

2022

The Ken Blanchard® Companies Programs

Blanchard® | Channel
Partner Network | Partner



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Contents

About ACT One Learning..... 2

About The Ken Blanchard® Companies 2

The Blanchard Partner Advantage..... 2

About Federal-Provincial Employer Job Grants 2

Transformative Leadership Solutions 3

Leading Self Programs..... 4

Self Leadership Course..... 5

Adapting to Change Course 6

Building Trust Course 7

Communication Essentials Course..... 8

Conversational Capacity® Overview Course..... 9

Legendary Service® Course..... 10

Teaming & Collaboration Course..... 11

Leading Others Programs..... 12

The SLII Experience™ Course 13

The SLII Experience™ Limited Course 14

Blanchard Management Essentials® Course 15

Coaching Essentials® Course..... 16

Leading People Through Change® Course 17

Teaming & Collaboration Course..... 18

Team Leadership..... 19

About ACT One Learning

Since 2004, ACT One Learning has provided businesses with virtual and classroom instructor-led training, facilitation, and coaching services.

With over 35 years of combined experience supporting individuals, managers, leaders, and teams, you can count on our experts to deliver a learning journey that inspires behavioural change.

Options for working with us:

- Register for one of our public workshops
- Book a private group training session with eight or more people
- Ask us to customize a curriculum
- Work one-on-one with our coaches

About The Ken Blanchard® Companies

Over 40 Years of Transforming Organizations. One Leader at a Time.

The Ken Blanchard Companies and ACT One Learning provide world-class management training, consulting, and coaching that empowers leaders at all levels to create cultures of connection and inspire talent to deliver extraordinary results.

The Blanchard Partner Advantage

Enabling leaders to build deeper relationships – with their people, work, and company – making everyday inspiring, motivating, and meaningful for all.

- Proven Content That Has Never Been More Relevant
- Simple and Powerful Models That Work – and We Can Prove It
- Learning That Drives Application
- Experiences That Create Outcomes You Need
- Coaching That Sustains Impact

About Federal-Provincial Employer Job Grants

Did you know? The Government of Canada has established new Workforce Development Agreements (WDAs) with provincial and territorial governments. The agreements are for developing and delivering programs and services that help Canadians get training, build their skills, gain work experience, etc.

Check out our website under the "More" main menu option, click on Employer Training Grants for information, or contact us.

Note: Grant amounts may differ between provinces and territories.

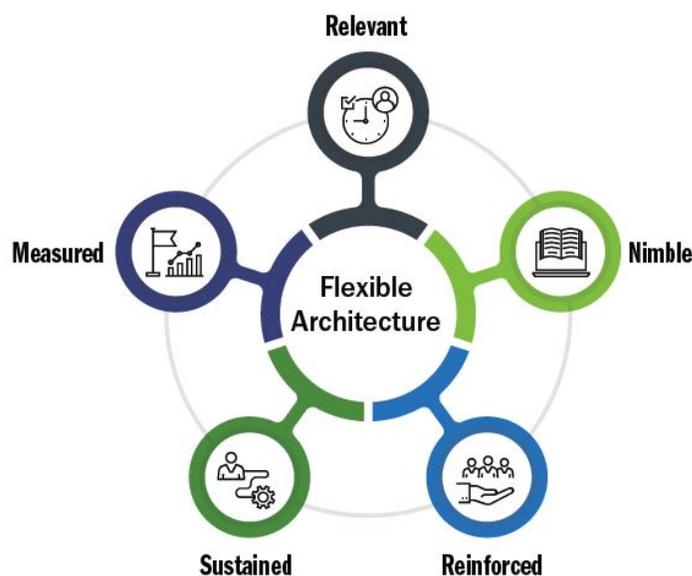
Transformative Leadership Solutions

Blanchard's comprehensive suite of leadership solutions empowers leaders at all levels to create cultures of connection, inspiring talent to deliver extraordinary results.

Blanchard's Approach

Blanchard learning journeys, workshops, online courses, coaching, and other services are built on a flexible architecture. And we're serving up learning sustainment reinforcement with delivery modalities that leverage state-of-the-art technologies.

