



# Welcome to LifeLabs Learning,

where instantly useful, delightfully unusual learning experiences create higher-performing managers and teams, faster.

Within this catalog, you'll find detailed descriptions of our workshops and learning experiences, catering to various skill levels. Remember, at LifeLabs Learning, we're not just here to provide training – **we're here to drive transformation!**



## Why LifeLabs Learning?



We're not your typical corporate training provider.

LifeLabs Learning is all about delivering real change, really fast. No more waiting weeks or months to see results. Our programs are designed for rapid transformation, focusing on **tipping point skills** – the small changes that lead to a big impact.

Our commitment to **live learning experiences** ensures every session is practical, sticky, and joyful. You get expert facilitators (teachers, psychologists, researchers, and training experts) providing world-class guidance. So participants leave equipped with practical skills they can put into action on the very same day.

And you can count on our programs to deliver organization-wide results. It's not just rhetoric – LifeLabs Learning programs are **backed by behavioral science**. We use in-house data and real-world outcomes from leading organizations to shape what we teach and how we teach it.

Find the perfect fit for you or your team.

- **Unlimited Access Membership**— An all-access pass to daily live virtual workshops. It grants the flexibility to learn at your own pace, on your schedule, and includes interactive practice and coaching opportunities, and 1-hour workshops for those with busy schedules.
- **Personalized Learning and Consulting**— Our private programs are tailored to your company's unique needs and culture. We go beyond teaching skills to help reshape company culture, creating workplaces where individuals don't just work – they thrive.

Discover  
delightfully  
unusual learning  
programs

Access our workshops by choosing from our public Membership plans or opting for a private program tailored to the unique needs and culture of your company.

## Membership →

Skill Up →

Level Up →

Lead Up →

## Private Programs →

Individual Contributor CORE →

Manager CORE 1 →

Manager CORE 2 →

Senior Leader CORE 1 →

Senior Leader CORE 2 →

Company Wide Initiatives →

# Membership Plans

An overview of workshops included per plan

[View a comparison of Membership plans and private programs here →](#)

## Skill Up →

Influential Communication →

Productivity & Prioritization →

Feedback Skills →

Behaviors of Inclusion →

Adaptivity & Resilience →

Career Growth →

Delivery Skills →

## Level Up →

All workshops in Skill Up, plus:

Managing Distributed Employees →

Coaching Skills →

1-hr Coaching Conversations →

1-hr Coaching Culture →

Feedback Skills for Managers →

1-hr Feedback Conversations →

1-hr Feedback Culture →

Productivity & Prioritization for Managers →

1-hr Productivity Coaching →

1-hr Culture of Productivity →

Effective 1-1s →

1-hr Engagement through 1-1s →

1-hr Culture of Engagement →

Inclusive Interviewing →

Group Practice & Coaching: Coaching Skills →

Group Practice & Coaching: Feedback Skills →

## Lead Up →

All workshops in Skill Up & Level Up, plus:

Strategic Thinking →

Meetings Mastery →

Leading Change →

People Development →

Rapid Trust →

Skillful Conflict & Collaboration →

Inclusive Systems Skills →

# Skill Up Membership Workshops

INCLUDED

Influential Communication →



Productivity & Prioritization →



Feedback Skills →



Behaviors of Inclusion →



Adaptivity & Resilience →



Career Growth →



Delivery Skills →



Managing Distributed Employees



Coaching Skills



Coaching Conversations



Coaching Culture



Feedback Skills for Managers



Feedback Conversations



Feedback Culture



Productivity & Prioritization for Managers



Productivity Coaching



Culture of Productivity



Effective 1-1s



Engagement through 1-1s



Culture of Engagement



Inclusive Interviewing



Group Practice & Coaching: Coaching Skills



Group Practice & Coaching: Feedback Skills



Strategic Thinking



Meetings Mastery



Leading Change



People Development



Rapid Trust



Skillful Conflict & Collaboration



Inclusive Systems Skills



NOT INCLUDED

# Level Up Membership Workshops

Influential Communication →



Productivity & Prioritization →



Feedback Skills →



Behaviors of Inclusion →



Adaptivity & Resilience →



Career Growth →



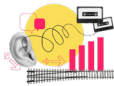
Delivery Skills →



Managing Distributed Employees →



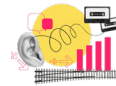
Coaching Skills →



Coaching Conversations →



Coaching Culture →



Feedback Skills for Managers →



Feedback Conversations →



Feedback Culture →



Productivity & Prioritization for Managers →



Productivity Coaching →



Culture of Productivity →



Effective 1-1s →



Engagement through 1-1s →



Culture of Engagement →



Inclusive Interviewing →



Group Practice & Coaching: Coaching Skills →



Group Practice & Coaching: Feedback Skills →



Strategic Thinking



Meetings Mastery



Leading Change



People Development



Rapid Trust



Skillful Conflict & Collaboration



Inclusive Systems Skills



INCLUDED

NOT INCLUDED

# Lead Up Membership Workshops

Influential Communication →



Behaviors of Inclusion →



Delivery Skills →



Productivity & Prioritization →



Career Growth →



Feedback Skills →



Adaptivity & Resilience →



Managing Distributed Employees →



Coaching Skills →



Coaching Conversations →



Coaching Culture →



Feedback Skills for Managers →



Feedback Conversations →



Feedback Culture →



Productivity & Prioritization for Managers →



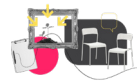
Productivity Coaching →



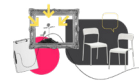
Culture of Productivity →



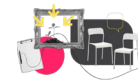
Effective 1-1s →



Engagement through 1-1s →



Culture of Engagement →



Inclusive Interviewing →



Group Practice & Coaching: Coaching Skills →



Group Practice & Coaching: Feedback Skills →



Strategic Thinking →



Meetings Mastery →



Leading Change →



People Development →



Rapid Trust →



Skillful Conflict & Collaboration →



Inclusive Systems Skills →



# Private Programs

An overview of workshops available in private programs.

View a comparison of Membership plans and private programs here →

## Manager CORE 1 →

- Coaching Skills →
- Feedback Skills →
- Productivity & Prioritization →
- Effective 1-1s →
- Manager Intensive 1 →

## Manager CORE 2 →

- Strategic Thinking →
- Meetings Mastery →
- Leading Change →
- People Development →
- Manager Intensive 2 →

## Manager CORE Add on(s)

- Managing Distributed Employees →
- Skillful Conflict & Collaboration →
- Behaviors of Inclusion →
- Rapid Trust →

## Senior Leader CORE 1 →

- Coaching Skills →
- Feedback Skills →
- Productivity & Prioritization →
- Effective 1-1s →
- Manager Intensive 1 →

## Senior Leader CORE 2 →

- Strategic Thinking →
- Meetings Mastery →
- Leading Change →
- People Development →
- Manager Intensive 2 →

## Senior Leader CORE Add on(s)

- Managing Distributed Employees →
- Skillful Conflict & Collaboration →
- Behaviors of Inclusion →
- Rapid Trust →

## Individual Contributor Core →

- Influential Communication →
- Feedback Skills →
- Productivity & Prioritization →
- Adaptivity & Resilience →
- Career Growth →

## Individual Contributor CORE Add on(s)

- Delivery Skills →
- Skillful Conflict & Collaboration →
- Behaviors of Inclusion →

## Company Wide Initiatives →

- Behaviors of Inclusion →
- Inclusive Interviewing →
- Inclusive Systems Skills →



