contributor Version

Activating Change™: *Individual Contributor Version* is designed to help participants develop their change capability: the confidence and flexibility to learn about and contribute to constant organizational change. In order to adapt to and eventually drive needed change, participants apply three practices for activating their ability to change:

• Learn about the change.
• Get involved.
• Stand your ground.

Audience: Individual Contributors
Classroom Session Length: 4 hours; also available in virtual and eLearning formats

Building Trust Under Pressure: The Basic Principles™

Building Trust Under Pressure: *The Basic Principles*™ addresses how current business issues affect participants' ability to achieve results and introduces a universal set of guidelines that helps transform individuals into genuine leaders.

Using The Basic Principles as a catalyst for personal and organizational success, the program drives participants to understand how the principles relate to their daily challenges and illustrates how to effectively integrate them into their own work behaviors.

Participants leave the program armed with the skills, strategies, and knowledge needed to approach business challenges from a new perspective, thereby achieving greater results for themselves and their organizations as a whole.

Audience: All employees
Classroom Session Length: 4 hours; also available in virtual and eLearning formats

Connecting With Others: Listening and Speaking™

This workshop will help participants learn how to listen effectively, identify and cultivate good sources of information, and master the process of encouraging people to share their knowledge. It also enables employees to have a positive impact on the organization by focusing on their presentation skills, regardless of audience size.

Audience: All employees
Classroom Session Length: 1-day workshop; also available as the individual modules listed below:

MODULE 1: Listening in a Hectic World™
Learn to make conscious and deliberate choices about how to focus your time and attention in order to consistently extract what you need from listening situations and opportunities.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 2: Speaking to Influence Others™
Consider strategies and approaches for ensuring that what you say to others has the greatest possible impact in the most efficient way.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

Generations in the Workplace: Leveraging Age Diversity™

It's time to debunk the myths and take full advantage of the unique strengths, talents, and experience each individual has to offer—regardless of age. This module is designed to help achieve this goal. Participants in this program will learn principles that can promote intergenerational collaboration and reduce age-related conflict. Common age-related stereotypes will be exposed, and participants will develop practices that promote collaboration across generational groups.

At the end of this workshop, participants will be able to:

- Describe negative consequences of age-based stereotypes.
- Avoid projecting age-based stereotypes on others.
- Describe common workplace needs across age groups.
- Treat others as individuals, regardless of their age.
- Leverage the talents and experiences of others, regardless of their age.

Audience: All employees
Classroom Session Length: 3.5 hours; also available in virtual format

Problem-Solving Results: Solutions, Improvements, and Innovations™

Clearly, the ability to generate innovative solutions to workplace problems is more important than ever. But how do you implement these solutions in a climate where resources are scarce and people are already overworked? This workshop provides participants with the skills and strategies required to find appropriate problem solutions and the momentum to implement them.

Units include:

UNIT 1: Connecting People and Process
Get acquainted with a dynamic seven-step process for defining and analyzing problems, finding solutions, and implementing them.

UNIT 2: Exploring Gaps, Causes, and Solutions
Explore a number of tools that can enhance success while using the problem-solving approach. Use a separate toolkit to work with and explore several specific methods.

UNIT 3: Deciding on a Solution
Learn how to define decision-making processes and use objective criteria to evaluate choices and arrive at a solution.

UNIT 4: Making It Happen
Discover specific strategies to aid in action planning and followthrough, as well as approaches that build and sustain momentum for those involved.

Audience: All employees
Classroom Session Length: 2-day workshop; also available in eLearning format

Working Through Emotions and Conflict™

This workshop will prepare participants for the emotionally complex situations common in today's work environment, and help people use conflict to create a collaborative environment in which they contribute their best thinking.

Audience: All employees
Classroom Session Length: 1-day workshop; also available as the individual modules listed below:

MODULE 1: Addressing Emotions at Work™
Discover skills for managing emotions in the workplace, helping to prevent runaway emotions, and remaining productive and focused on organizational goals.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 2: Resolving Conflicts With Your Peers™
Examine a model for the effective management of conflict—which will result in increased collaboration, innovation, problem solving, and productivity in the workplace.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

Workload Management™

The modules in this skill area help individual contributors excel in today's fast-paced, sometimes chaotic workplace.

Audience: Managers and Individual Contributors

MODULE 1: Identifying Work Priorities and Setting Verifiable Goals™
Help employees prioritize work and establish a system for the verification of goal achievement.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

MODULE 2: Managing Your Priorities™
Manage competing priorities and maintain high levels of personal productivity.

Classroom Session Length: 4 hours; also available in virtual and eLearning formats

WorkSkills: Steps to Your Success®

This workshop provides the fundamental skills for achieving workplace success. This skill area addresses the specific needs of today's line and staff-support employees. By doing so, it addresses the organization's needs—to reduce turnover, increase productivity, embrace change, and create loyalty.