- **Relevant** – The content is time-tested and produces proven results.
- **Nimble** - The interactive digital offerings let you deliver content how your people want it and when they need it.
- **Reinforced** -ACT One Learning's facilitation and coaching services ensure that the learning sticks and is applied.
- **Sustained** – The learning journey-based approach paired with various innovative post-program strategies creates habits that make the difference.
- **Measured** - We create outcome-based learning experiences against a measurement backdrop.



Leading Self Programs

WHAT COULD YOUR COMPANY ACCOMPLISH IF EVERYONE WAS A SELF-LEADER?

Self Leadership

Empower your employees to make more significant contributions to your organization. The program teaches learners to challenge their assumed constraints, figure out what they need to succeed, and proactively ask for it. It finishes with them mapping their sources of power at work. These skillsets and mindsets are the foundation for a culture of innovation.

Adapting to Change

The unrelenting pace and complexity of change today require agility and replacing change-resistant reactions with a new mindset. Adapting to change helps people understand why they often resist change and how to mindfully marshal their courage, curiosity, and resilience to adapt to changes they face.

Building Trust

Trust in the workplace is a prerequisite for success, so there's little collaboration and lots of suspicions when it's missing. Building Trust teaches how to cultivate trust and repair it when it's been compromised. Using the Elements of Trust Model, learners discover how to inspire engagement and commitment.

Communication Essentials

The art of listening and dialoguing are the building blocks for inclusive leadership and conversations. Communication Essentials Online teaches your employees the keys to listening to others, asking thoughtful and open questions, staying positive, and helpfully sharing their truth.

Conversational Capacity®

Organizations move at the speed at which people communicate effectively and solve problems collaboratively. That can get tricky when the pressure is on, or people have different opinions. We teach people how to balance candour and curiosity to get the most significant benefit out of the most challenging conversations.

Legendary Service®

Keep your clients coming back by building a culture that delivers stellar customer service. Legendary Service teaches your people how to create a personal service vision, take initiative, resolve problems, and ask for what they need to serve their customers better.

Teaming and Collaboration

With employees spending the majority of their time working in teams, understanding how to make them successful is essential for the future of your business. These program teaches learners how to diagnose their team's stage of development and act in a way that contributes to its performance.

Self Leadership Course

The success of your company's strategic initiatives depends on the commitment and proactive behavior of those on the front line, the individual contributors who are responsible for executing and making it happen.

Format: 2.5 Hours Self-Guided Learning with engaging videos, games, stories, and activities.

Delivery: Online Digital Learning Journey

Cost: \$275.00 per person

Learning Materials Provided: *Access to the Blanchard Exchange platform to complete your learning.*

Outcomes: Accelerated development, higher performance, personal accountability, increased innovation.

Course Description

The highly interactive experience starts with an overview of the mindset and skillset of a self leader.

The course then teaches participants how to

- Challenge assumed constraints
- Set effective goals
- Activate their points of power
- Proactively seek the direction and support they need
- The key concepts of SLII®, the world's most popular leadership model, are taught from the perspective of the self-leader rather than the manager.
- A shared language for diagnosing their own development level and identifying which leadership style they need from their manager.



Add-On Option: One-on-one coaching \$125.00/hr

Adapting to Change Course

A proven formula to help your people adapt to change

Format: 35-minute Self-Guided Learning with assignments, engaging participant materials, videos, learning activities and knowledge checks

Delivery: Online Digital Learning Journey

Cost: \$125.00 per person

Learning Materials Provided: *Access to the Blanchard Exchange platform to complete your learning.*

Outcomes: Increased organizational agility, more Openness and flexibility, change and growth opportunities, more organizational changes engagement.

Course Description

Adapting to Change starts by teaching the fundamental skill of Mindfulness. Once someone can sense their physical and emotional responses to change, they can use simple skills to pause and move forward intentionally. And they can learn to tell themselves a different story about their ability to move toward change.

With this foundation in place, the online course teaches learners three more mindsets:

- Curiosity
- Courage
- Resilience



Add-On Option: One-on-one coaching \$125.00/hr to dive deeper into the content

Building Trust Course

Give everyone the skills needed to build trusting relationships

Format: 35-minute Self-Guided Learning with engaging videos, interactive exercises, case studies and quizzes.

Delivery: Online Digital Learning Journey

Cost: \$225.00 per person

Learning Materials Provided: *Access to the Blanchard Exchange platform to complete your learning, Building Trust Clicks on-demand support with browsable micro-activities for just-in-time learning during moments of need or for reinforcing skills.*

Outcomes: Increased organizational agility, more Openness and flexibility, change and growth opportunities, more organizational changes engagement.