# Manager CORE 1 Workshops

Coaching Skills →



Feedback Skills →



Productivity & Prioritization →



Effective 1-1s →



Manager Intensive 1 →

INCLUDED

## Manager CORE Add on (s)

Managing Distributed Employees →



Skillful Conflict & Collaboration →



Behaviors of Inclusion →



Rapid Trust →



# Manager CORE 2 Workshops

Strategic Thinking →



Meetings Mastery →



Leading Change →



People Development →



Manager Intensive 2 →

INCLUDED

# Manager CORE Add on(s)

Managing Distributed Employees →



Skillful Conflict & Collaboration →



Behaviors of Inclusion →



Rapid Trust →



# Senior Leader CORE 1 Workshops

Coaching Skills →



Feedback Skills →



Productivity & Prioritization →



Effective 1-1s →



Manager Intensive 1 →

INCLUDED

# Senior Leader CORE Add on(s)

Managing Distributed Employees →



Skillful Conflict & Collaboration →



Behaviors of Inclusion →



Rapid Trust →



## Senior Leader CORE 2 Workshops

Strategic Thinking →



Meetings Mastery →



Leading Change →



People Development →



Manager Intensive 2 →

INCLUDED

## Senior Leader CORE Add on(s)

Managing Distributed  
Employees →



Skillful Conflict &  
Collaboration →



Behaviors of Inclusion →



Rapid Trust →



# Individual Contributor CORE Workshops

INCLUDED

Influential Communication →



Feedback Skills →



Productivity & Prioritization →



Adaptivity & Resilience →



Career Growth →



# Individual Contributor CORE Add on(s)

Delivery Skills →



Skillful Conflict & Collaboration →



Behaviors of Inclusion →



# Company Wide Initiatives Workshops

Behaviors of Inclusion →

Inclusive Interviewing →

Inclusive Systems Skills  
→

Adaptivity & Resilience  
→

Career Growth →



INCLUDED


Don't see the company-wide workshop you have in mind?

Choose from our full range of workshops to create a customized program suitable for your unique all-company audience.

[View a comparison of all workshops here →](#)



# Adaptivity & Resilience

 2 hours

When things are uncertain, many people freeze, make wrong decisions, or feel overwhelmed. In this workshop, you will practice techniques to stay calm, clear-minded, and adaptive even when things are quickly changing. Skills include how to diagnose and optimize your default style under stress, how to make good decisions (even when information is confusing or limited), and how to create structure when things feel unstructured. You will leave feeling more capable and prepared for whatever comes your way.

## Membership:

- Skill Up →
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1  Add on
- Manager CORE 2  Add on
- Individual Contributor CORE →  Add on
- Senior Leader CORE 1  Add on
- Senior Leader CORE 2  Add on
- Company Wide Initiatives

During this workshop, participants will:

- Explore brain reactions to uncertainty, including common coping styles and movement patterns through the Kubler-Ross change curve.
- Dive into research on what expert 'adapters' do.
- Analyze their default style under stress and know how to diagnose colleagues' styles.
- Practice techniques to decrease anxiety on command.
- Practice scenario planning to decrease anxiety and increase strategic responding.
- Learn techniques to add structure and decision-making clarity in complex situations.

After this workshop, participants will:

- Be equipped to effectively manage uncertainty and their reactions to it.
- Understand and use best practices that create structure for themselves and others, even with limited information.





# Behaviors of Inclusion

🕒 2 hours

We are all biased, and yet bias doesn't have to stop us from being deliberately inclusive and leveraging our differences. In this workshop, you will learn the psychology of unconscious bias and its impact at work. Then we'll practice behaviors of inclusion—small habits that improve 1-1 interactions, group meetings, feedback, and decisions. You'll leave with greater confidence and simple tools to be a better advocate for yourself and others.

## Membership:

- ✔ Skill Up →
- ✔ Level Up →
- ✔ Lead Up →

## Private Programs:

- ✔ Manager CORE 1 →
- ✔ Manager CORE 2 →
- ✔ Individual Contributor CORE →
- ✔ Senior Leader CORE 1 →
- ✔ Senior Leader CORE 2 →
- ✔ Company Wide Initiatives →

- ✔ Add on
- ✔ Add on
- ✔ Add on
- ✔ Add on
- ✔ Add on

During this workshop, participants will:


- Develop a shared language and increased conversational capacity to talk about bias and inclusion.
- Learn about the science behind unconscious bias.
- Understand the impact of bias in the workplace.
- Practice behaviors of inclusion for the biggest exclusion hotspots: 1-1 interactions, gatherings, meetings, feedback & decisions, microaggressions, and internal bias.
- Create an action plan to apply insights and continue learning.

After this workshop, participants will:

- Speak with greater clarity and confidence on issues of diversity and inclusion.
- Notice bias in everyday interactions and decisions.
- Create a greater sense of belonging for their coworkers.
- Make sure every voice is heard in meetings.
- Ask questions that lead to insight (for themselves and others).
- Intervene constructively when they see bias at play.
- Keep noticing and filling their own gaps in awareness.



# Career Growth

 2 hours

Innovative, fast-growing organizations are constantly changing. This organizational reality means that there are rarely predictable "career ladders" to climb. Instead, career growth is more like rock climbing. It requires employees to collect a variety of skills and experiences and drive their development without expecting their manager to tell them how to grow. In this workshop, we teach the three things that research shows makes the biggest difference for individuals who successfully grow their careers: they understand their own strengths, they cultivate a diverse network, and they proactively build their skills.

## Membership:

- Skill Up →
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1  Add on
- Manager CORE 2  Add on
- Individual Contributor CORE →  Add on
- Senior Leader CORE 1  Add on
- Senior Leader CORE 2  Add on
- Company Wide Initiatives

During this workshop, participants will:


- Experience a mindset shift about career growth (from ladder climbing to rock climbing).
- Identify their personal career priorities.
- Complete a series of exercises to discover their strengths, energizers, and opportunities for development.
- Identify gaps where they can build skills that support the team and organization.
- Discover opportunities to increase the diversity and openness of their network.
- Develop a plan for growth using the 3Es Model (Experience, Education, Exposure).

After this workshop, participants will:

- Proactively identify opportunities to grow their careers.
- Communicate their motivation and work interests to their manager.
- Increase their social capital by diversifying their social network.
- Identify skill development opportunities that benefit the team and/or company.
- Make a case for taking on a stretch assignment.



# Coaching Skills

 2 hours

In this workshop, participants practice the fundamental tool of great leaders: how to engage, empower, and improve performance by skillfully coaching others. The result: team members become more self-sufficient, resolve problems faster, and make more valuable contributions to the team.

Pre-work: Come ready to discuss a work-related challenge you currently have (anything from how to motivate your team, to how to end meetings on time). A fellow participant will coach you through the issue.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1
- Manager CORE 2
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- Senior Leader CORE 1
- Senior Leader CORE 2
- Company Wide Initiatives

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During this workshop, participants will:

- Learn what coaching is, how coaching hinges on the ability to ask good questions, and how to use coaching techniques to solve common manager challenges.
- Practice asking questions instead of defaulting to telling mode to clarify issues faster and empower direct reports.
- Learn how to increase question quality, variety, and flexibility.
- Practice four foundational coaching tools: active listening, split-tracking (adding structure to a conversation), selecting open vs closed questions, and using the SOON Funnel (S: what does success look like; O: what are the options; O: what are the obstacles; N: what are the next steps).
- Participate in a 30-minute exercise: In groups of three each person coaches through a real-world work challenge and gets feedback on coaching skills to immediately improve.
- Debrief as a group, apply learnings to everyday context, and commit to action items for the week ahead.
- Learn how to skillfully do “adaptive coaching,” which happens when working remotely, when emotions are high, or when conditions are uncertain / rapidly changing. In these conditions coaching matters more than ever to create a team of empowered, strategic thinkers.


After this workshop, participants will:

- Catch themselves taking management “shortcuts” that prevent their team from scaling.
- Notice opportunities to develop their direct reports through asking high-quality questions.
- Have increased question agility so they know how to pivot to a different coaching tactic when someone feels stuck or frustrated.
- Know how to create greater connection and clarity in a conversation.
- Have the tools to help their direct reports identify their challenges, define success, explore obstacles and options, and create a plan of action.



# Coaching Conversations

1hr Coaching Skills PART 1

 1 hour

In this workshop, participants practice the fundamental tool of great leaders: how to engage, empower, and improve performance through the use of skillful coaching. The result: team members become more self-sufficient, learn how to help themselves and others resolve problems faster, and make more valuable contributions to the team, even when working remotely or when things are uncertain.