Audience: Line and staff support employees, new-hires

MODULE 1: What It Takes to Succeed: The Basic Principles™
Develop a firm foundation for communicating with managers and co-workers, and a clear understanding of workforce norms and expected attitudes and behaviors.

Classroom Session Length: 2 hours

MODULE 2: Getting the Information You Need™
Apply a four-step process that helps participants to identify gaps in knowledge, ask focused questions, encourage others to share information, and check their own understanding of what they hear.

Classroom Session Length: 2 hours

MODULE 3: Speaking With Confidence™
Learn a four-step process to prepare and deliver a clear message. This module includes practical tips on overall organization and presentation, and helps participants look at the information from the listener's point of view.

Classroom Session Length: 2 hours

MODULE 4: Positive Responses to Change™
Discover a four-step process for making the most of change, rather than resisting or just enduring it.

Classroom Session Length: 2 hours

MODULE 5: Defusing Emotionally Charged Situations™
Understand tense situations, when they trigger extreme responses, and develop appropriate coping strategies in order to succeed at work.

Classroom Session Length: 2 hours

MODULE 6: Helping Your Team Work™
Recognize the value of strong teamwork and the consequences of a lack of teamwork. Examine key team behaviors, using TEAM guidelines, evaluate, and apply the guidelines both in the classroom and in application after class.

Classroom Session Length: 2 hours

MODULE 7: Managing Life Outside Work: Handling Emergencies and Resisting Temptations™
Participants will focus on practical strategies for handling outside emergencies that may prevent them from going to work and for resisting the many possible temptations to skip work.

Classroom Session Length: 2 hours

The AchieveGlobal Learning Experience

How We Partner With Client Organizations:
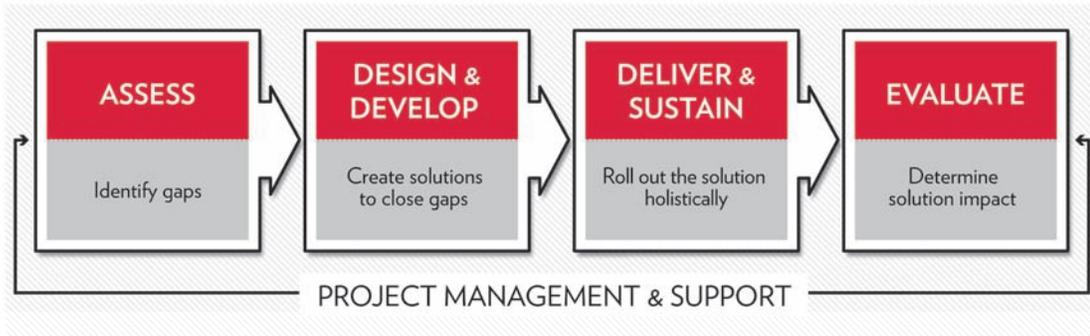
AchieveGlobal works with clients around the world, using a flexible formula with an end goal of measurable results. Our consultative approach takes large, complex performance improvement issues and transforms them into specific, executable actions—bridging the strategic to the tactical in ways that generate results. The process we use when engaging with clients is outlined below:

Assess

We provide services to help clients identify the current state of performance, the desired/future state, as well as the root causes for the gaps between the two issues. These can include organizational assessments conducted by our executive consultant team, individual/behavioral assessments that can be conducted on a 360° basis using our Metrics That Matter™ measurement platform and, predictive assessments offered through alliance partners and geared toward specific situations like selection.

Design & Develop

Once the performance issue has been identified, we design and develop an appropriate solution. This runs the gamut from off-the-shelf training, Made-To-Order services (a rapid and cost-effective customization offering), assembling multi-modality blends of content, highly customized programs, and even human-performance consulting engagements (job profiling, competency modeling, curricula consulting, and more).

Deliver & Sustain

Our delivery team has unparalleled experience in both training learners and certifying client trainers for delivery. In addition, we have developed a Sustainment Roadmap that helps provide the guidance needed to ensure that the learning solution is deployed effectively and successfully drives change.

Evaluate

Evaluation services allow our customers to measure the impact that our solutions are having on their performance gap. These services leverage our Metrics That Matter™ measurement platform and include a range of Level 1 through 5 options.

Project Management & Support

Our project management resources use a robust project methodology and tool set to drive initiatives from project kick off through to on-time, in-scope, on-target deliverables.

About AchieveGlobal

In the 21st century, the level of human skills will determine organization success. AchieveGlobal provides exceptional development in interpersonal business skills, giving companies the workforce they need for business results. Located in over 40 countries, we offer multi-language, learning-based solutions—globally, regionally, and locally.

We understand the competition you face. Your success depends on people who have the skills to handle the challenges beyond the reach of technology. We're experts in developing these skills, and it's these skills that turn your strategies into business success in the 21st century.

These are things technology can't do. Think. Learn. Solve problems. Listen. Motivate. Explain. People with these skills have a bright future in the 21st century. AchieveGlobal prepares you for that world.

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