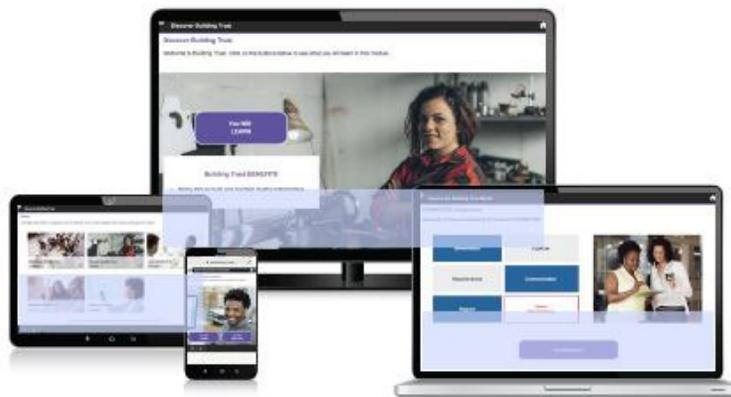
Course Description

When your employees are spread out across the globe or busy executing business strategies, it can be difficult to take time away for leadership training and development. Yet having managers and team members who know how to build and maintain trusting relationships is the key to increasing engagement, creativity, and commitment within your organization.

The highly interactive experience includes:

- The key concepts of Building Trust
- The four elements of the Building Trust model and key behaviors of each
- Practice applying the Building Trust model
- Steps to restore trust

Add-On Option: One-on-one coaching \$125.00/hr to dive deeper into the content



Communication Essentials Course

The art of listening and dialoguing

Format: 20-minute Self-Guided Learning with microlearning activities, interactive learning and practice and tools for success.

Delivery: Online Digital Learning Journey

Cost: \$125.00 per person

Learning Materials Provided: *Access to the Blanchard Exchange platform to complete your learning.*

Outcomes: Increased morale and productivity

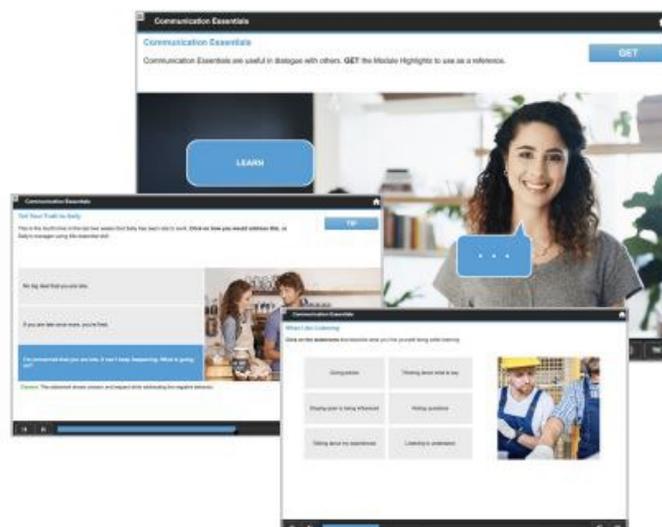
Course Description

Communication Essentials is a crash course in the skills essential for good communication. In a power-packed 20-minute session, learners are immersed in the essentials of listening and sharing.

Four critical skills are taught:

- The keys to really listening to others
- Asking thoughtful and open questions
- Staying positive
- Sharing your truth in a helpful way

Add-On Option: One-on-one coaching \$125.00/hr to dive deeper into the content



Conversational Capacity® Overview Course

Remaining Candid and Curious Under Pressure

Format: 35-minute Self-Guided Learning with microlearning activities, interactive learning and practice and tools for success.

Delivery: Online Digital Learning Journey

Cost: \$125.00 per person

Learning Materials Provided: *Access to the Blanchard Exchange platform to complete your learning.*

Outcomes: Successful teams that perform under pressure, Individuals who can address tough issues in constructive ways, teams that work together to make informed decisions, increased collaboration and innovation

Course Description

Conversational Capacity teaches people how to engage in constructive, learning-focused dialogue when challenging topics or conflicts arise so they can make informed decisions and find the best solutions, even under high pressure.