Pre-work: Come ready to discuss a work-related challenge you currently have (anything from how to motivate your team, to how to end meetings on time). A classmate will coach you through the issue.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1
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  - Senior Leader CORE 1
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  - Company Wide Initiatives
- Add on
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  - Add on
  - Add on
  - Add on

During this workshop, participants will:


- Learn what coaching is, how coaching hinges on the ability to ask good questions, and how to use coaching techniques to solve common manager challenges.
- Practice three foundational coaching tools: active listening, split-tracking (adding structure to a conversation), and using the SOON Funnel (S: what does success look like; O: what are the options; O: what are the obstacles; N: what are the next steps).
- Participate in a 25-minute exercise: Learners coach each other through a real-world work challenge and get feedback on coaching skills to immediately improve.
- Debrief as a group, apply learnings to everyday context, and commit to action items for the week ahead.

After this workshop, participants will:

- Notice opportunities to develop their direct reports through asking high-quality questions.
- Know how to create greater connection and clarity in a conversation.
- Have the tools to help their direct reports identify their challenges, define success, explore obstacles and options, and create a plan of action.



# Coaching Culture

 1 hour

In this workshop, participants learn how to create transformative cultures of coaching by infusing the coaching mindset in a wide variety of situations. The result are teams where people are constantly developing, problem solving improves, and engagement and inclusion rises across your entire organization.

1hr Coaching Skills PART 2

During this workshop, participants will:

- Practice 'defaulting' into a questions mode rather than a telling mode to clarify issues faster, become efficient, and empower direct reports.
- Identify patterns around questioning that might be holding their team back.
- Learn how to increase question quality and variety to increase adaptivity and innovation in both individual and group situations.
- Debrief as a group, apply learnings to everyday context, and commit to action items for the week ahead.

After this workshop, participants will:

- Catch themselves taking management 'shortcuts' that prevent their team from scaling.
- Notice opportunities to boost innovation and problem-solving through asking high-quality questions.
- Have increased question agility so they know how to pivot when groups get stuck in patterns.

## Membership:


- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1
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# Delivery Skills

 2 hours

When leading a meeting, giving a presentation, or handling difficult conversations, a speaker's body language often matters as much as the words they use. In this workshop, we use tools from advanced perception research to make small changes in a meeting leader's delivery style, leading to a big improvement in the ability to be persuasive and connect with an audience. We cut through the obvious stuff that everyone knows and move straight to the things that make the biggest difference. Participants walk away with a visible improvement in their delivery skills - both in person and virtual!

## Membership:

- Skill Up →
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1  Add on
- Manager CORE 2  Add on
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- Senior Leader CORE 2  Add on
- Company Wide Initiatives

During this workshop, participants will:


- Discuss interpersonal perception research: how to understand the interplay between warmth vs. competence domains, both in person and virtual.
- Practice eye contact, gesture, energy leveling, reduction of nonverbal noise, purposeful movement, strategic pause, emphasis, and inflection.
- Use 'marker gestures' to add structure when topics are complex.
- Practice exercises to determine default positions (and optimizations) when under pressure.
- Practice exercises with Q&A sessions and handling difficult questions.

After this workshop, participants will:

- Optimize nonverbal and verbal habits, so that they come across as both competent and warm, flexible and structured, and able to handle pressure well.
- Add structure to complex topics and handle difficult questions well.
- Create an action plan they can immediately use, focusing on one improvement area per week.



# Effective 1-1s

 2 hours

When managers don't understand how to facilitate a one-on-one with their reports, their sessions turn into status updates or they simply get cancelled (or infinitely rescheduled). As a result, employees feel they aren't learning and growing or that their manager simply doesn't care about them. Top managers use their one-on-one time very differently. They treat it as sacred management time to build trust, remove obstacles, and develop their direct reports. This workshop shares easy methods and techniques to do it.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1 →
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- Individual Contributor CORE
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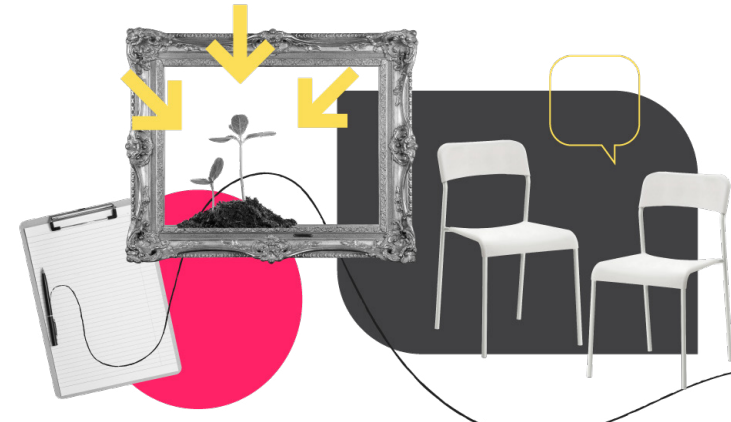
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During this workshop, participants will:

- Learn how the 1-1 can be used to increase employee engagement and decrease 'managerial debt' each week.
- Learn how to identify opportunities to coach, share feedback, and align on priorities during the 1-1.
- Learn the 5 psychological drivers of motivation (the desire for certainty, autonomy, meaning, progress, and social inclusion - CAMPS).
- Practice using the 1-1 to diagnose each driver. Rate each direct reports' levels of engagement and generate ideas for increasing these scores.
- Practice using 1-1 time to increase vision, connect work to the larger picture, and do developmental coaching.
- Review a sample 1-1 agenda.
- Discuss how to put what they learned in this workshop into action in the week ahead.
- Learn how to do 'adaptive 1-1s,' optimizing dynamics in times of uncertainty and when working remotely.


After this workshop, participants will:

- Explain the purpose of the one-on-one to their direct reports.
- Structure a one-on-one in a way that increases engagement and puts direct reports in the driver's seat of the conversation.
- Diagnose and address key drivers of motivation and engagement (CAMPS).
- Shift into an adaptive leadership mindset during one-on-one conversations - focusing on their direct reports' thinking rather than just the task at hand.



# Engagement through 1-1s

1hr Effective 1-1s PART 1

 1 hour

Research shows that when employees feel they're learning and growing, and their manager cares about them and their growth, engagement and performance go way up. Top managers use their one-on-one time very differently, helping employees to create and celebrate a sense of growth and progress. This workshop shares easy methods and techniques to do it, including a 1-1 agenda template that intentionally carves out time for these important conversations.

During this workshop, participants will:

- Learn how the 1-1 can be used to increase employee engagement.
- Learn how to identify opportunities to coach, share feedback, and align on priorities during the 1-1.
- Practice using 1-1 time to focus on the person and do developmental coaching.
- Review a sample 1-1 agenda.
- Discuss how to put what they learned in this workshop into action in the week ahead.

After this workshop, participants will:

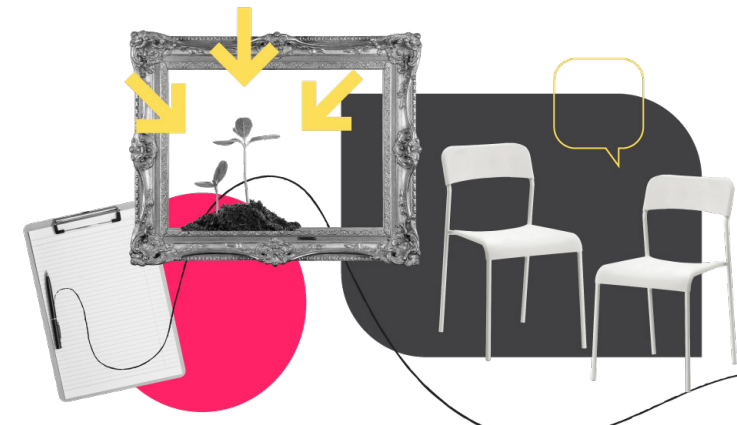
- Explain the purpose of the one-on-one to their direct reports.
- Structure a one-on-one in a way that increases engagement and puts direct reports in the driver's seat of the conversation.
- Have development conversations that leverage the power of dopamine and create a sense of progress toward professional goals.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:


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- Add on
- Add on
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- Add on
- Add on





# Culture of Engagement

1hr Effective  
1-1s PART 2

 1 hour

What do we really mean when we talk about engagement, why is it important, and how do we help employees feel more engaged? In this session, we'll use the CAMPS model to define, diagnose and optimize engagement levels.

During this workshop, participants will:

- Discuss what we really mean when we talk about engagement and why it is an important driver of motivation.
- Learn how to engineer an environment that increases employee engagement.
- Learn the 5 psychological drivers of motivation (the desire for certainty, autonomy, meaning, progress, and social inclusion - CAMPS).
- Rate each direct report's levels of engagement and generate ideas for increasing these scores.
- Discuss how to put CAMPS into action in the week ahead.

After this workshop, participants will:

- Understand and apply the key drivers of motivation and engagement (CAMPS).
- Diagnose and make a plan to improve the engagement levels of each of their direct reports.
- Shift into an adaptive leadership mindset - focusing on their direct reports' thinking rather than just the task at hand.

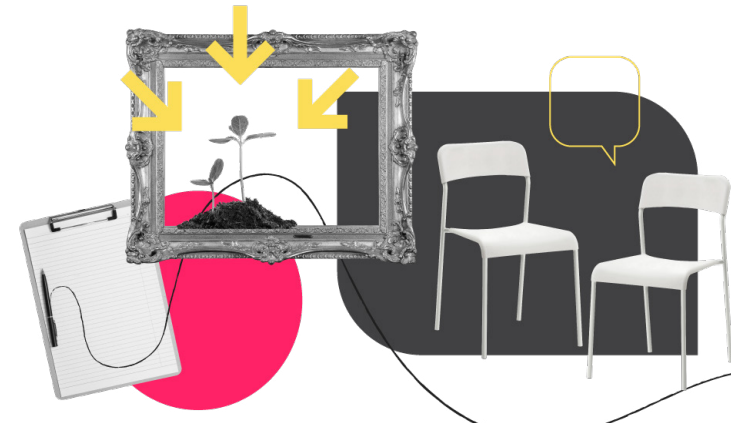
## Membership:

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## Private Programs:

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- Add on
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# Feedback Skills

 2 hours

High-quality feedback is at the heart of an organization's ability to grow, adapt, and improve. However, many managers avoid giving feedback because it makes them uncomfortable, or they give feedback that leaves their direct reports feeling frustrated and confused. The good news is: research reveals that there are simple steps managers can take to immediately and dramatically improve the quality of their feedback. In this workshop, participants will learn the science behind effective feedback, and practice giving feedback that is specific, actionable, and inspiring, even in tough situations and even when working remotely.

Pre-work: Decide on a piece of feedback you want to give someone at work (or would have wanted to give someone in the past). No need to perfect what you plan to say (we'll do this in the workshop) - just come ready to work on this feedback scenario.

## Membership:

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## Private Programs:

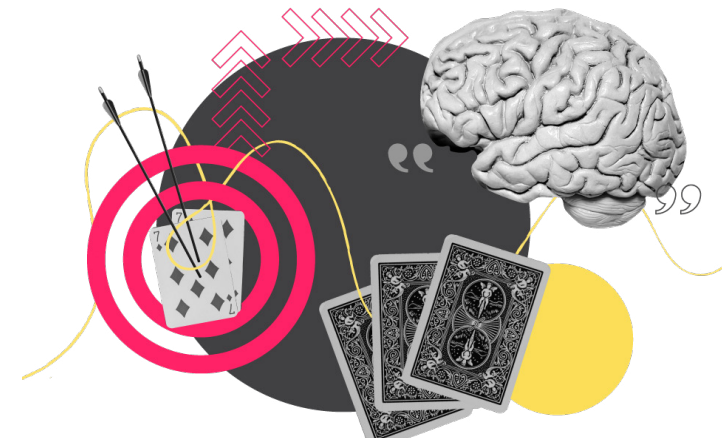
- Manager CORE 1 →  Add on
- Manager CORE 2  Add on
- Individual Contributor CORE →  Add on
- Senior Leader CORE 1 →  Add on
- Senior Leader CORE 2  Add on
- Company Wide Initiatives →

During this workshop, participants will:

- Learn a four-step process for giving feedback, including opening (micro-yes), data point, impact statement, and question.
- Practice opening the conversation by decreasing defensiveness.
- Practice sharing the right type of data points/observation statements. Exercises include converting poor feedback statements into skillful feedback statements.
- Practice sharing the impact statement ("I'm mentioning it because...").
- Understand how to turn feedback into a two-way conversation using questions that check perception, jointly problem-solve, make a request, and determine commitment/understanding.
- Learn how to build trust and self-efficacy in direct reports through strengthening strengths/articulating what is working well.
- Practice asking for feedback to build a feedback culture within their team.
- Craft a real-world feedback script and receive feedback on their feedback.
- Decide how to apply the learnings from this workshop in the week that follows.
- Learn why feedback matters even more when working remotely or when times are uncertain, and how to turn feedback-giving into a norm that helps your team grow, innovate, and adapt faster.

After this workshop, participants will:

- Convert poor quality feedback into high quality feedback.
- Apply the LifeLabs Playing Cards Method™ to give specific and actionable feedback.
- Reduce defensiveness in feedback recipients.
- Ask for feedback effectively.
- Create a team culture where giving and receiving feedback is normal and expected.



# Feedback Conversations

1hr Feedback Skills PART 1

🕒 1 hour

High-quality feedback is at the heart of an organization's ability to grow, adapt, and improve. However, many managers avoid giving feedback because it makes them uncomfortable, or they give feedback that leaves their direct reports feeling frustrated and confused. The good news is: research reveals that there are simple steps managers can take to immediately and dramatically improve the quality of their feedback. In this workshop, participants will learn the science behind effective feedback, and practice giving specific, actionable, and inspiring feedback, even in tough situations and even when working remotely.

Pre-work: Decide on a piece of feedback you want to give someone at work (or would have wanted to give someone in the past). No need to perfect what you plan to say (we'll do this in the workshop) - just come ready to work on this feedback scenario.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1
  - Manager CORE 2
  - Individual Contributor CORE
  - Senior Leader CORE 1
  - Senior Leader CORE 2
  - Company Wide Initiatives
- Add on
  - Add on
  - Add on
  - Add on
  - Add on

During this workshop, participants will:

- Learn a four-step process for giving feedback, including opening (micro-yes), data point, impact statement, and question.
- Practice opening the conversation by decreasing defensiveness.
- Practice sharing the right type of data points/observation statements. Exercises include converting poor feedback statements into skillful feedback statements.
- Practice sharing the impact statement ("I'm mentioning it because...").
- Craft a real-world feedback script and receive feedback on their feedback.


After this workshop, participants will:

- Convert poor-quality feedback into high-quality feedback.
- Reduce defensiveness in feedback recipients.
- Understand how to turn feedback into a two-way conversation using questions that check perception, jointly problem-solve, make a request, and determine commitment/understanding.



# Feedback Culture

1hr Feedback Skills PART 2

 1 hour

The most successful teams make feedback part of their regular interactions rather than a sporadic event. However, many teams struggle to create a feedback-rich culture. The good news is: research reveals that there are simple steps managers can take to immediately and dramatically improve the quality of their feedback. In this workshop, participants will learn techniques for modeling strong feedback skills, balancing feedback, and spotting feedback patterns.

Pre-work: You'll need a piece of paper. Either print out your worksheet or bring a scrap piece of paper with you.

During this workshop, participants will:

- Learn how to build trust and self-efficacy in direct reports by strengthening strengths/articulating what is working well.
- Practice asking for feedback to build a feedback culture within their team.
- Decide how to apply the learnings from this workshop in the week that follows.
- Learn why feedback matters even more when working remotely or when times are uncertain, and how to turn feedback-giving into a norm that helps your team grow, innovate, and adapt faster.

After this workshop, participants will:

- Apply the LifeLabs Playing Cards Method™ to give specific and actionable feedback.
- Ask for feedback effectively.
- Create a team culture where giving and receiving feedback is normal and expected.