The online overview teaches learners about:

- The mindset of conversational capacity
- The natural tendencies to either "minimize" or "win" and the consequences of both
- How to quickly recognize when these emotional reactions threaten to throw us off balance
- The four skills for balancing candor and curiosity to stay in the conversational sweet spot



Add-On Option: One-on-one coaching \$125.00/hr to dive deeper into the content

Legendary Service® Course

Build loyalty with Blanchard's Customer Service Training

Format: 3 x 2-Hour Virtual Instructor-Led Sessions

Classroom Delivery Available – Price Upon Request

Cost: \$995.00 per person

Learning Materials Provided: *A participant kit, engaging videos, and learning activities. Access to the Blanchard Exchange platform to complete your learning.*

Outcomes: Alignment on a service focused vision (value and behaviors), segmentation of customers (based on needs and wants), empowered employees (who build great customer relationships), increased customer loyalty (which drives increased revenue)

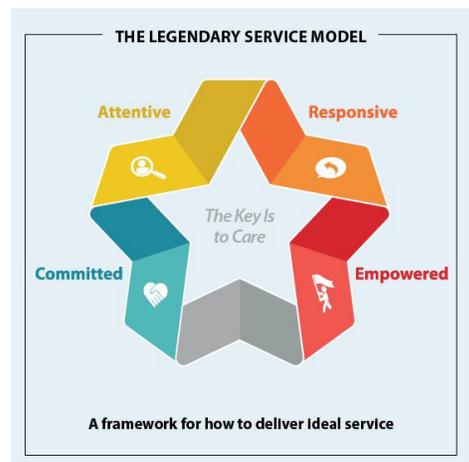
Course Description

While most companies recognize the importance of customer service to their success, it's still so remarkable when we receive truly great service. The Legendary Service® customer service training program teaches your managers and front-line service providers how to consistently deliver ideal service that will keep your internal AND external customers coming back and create a competitive edge for your organization.

Participants will learn and practice skills for:

- Building customer satisfaction and loyalty
- Develop strategies to empower themselves
- Create action plans for legendary service

Add-On Option: One-on-one coaching \$125.00/hr to dive deeper into the content



Teaming & Collaboration Course

Turn Your Teams into Innovation Incubators

Format: 35-minute Self-Guided microlearning activities, interactive learning, and tools for success.

Delivery: Online Digital Learning Journey

Cost: \$145.00 per person

Learning Materials Provided: *Access to the Blanchard Exchange platform to complete your learning, Building Trust Clicks on-demand support with browsable micro-activities for just-in-time learning during moments of need or for reinforcing skills.*

Outcomes: Increased organizational agility, more Openness and flexibility, change and growth opportunities, more organizational changes engagement.

Course Description

Teaming and Collaboration is a 35-minute online course that explains how teams evolve from the orientation stage to the production stage. This enables learners to diagnose their team's stage of development and apply the corresponding actions to help the team achieve high performance.

Participants will:

- Gain clarity on why the team is working together
- Build a foundation for accomplishing team goals
- Have an open dialog in which everyone can share ideas candidly while being curious about others' points of view
- Trust one another and trust in the power of the team
- Work collaboratively and support leadership best practices

Add-On Option: One-on-one coaching \$125.00/hr to dive deeper into the content



Leading Others Programs

Providing the right leadership skills to inspire leaders who instill trust, transparency, and teamwork in their organization.

SLII®

The world's most taught leadership framework, SLII®, teaches managers how to unleash the potential of their direct reports by leading situationally. Giving the proper support and direction at the right enables employees to develop faster, succeed more, and reach their full potential. It also gives managers a common leadership language.

Blanchard Management Essentials®

Help your new managers develop the skills to step confidently into their new roles with Blanchard Management Essentials. Based on Ken Blanchard's best-selling business book, *The New One Minute Manager®*, the course covers the foundational skills that generate positive communications, improve morale and increase productivity.

Coaching Essentials®

The ability to coach is one of the things that separates great leaders from the rest. When managers can coach effectively, their direct reports are more productive, loyal, and engaged. Coaching Essentials teaches managers the four critical skills needed for effective coaching and provides opportunities for practice.

Leading People Through Change®

Change initiatives are notoriously challenging. Leading People Through Change takes a unique and proven approach: It teaches a high-involvement, collaborative solution that invites all parties into the change process. This inclusive method draws on research and 30+ years of practical experience.