## Membership:


- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1
  - Manager CORE 2
  - Individual Contributor CORE
  - Senior Leader CORE 1
  - Senior Leader CORE 2
  - Company Wide Initiatives
- Add on
  - Add on
  - Add on
  - Add on
  - Add on



# Inclusive Interviewing

 2 hours

When people are trained in how to interview candidates fairly and effectively, the entire company benefits. In this workshop, participants learn how to engineer a well-thought-through interview experience, including creating and selecting interview questions with minimum bias and maximum predictive validity, and how to assess answers and debrief on results. Participants in this workshop also learn how to make candidates feel welcome and included through deliberate nonverbal and verbal cues. Participants practice all skills via role play.

Note: this workshop is customized to match your existing interview process.

Pre-work: Come to this workshop with a role in mind for which you are hiring or would like to hire in the future.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1  Add on
- Manager CORE 2  Add on
- Individual Contributor CORE  Add on
- Senior Leader CORE 1  Add on
- Senior Leader CORE 2  Add on
- Company Wide Initiatives →

During this workshop, participants will:


- Understand the role that bias plays in the interview process and how to mitigate it.
- Reverse engineer their goals to identify job criteria.
- Create well-crafted interview questions that exactly target the job criteria.
- Learn how to ask deepeners, clarifiers, follow-up questions, and pivots.
- Understand how to frame and set up a structured interview.
- Learn how to make the interview an inclusive experience (even if you don't want to make an offer).
- Explore openings, using nonverbal cues, making good transitions, handling questions, politely interrupting to keep timing on track, and closing.
- Determine how to put what was learned in this workshop into action in the week ahead.

After this workshop, participants will:

- Identify bias hot spots in their interview process.
- Develop predictive job criteria.
- Help the team discuss candidates in an efficient and fair way.
- Facilitate interviews that provide insight and increase the quality of hiring decisions.
- Create a great candidate experience, even when the person is not being selected.



# Inclusive Systems Skills

 2 hours

As companies grow, it becomes more challenging to ensure that all managers have the skills they need to create, roll out, and scale inclusive systems. In this workshop, you'll learn and practice an easy-to-use framework to make projects, programs, and policies inclusive and accessible. You'll leave with the skills necessary to build the infrastructure for an inclusive culture, no matter your role.

Optional pre-work: Attend Behaviors of Inclusion.

## Membership:

- Skill Up
- Level Up
- Lead Up →

## Private Programs:

- Manager CORE 1  Add on
- Manager CORE 2  Add on
- Individual Contributor CORE  Add on
- Senior Leader CORE 1  Add on
- Senior Leader CORE 2  Add on
- Company Wide Initiatives →

During this workshop, participants will:


- Learn a framework to ensure every project, process, and system is inclusive.
- Practice applying the framework to existing projects and systems.
- Identify how to make current practices more inclusive.
- Create a plan for implementing ongoing inclusive systems.

After this workshop, participants will:

- Apply the FAIR (forthright, accessible, involved, rigorous) framework to make any new or existing system more inclusive.
- Use shared language to spread inclusive systems skills across the organization.
- Discern quickly which systems promote inclusion and which can be optimized.
- Create a greater sense of belonging for their coworkers.
- Intervene constructively when they notice systemic bias at play.



# Influential Communication

 2 hours

Employees are usually hungry to make a greater impact on their organization and gain support for their ideas. Even individuals who have leadership roles prefer leaning on their influence rather than their authority to achieve results. But influence seems like such an abstract skill that most people don't know how to start building it. When we think about earning influence, we tend to envision projecting confidence or becoming more persuasive - skills that take years to master. Instead, we can become more influential immediately just by changing the quality of our questions. The result? A questions-first culture in which employees are eager to hear one another's perspectives and empowered to pursue their ideas proactively.

## Membership:

- Skill Up →
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1  Add on
- Manager CORE 2  Add on
- Individual Contributor CORE →  Add on
- Senior Leader CORE 1  Add on
- Senior Leader CORE 2  Add on
- Company Wide Initiatives

During this workshop, participants will:


- Think about their personal definition of influence.
- Learn research about the role questions play in earning influence.
- Practice activating curiosity in difficult moments (20 questions technique) and pivoting to better understand the person they want to have influence with (stakeholder analysis).
- Learn and practice the 6 key questions that improve influence: blur questions, split tracks/playbacks, scaling questions, reasoning questions, forward questions, and next step questions.
- Pick a developmental focus for themselves to continue increasing their skills.

After this workshop, participants will:

- Pivot perspective to better understand their stakeholders.
- Create clarity in any conversation.
- Build forward momentum and action when a conversation or project gets stuck.



# Leading Change

 2 hours

Change-readiness is now an essential skill for every team. When managers understand the science behind change, they can equip their teams to be more adaptive, resilient, and agile. In this workshop, you will learn everything you need to know. We'll explore change curves, what happens neurologically when we experience unexpected shifts, track different coping styles and how to respond to each, and practice easy techniques to reduce resistance and increase commitment and action in yourself and others. You'll practice devising solutions and crafting communication using a change template that will make you a more effective and inspiring leader.

Pre-work: Come to this meeting ready to talk about a change you are leading or would like to lead.

## Membership:

- Skill Up
- Level Up
- Lead Up →

## Private Programs:

- Manager CORE 1
- Manager CORE 2 →
- Individual Contributor CORE
- Senior Leader CORE 1
- Senior Leader CORE 2 →
- Company Wide Initiatives

- Add on
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- Add on

During this workshop, participants will:

- Discuss the science behind change curves and coping styles via a series of micro-experiments.
- Learn about the stages of change (freeze, unfreeze, refreeze) and collect tools to help stakeholders adapt faster to change within each stage.
- Practice communicating change initiatives to reduce resistance and increase commitment.
- Learn to set up change initiatives so that they are more likely to succeed (create early wins, design behavioral cues, and communicate small steps toward action).
- Discuss how to turn what they learned in this workshop into action.


After this workshop, participants will:

- Understand and predict reactions to change.
- Design an inspiring and effective change initiative.
- Create structures that increase the change-readiness of a team over time.





# Manager Intensive 1

 2 hours

You've learned how to coach, give feedback well, help people prioritize, and hold effective 1-1s. Now it's time to refresh your skills and apply them to challenging situations and difficult conversations, so you are prepared for anything that might come your way as a manager. We'll quickly review what you learned, then spend 90% of this workshop applying these skills to tough management scenarios. This workshop will take you to the next level in your skill set as a manager and leave you with new confidence to handle any situation. This session is a confidence boost (managers leave it feeling like they can handle any situation, using tools they already know well) and a personal development boost, taking managers to the next level of mastery by turning core behaviors into habits.

**Prerequisite:** This workshop requires that participants already took the LifeLabs Coaching and Feedback workshops.

## Membership:

- Skill Up
- Level Up
- Lead Up

## Private Programs:

- Manager CORE 1 →  Add on
- Manager CORE 2  Add on
- Individual Contributor CORE  Add on
- Senior Leader CORE 1  Add on
- Senior Leader CORE 2  Add on
- Company Wide Initiatives


During this workshop, participants will:

- Learn the concept of Behavioral Units (BUs) - how to break up a skill into its smallest behavioral units and practice those units in increasingly difficult situations.
- Review the Behavioral Units (BUs) learned in the coaching workshop (Q-stepping, playbacks, split tracks, SOON funnel) and the feedback workshop (micro-yes, deblurring/giving data, sharing impact statements, checking perception, joint problem solving, and gaining commitment).
- Self-evaluate skill levels in each of the above areas.
- Spend 90% of the workshop practicing. This includes practicing stepping into a questions mode/curiosity mode even when feeling defensive, watching videos of coaching done right and wrong and applying the learnings, practicing the ability to notice common feedback mistakes and correct those feedback mistakes just in time, and learning how to handle difficult feedback issues such as triangulation (when you hear about a performance issue but didn't observe it yourself).
- Discuss and resolve common challenges and sticking points as a group.

After this workshop, participants will:

- Be able to solve everyday problems more efficiently and effectively.
- Consolidate and embed CORE Part 1 skills.
- Feel confident in their ability to solve difficult scenarios and handle difficult conversations.