Leading Virtually™

Leading Virtually is a highly engaging solution that focuses on three critical practices proven to boost manager effectiveness in a virtual environment: Be Present and Mindful, Foster Community, and Accelerate Performance and Development.

Team Leadership

Teams frequently fail to accomplish goals because of a lack of shared purpose, unclear goals and roles, and ineffective leadership. Team Leadership teaches team leaders how all teams develop and provide clarity, manage conflict, and build trust to break through barriers and sustain high-performance teams.

The SLII Experience™ Course

Great leaders give their people what they need when they need it.

Format: 2.5 Hours Self-Guided Learning

Delivery: Online Digital Learning Journey

Cost: \$665.00 per person

Learning Materials Provided: *Access to the Blanchard Exchange platform to complete your learning and the SLII app.*

Outcomes: Accelerated development, speaking a common language, improved retention, unlocked creativity.

Course Description

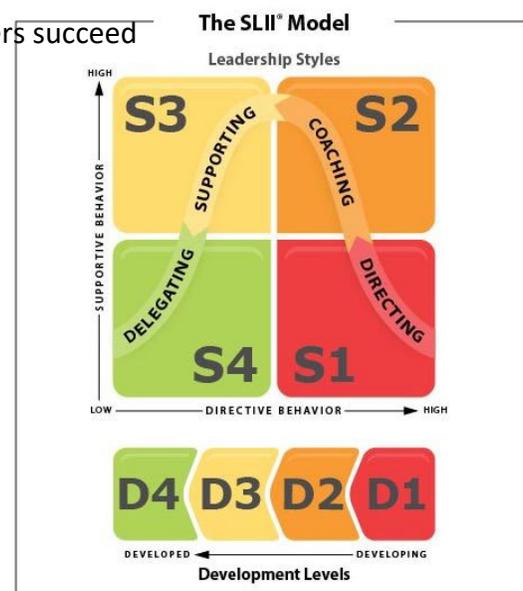
Great leaders give their people what they need when they need it. That means having authentic conversations that empower—caring about the growth of your direct reports—being their champion—seeing their potential.

Leading situationally is a dramatic departure from management styles of the past. And it's an approach that produces dramatically better returns than other management styles.

Using the SLII® model, participants learn:

- The SLII development model
- How to diagnose development level
- Directive and Supportive Behaviors to help followers succeed

Add-On Option: One-on-one coaching \$125.00/hr



The SLII Experience™ Limited Course

Leading situationally is a dramatic departure from management styles of the past. And it's an approach that produces dramatically better returns than other management styles.

Format: 1 Day (8 Hours)

Delivery: Virtual or Classroom

Virtual Cost: \$1,275.00 per person | Classroom Cost: Price Upon Request

Learning Materials Provided: A participant kit is shipped to you, access to the Blanchard Exchange platform and the SLII app.

Bring to class: Your participant kit and a device to access the Blanchard Exchange portal and the SLII app activity. Either a smartphone, tablet, or computer.

Outcomes: Accelerated development, speaking a common language, improved retention, unlocked creativity.

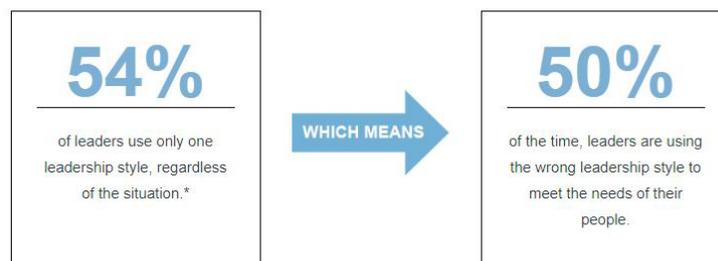
Course Description

Research shows that employees need different levels of direction and support depending on their level of competence and commitment. But most managers use only one leadership style—and the results are costly: turnover, disengagement, diminished productivity, missed opportunities, and more.

The SLII® Experience Limited course focuses on the SLII® model as a framework for helping leaders diagnose the needs of their people and then provide the matching leadership style with the right amount of direction and support to meet those development needs.