# Manager Intensive 2

 2 hours

You've learned how to help your direct reports think more strategically, contribute well in meetings, handle change, and develop themselves. Now it's time to refresh your skills and apply them to challenging situations and difficult conversations, so you are prepared for anything that might come your way as a manager. We'll review what you learned in our previous workshops, assess your strengths and areas for further development, then spend 90% of this workshop practicing. This session is a confidence boost and a personal development boost, taking managers to the next level of mastery by turning core behaviors into habits.

**Prerequisite:** This workshop requires that participants already took the LifeLabs CORE Part 2 workshops.

## Membership:

- Skill Up
- Level Up
- Lead Up

## Private Programs:

- Manager CORE 1
- Manager CORE 2 →
- Individual Contributor CORE
- Senior Leader CORE 1
- Senior Leader CORE 2
- Company Wide Initiatives

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During this workshop, participants will:

- Review the concept of Behavioral Units (BUs) - how to break up a skill into its smallest behavioral units and practice those units in increasingly difficult situations.
- Review the Behavioral Units (BUs) learned in CORE Part 2 workshops.
- Self-evaluate skill levels in each of the above areas, now that they have had time to practice them.
- Spend 90% of the workshop practicing their ability to apply these skills, in combination, in a variety of challenging scenarios. This includes practicing strategic coaching in situations where long term planning is needed, identifying the pivot points when a meeting goes wrong (and skillfully bringing it back), practicing 'pitching skills' to lead difficult change initiatives, and creating a development plan for team members that combines all of the above skills.
- Discuss and resolve common challenges and sticking points as a group.

After this workshop, participants will:

- Be able to solve everyday problems more efficiently and effectively.
- Consolidate and embed CORE Part 2 skills.
- Feel confident in their ability to solve difficult scenarios and handle difficult conversations.

# Managing Distributed Employees

 2 hours

To be adaptive, every manager needs to know how to manage well remotely, at any time and on demand. How is managing a remote or partially remote (what we call 'hybrid') team different? In this workshop participants will get trained in the unique challenges of remote and hybrid-remote management. They'll learn how to optimize work and collaboration in the biggest challenge areas: communication, connection, trust, fairness, and growth. The result: employees that are engaged and productive, no matter their location.

## Membership:

- Skill Up
- Level Up
- Lead Up →

## Private Programs:

- Manager CORE 1 →
- Manager CORE 2 →
- Individual Contributor CORE
- Senior Leader CORE 1 →
- Senior Leader CORE 2 →
- Company Wide Initiatives

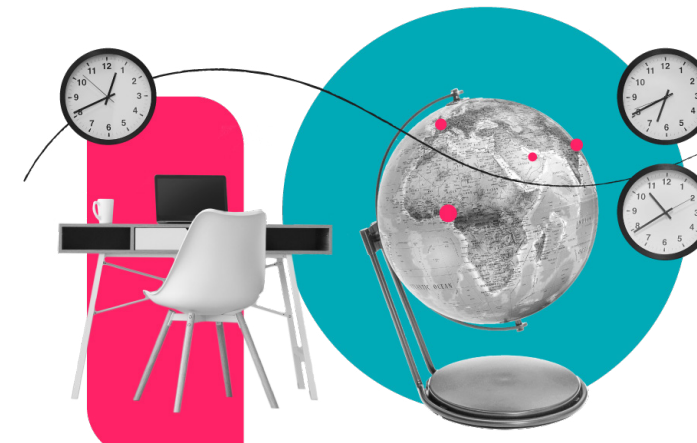
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During this workshop, participants will:


- Discuss the unique challenges (and benefits!) of distributed setups.
- Learn the 3 unique drivers of distributed employee success: managing communication, managing connection, managing energy.
- Learn how to optimize communication dynamics. Exercises include creation of faster feedback loops, practice with expectation setting and resetting, understanding how to provide contextual information, and analysis of distribution of knowledge that is unique to the remote environment. Also includes awareness-building exercises showing how misinterpretations in the meaning of silence can occur, and how to avoid those misinterpretations.
- Learn how to optimize connection and developing team inclusion habits.
- Learn how to optimize trust dynamics. Exercises include practice with a 4-point checklist for clarity of responsibilities, consistent 1-1s, checkpoints, and results-based metrics (focusing on output and deliverables rather than simply input).
- Learn how to optimize growth dynamics, including how to help remote employees stretch their skills, create development goals, give them exposure to the right people within the organization, and help their projects and successes become more visible.
- Learn hacks to immediately improve hybrid meeting dynamics.
- Create a plan to put what was learned in this workshop into action in the week ahead.

After this workshop, participants will:

- Increase engagement and workflow for remote and in-person employees.
- Know how to diagnose and fix unspoken issues that are unique to remote management situations.



# Meetings Mastery

 2 hours

We spend so much of our time in meetings, yet few people are trained to be outstanding meeting leaders. When team members learn how to make small changes to the format and flow of their meetings, the entire organization becomes more productive and aligned. In this workshop, participants learn how to design meetings well. They also learn how to be excellent virtual and in-person meeting facilitators, able to handle typical meeting issues such as topics going off track, under- or over-participation, entangled issues, or stalled decision-making processes. Participants leave with an essential skill-set that can be applied to any meeting, large or small.

Pre-work: Come to this session with a meeting in mind that you would like to optimize.

## Membership:

- Skill Up
- Level Up
- Lead Up →

## Private Programs:

- Manager CORE 1
- Manager CORE 2 →
- Individual Contributor CORE
- Senior Leader CORE 1
- Senior Leader CORE 2 →
- Company Wide Initiatives

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During this workshop, participants will:


- The responsibilities of being a meeting owner: choosing the right meeting structure to meet the goal, sequencing the agenda, and timeboxing agenda items.
- Opening: How to open the meeting using a purpose statement that focuses the group. Practice making a 4P statement: purpose, product, personal benefit, and process.
- During a meeting: How to keep a meeting on track, including using a visual agenda/ progress markers, summation and transition statements, time statements, parking lots, and use of tools (digital and in-person) when focus has been lost.
- Closing: How to close the meeting, including using action-owner statements.
- Advanced tools to use for each meeting type: status update/alignment meeting tools (including use of timers and round robins), brainstorming (including idea quotas and inclusivity tools for introverts), and group decision making (including dot vote, cluster analysis, and criteria matrix).
- Intervention techniques when something goes wrong, including use of our difficult situations guide.

After this workshop, participants will:

- Design meetings well, including creating optimized agendas.
- Facilitate meetings well, including knowing how to intervene.
- Follow up well after a meeting, including documenting decisions and action items.



# People Development

 2 hours

One of the most common reasons employees switch jobs is that they don't feel that they are learning and growing. Most managers assume the only way to give their reports a feeling of growth is through promotions, but this solution is limited - especially when career paths aren't clear or there are skill gaps. Instead, talented managers help their teams find opportunities for development in their current roles, transforming every day at work into a new chance to stretch and grow. This workshop teaches them how.

## Membership:

- Skill Up
- Level Up
- Lead Up →

## Private Programs:

- Manager CORE 1
- Manager CORE 2 →
- Individual Contributor CORE
- Senior Leader CORE 1
- Senior Leader CORE 2 →
- Company Wide Initiatives

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During this workshop, participants will:


- Learn how an employee's feeling of growth and development are linked to engagement and retention, and how to think about 'developing people' as part of their everyday role.
- Discuss common challenges managers face when it comes to developing their reports, including how to handle skill gaps.
- Practice utilizing a 'job crafting matrix' to help direct reports become more self-aware and gain momentum using task crafting, relational crafting, and cognitive crafting.
- Practice each component of a career coaching conversation, including helping direct reports think through growth opportunities using a 3Es Model: experience, education, and exposure.
- Practice moving people toward action, overcoming obstacles, stretching, and naming the win.
- Explore opportunities to integrate development into everyday tasks and conversations.
- Learn how to strategically think about team-wide development: succession planning and future skills that will be needed to hit ideal targets.
- Practice turning any conversation into a development opportunity, including 'adaptive development'- how to help people develop skills quickly in uncertain times or shifting roles.
- Discuss how to put what they learned in this workshop into action in the week ahead.

After this workshop, participants will:

- Support their reports in creating a growth plan.
- Give their direct reports the attention they need to continually develop.
- Help perpetuate a learning culture by regularly extracting insights from experiences.



# Productivity & Prioritization

 2 hours

In an environment that moves and changes fast, employees tend to believe that there's never enough time to tackle their entire to-do list. Managers feel that all of their tasks are top priority, so they can't communicate effectively about what matters most. As a result, their direct reports feel confused and overwhelmed. Worst of all, they pick up their managers' worst time management, organization, and prioritization habits (such as doing what's urgent, easy, or top of mind rather than what will make the biggest impact on the company). On the flipside, managers with great habits create productive, motivated teams that spread positive behaviors throughout the organization.

## Membership:

- Skill Up →
- Level Up →
- Lead Up →

## Private Programs:

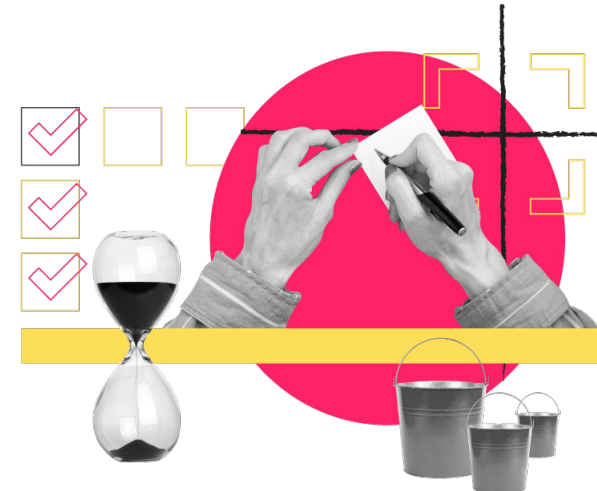
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- Individual Contributor CORE →  Add on
- Senior Leader CORE 1 →  Add on
- Senior Leader CORE 2  Add on
- Company Wide Initiatives

During this workshop, participants will:

- Learn to diagnose their own and their direct reports' biggest time management challenges.
- Test out and discuss a wide range of tools and techniques for improving time awareness, prioritization, organization, and focus, even when working remotely or during times of change. Tools include: time audits, calendar blocking, consistent capture systems, MIT method, quadrant method, bucket method, single-tasking, creating if-thens, pomodoro technique, visual workflows/Kanban.
- Take part in a multitasking experiment to observe the harmful impact of distributed focus.
- Explore the positive and negative productivity habits they are reinforcing on their team.
- Understand the psychology behind our biggest productivity challenges and needs.
- Practice using coaching questions to align on priorities with their direct reports.
- Discuss ways that they will incorporate what they learned during this workshop into their workflow in the week ahead.


After this workshop, participants will:

- Diagnose their direct reports' time management and productivity challenges, including how to help direct reports optimize their own workflow in rapidly changing or remote conditions.
- Become skilled productivity coaches.
- Proactively address inefficient team habits.
- Enable positive team habits (such as modeling time integrity, creating a closed loop culture, and using a visual workflow).



# Productivity Coaching

1hr Productivity  
& Prioritization  
PART 1

 1 hour

In today's fast-paced work environments, finding the time to tackle our ever-growing to-do lists can feel like an uphill battle. The good news is that we have the power to transform our relationship with time and take charge of our productivity. In this workshop, we'll dive into the art of effective time management and communication around priorities. Through engaging activities and coaching techniques, you'll develop a heightened awareness of your time usage, allowing you to identify and prioritize high-value work. We'll explore strategies to strike a healthy balance between competing demands, ensuring that no important task falls through the cracks. By the end of this workshop, you'll have the tools and insights to guide your team members in optimizing their time, enabling them to concentrate on what truly matters. Together, we'll cultivate a culture where time is valued and managed effectively, setting the stage for increased productivity and success.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

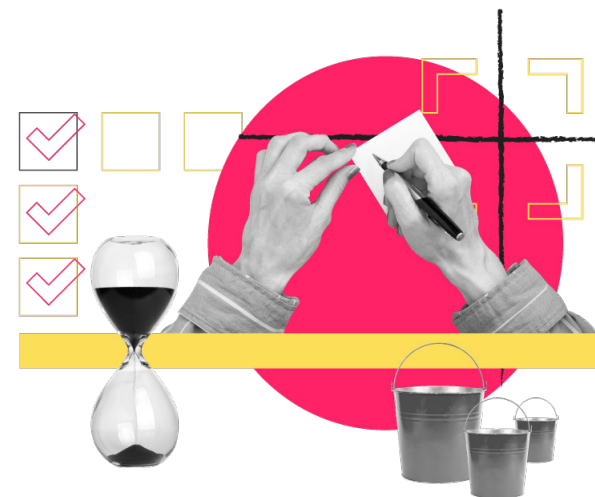
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  - Manager CORE 2
  - Individual Contributor CORE
  - Senior Leader CORE 1
  - Senior Leader CORE 2
  - Company Wide Initiatives
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During this workshop, participants will:

- Learn to diagnose their own and their direct reports' biggest time management challenges.
- Test out and discuss a range of tools and techniques for improving time awareness, prioritization, and focus, even when working remotely or during times of change. Tools include: time audits, MIT method, bucket method, single-tasking, pomodoro technique.
- Take part in a multitasking experiment to observe the harmful impact of distributed focus.
- Practice using coaching questions to align on priorities with their direct reports.
- Discuss ways that they will incorporate what they learned during this workshop into their workflow in the week ahead.


After this workshop, participants will:

- Diagnose their direct reports' time management and productivity challenges, including how to help direct reports optimize their own workflow in rapidly changing or remote conditions.
- Become skilled productivity coaches.
- Help others know how to identify and complete their most important work, while balancing competing demands.



# Culture of Productivity

1hr Productivity & Prioritization PART 2

 1 hour

We all want to work productively and efficiently both individually and in teams, but often the pressures we face create cultures of constant urgency. In a constantly rushed state, the team does what's urgent, easy, or top of mind rather than what will make the biggest impact on the company. While attempting to focus on important work, we are frequently interrupted and everything feels like it is a high priority. In these environments, team members unconsciously mirror their managers' worst habits. However, leaders can create highly productive cultures. They know when to pause to model and create great team habits to organize, prioritize, and focus.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1
- Manager CORE 2
- Individual Contributor CORE
- Senior Leader CORE 1
- Senior Leader CORE 2
- Company Wide Initiatives

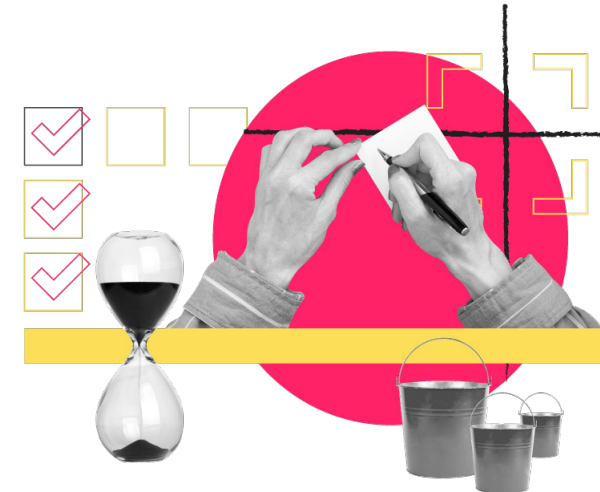
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During this workshop, participants will:

- Learn how moments of strategic pause can improve the efficiency, value, and quality of a team's work.
- Practice a varied range of best practices to improve organization, priority setting, and focus. Tools include calendar blocking, consistent capture systems, quadrant method, business priority scores, and creating if-thens.
- Explore the positive and negative productivity habits they are reinforcing on their team.
- Understand the psychology behind our biggest productivity challenges and needs.
- Become adept at recognizing the difference between urgency and importance, while spotting moments when mere urgency is distracting them from investing in high-value work.


After this workshop, participants will:

- Proactively address inefficient team habits.
- Enable positive team habits (such as modeling time integrity, creating a closed-loop culture, and using a visual workflow).
- Help their teams create a focused environment aligned with what matters most.