Participants learn the SLII® model and how to:

- Diagnose the development level for a specific goal or task
- Better adapt leadership styles to match the needs of the follower
- Build trust and improve relationships—with their work, company, and teammates—making every day more inspiring, motivating, and meaningful



Add-On Option: One-on-one coaching \$275.00/hr

Blanchard Management Essentials® Course

Accelerate your manager's success with a transformative management training program.

Format: 2 Hours Self-Guided Learning (six modules (each approximately 20 minutes), assignments, engaging participant materials, videos, and learning activities.

Delivery: Online Digital Learning Journey

Cost: \$395.00 per person

Learning Materials Provided: *A Participant Kit mailed to you, Access to the Blanchard Exchange platform to complete your learning.*

Outcomes: Fast success, Powered-up teams, future leader development.

Course Description

Blanchard Management Essentials builds on the key concepts of the best-selling business book, *The New One Minute Manager®*. Ideal for new manager training or as a refresher for veterans, it gives your people the necessary tools and training to become leaders who achieve the exceptional.

The program covers the essence of management skills training: the right mindset, core conversations, and communication skills needed to build positive relationships and make everyone more productive.

Key topics covered include:

- Manager Mindset – The mindset needed to be an outstanding leader
- Four Conversations Model – Purposeful conversations that create productive relationships (Goal Setting, Praising, Redirecting, and Wrapping Up)
- Conversation Essentials – Vital skills for honest and productive conversations (Listen to Learn, Inquire for Insight, Tell Your Truth, and Express Confidence)

After the course, participants can access tools that help turn what they've learned into workplace behaviors. Workshop videos and worksheets are available for reinforcement for a full year through their Blanchard Exchange learner portal.



Add-On Option: One-on-one coaching \$125.00/hr

Coaching Essentials® Course

Bring out the best in your people through coaching skills training.

Format: 1 Day (8 Hours)

Delivery: Virtual or Classroom

Virtual Delivery: \$895.00 per person | Classroom Delivery: Price Upon Request

Learning Materials Provided: A participant kit is shipped to you, access to the Blanchard Exchange platform.

Bring to class: Your participant kit and a device to access the Blanchard Exchange portal. Either a smartphone, tablet, or computer.

Outcomes: Accelerated learning and development, autonomous problem solvers, talent retention, leadership bench strength.

Course Description

Behind every great Teammate is a great coach committed to their people's development, growth, and performance.

Coaching Essentials® teaches leaders to identify the most helpful coaching style for the situation and coach their people, not just manage them.

In alignment with SLII, participants learn:

- What coaching is
- Where coaching fits
- The mindset, essential skills, and structured process needed to accelerate development and bring out the best in their people
- Core coaching competencies as defined by the International Coaching Federation and guided by Blanchard's experienced Master Certified Coaches, working with managers for over 20 years.

Add-On Option: One-on-one coaching \$275.00/hr



Leading People Through Change® Course

Create a culture of resiliency and agility

Format: 1 Day (8 Hours)

Delivery: Virtual or classroom

Virtual Cost: \$975.00 per person | Classroom Cost: Price Upon Request

Learning Materials Provided: A participant kit is shipped to you, access to the Blanchard Exchange platform.

Bring to class: Your participant kit and a device to access the Blanchard Exchange portal. Either a smartphone, tablet, or computer.

Outcomes: Effective leadership of change initiatives, a more aligned and engaged workforce and better results.

Course Description

Create a culture of change readiness that results in change leadership capabilities, increased buy-in and resilience, faster results, reduced risk and increased confidence.

Organizational change is a fact of business life. Reorganizations, mergers and acquisitions, technology implementations, and other business initiatives are disruptive because they require many people to change simultaneously.

Change efforts often fail because the organization and their leaders lack the framework and skills to guide their people through it effectively. Failed or stalled change initiatives waste time and money, reduce productivity and engagement and increase team member turnover.

It doesn't have to be this way. We know:

- The most successful companies are agile and embrace change as part of their culture to stay ahead of the competition
- Change is difficult and overwhelming if you don't have a track record of success, and people start resisting the change and derailing it

The Leading People Through Change® program teaches leaders how to lead successful change initiatives by involving others throughout the change process. Collaborative conversations allow people to identify challenges and concerns early for understanding why the change is needed, what to change, and how to do it. This high-involvement approach decreases the feeling of being controlled and builds momentum for the change.

Add-On Option: One-on-one coaching \$275.00/hr

Teaming & Collaboration Course

Turn Your Teams into Innovation Incubators

Format: 35 mins Self-Guided Learning with micro activities, interactive activities – including videos, games, stories, case studies, online discussions, and tools for success.

Delivery: Online

Cost: \$145.00 per person

Learning Materials Provided: *Access to the Blanchard Exchange platform to complete your learning.*

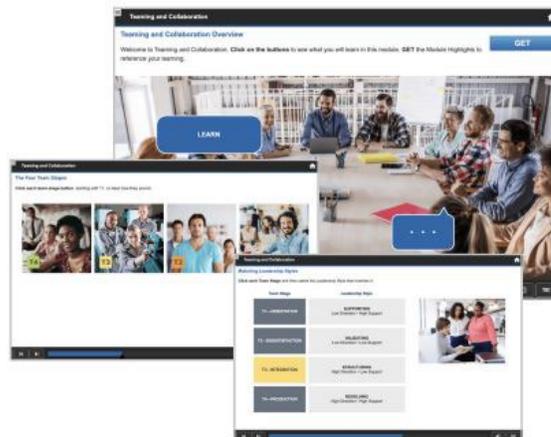
Outcomes: Learn a mindset and model to build high-performance teams.

Course Description

Teaming and Collaboration Online is a 35-minute module that explains how teams evolve from the orientation stage to the production stage. This enables learners to diagnose their team's stage of development and apply the corresponding actions to help the team achieve high performance.

Participants will:

- Gain clarity on why the team is working together
- Build a foundation for accomplishing team goals
- Have an open dialog in which everyone can share ideas candidly while being curious about others' points of view
- Trust one another and trust in the power of the team
- Work collaboratively and support leadership best practices



Team Leadership

The Power of We

Format: 1 Day (8 Hours)

Delivery: Virtual, classroom, or digital online overview

Virtual Cost: \$835.00 per person | Classroom Cost: Price Upon Request | Online: \$145.00 pp

Learning Materials Provided: *Access to the Blanchard Exchange platform to complete your learning and a participant kit shipped to you.*

Outcomes: Improved collaboration, superior results, increased innovation, consistent results

Course Description

Each delivery option has engaging materials, videos, and activities that teach participants:

- Team Performance Mindset – Orients team leaders with a set of guiding principles that help teams perform at their best
- Diagnosing Team Needs – Identification of team development stages all teams progress through, diagnosis of team needs, and understanding of what high-performing teams do at each stage
- Team Leadership Behaviors – Leader behaviors that help their teams get the most; e.g., structuring a team charter, leveraging conflict, fostering team accountability and encouraging risk-taking

After the workshop, participants have access to:

- Team Leadership Assessment – This diagnostic tool collects input from team members and creates a report identifying the team development stage and the issues curtailing team performance
- Team Leadership App – The app is a handy way to help participants diagnose teams, learn what their teams need, and identify the most helpful leader behaviors
- Team Charter Worksheets – Interactive worksheets help teams get aligned on team purpose, roles, goals, and norms
- Workshop Videos and Worksheets – Available to participants through their learner portal for an entire year
- When your managers have the skills to lead high-performing teams, your organization will flourish. Don't let ineffective team leadership cost your organization time, people, and money.

Reinforcement and Sustainment Options

Learning doesn't end when the class finishes. We designed our solutions with this in mind, creating various post-session tools that help learners turn workshop content into new behaviors.

Debriefs

Our online programs include optional live debrief sessions facilitated by ACT One Learning or a manager in between modules to bring peers together to discuss learnings, share success stories, and practice and reinforce new skills.

Kenbot™ for SLII®

Our chatbot helps learners apply and master leadership skills taught in SLII. It extends and reinforces key content by:

- Providing quick access to common questions
- Linking to videos, worksheets, tools, and assessments
- Pushing reminders on crucial tasks

Powered by MobileCoach, Kenbot supports Microsoft Teams, Slack, Facebook, WebChat, and other popular platforms. It works with any mobile device that can send and receive text messages.

SLII® App

The SLII App allows managers to quickly diagnose the leadership needs for a specific task and then access conversation guides so they can feel confident going into conversations with team members.

Team Leadership App

The Team Leadership App is a handy way to help participants diagnose teams, learn what their teams need and identify the most helpful leader behaviors.