# Rapid Trust

 2 hours

Research shows that trust is the number one differentiator of high performing teams. Why? Teams with high levels of psychological safety innovate more, learn faster, and perform better. In contrast, teams with low psychological safety are doomed to repeat mistakes and avoid sharing new ideas.

## Membership:

- Skill Up
- Level Up
- Lead Up →

## Private Programs:

- Manager CORE 1 →
- Manager CORE 2 →
- Individual Contributor CORE
- Senior Leader CORE 1 →
- Senior Leader CORE 2 →
- Company Wide Initiatives

- Add on
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During this workshop, participants will:


- Diagnose trust dynamics and identify solutions to fix them.
- Practice cross-cultural awareness and understand the pros/cons of different working styles.
- Extract learning from failure.
- Learn how to create trust, rapport, and productive vulnerability.

After this workshop, participants will:

- Build strong relationships fast.
- Create productive vulnerability.
- Build relationship resiliency.
- Rapidly learn from failure.
- Develop an action plan to increase psychological safety on any team they are a part of.



# Skillful Conflict & Collaboration

 2 hours

Research shows that poor collaboration is a top predictor of strategic failure. On the positive side, teams that practice the art of productive conflict are more innovative and successful than those who do not. Teams that have good conflict competency can not only handle any tension that comes their way, they can also accelerate the results of collaboration.

## Membership:

- Skill Up
- Level Up
- Lead Up →

## Private Programs:

- Manager CORE 1 →  Add on
- Manager CORE 2 →  Add on
- Individual Contributor CORE →  Add on
- Senior Leader CORE 1 →  Add on
- Senior Leader CORE 2 →  Add on
- Company Wide Initiatives

During this workshop, participants will:


- Learn ways to manage shifting priorities and what to do when goals suddenly change.
- Practice conflict mediation - how to stop wasting time, energy, and resources on the most frequent collaboration and conflict hotspots.
- Coach and give feedback to each other on how to handle conflict.

After this workshop, participants will:

- Increase productive collaboration and reduce unproductive conflict.
- Bridge the gap between different team cultures and collaboration styles.
- Communicate and foster norms that work in hybrid/remote/high change environments.
- Successfully negotiate when priorities conflict.



# Strategic Thinking

 2 hours

When things move fast, it's easy to get stuck in a short-term, shoot-from-the-hip mindset. To scale and collaborate well, you and your team need to think and execute strategically. In this workshop, you'll sharpen your team's long-term thinking skills and practice tools to help everyone on the team identify objectives, diagnose obstacles, avoid unintended consequences, and involve the right stakeholders at the right times, even when timelines and priorities shift.

## Membership:

- Skill Up
- Level Up
- Lead Up →

## Private Programs:

- Manager CORE 1
- Manager CORE 2 →
- Individual Contributor CORE
- Senior Leader CORE 1
- Senior Leader CORE 2 →
- Company Wide Initiatives

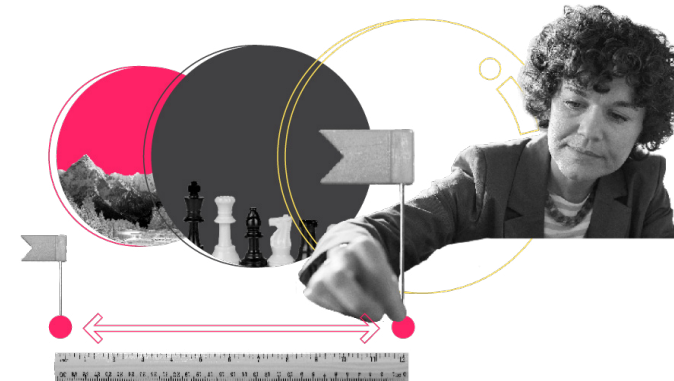
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During this workshop, participants will:

- Learn the 'behavioral units' of strategic thinking and explore research on how to turn this type of thinking into a team-wide habit.
- Apply strategic thinking tools and frameworks to a real project they are working on now and get feedback from other participants. Tools include:
  - Link maps (inverted triangle method)– to map activities to team and company goals
  - Gap Analysis– including determining lag and lead measures
  - 3 Lenses Model– to diagnose root causes of issues and practice systems-based thinking
  - Consequences Check– to practice mitigating risk and build a habit of tradeoff awareness, as well as how to lead skillful pre-mortems
  - Inclusive Planning– to practice involving the right stakeholders at the right time during all phases of setting up a tactic, project, or strategy
- Identify situations in which they are at risk of thinking reactively rather than proactively.

After this workshop, participants will:


- Pause regularly and ask questions that focus on long-term impact vs. short term demand, org-wide systems vs. individual perspectives.
- Apply strategic thinking habits across contexts.
- Communicate ideas more strategically and inclusively.



# Group Practice & Coaching



# Group Practice & Coaching: Coaching Skills

 1 hour

Immerse yourself in real-life scenarios and contexts to practice and apply your coaching skills, with a focus on the SOON Funnel. Attend as often as you like to practice in a group setting and 1:1 with peers, and gain new insights each time. Prepare to elevate your leadership prowess with empowered coaching!

**Prerequisite:** This session is designed for participants who have attended Coaching Skills (2hr) or Coaching Conversations (1hr).

**Pework:** Bring a work-related challenge (e.g., team motivation, efficient meeting closures). A peer will guide you through the issue.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

- Manager CORE 1
- Manager CORE 2
- Individual Contributor CORE
- Senior Leader CORE 1
- Senior Leader CORE 2
- Company Wide Initiatives

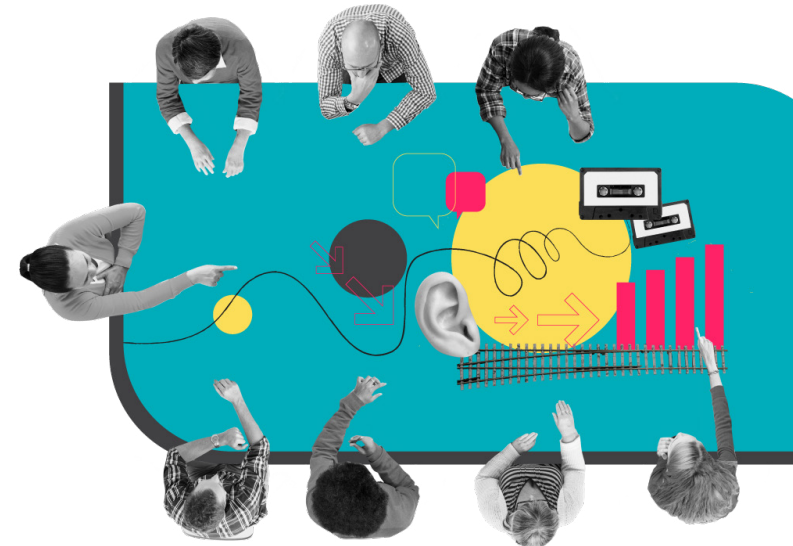
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During this workshop, participants will:


- Watch and participate in live coaching sessions on real challenges.
- Elevate question quality and adaptability.
- Master core coaching tools: q-stepping, playbacks & split-tracks, and the SOON Funnel.
- Forge deeper connections, navigate obstacles, and chart paths of action.

After this workshop, participants will:

- Nurture direct reports through skillful questioning.
- Enhance conversation clarity and connections.
- Equip direct reports for challenges, success, and growth.



# Group Practice & Coaching: Feedback Skills

 1 hour

Elevate your feedback skills in this dynamic practice session where science meets practicality. You'll deepen your learning of the Feedback Formula with interactive practice for real-life feedback situations. Get comfortable with giving feedback to anyone in a safe practice space with personalized feedback on your scenario. Join us for an interactive journey that will redefine your feedback approach and propel your leadership skills to new heights. Come regularly for maximum impact!

**Prerequisite:** This session is designed for participants who have attended Feedback Skills (2hr) or Feedback Conversations (1hr).

**Pre-work:** Prepare by selecting a feedback scenario to refine during the session.

## Membership:

- Skill Up
- Level Up →
- Lead Up →

## Private Programs:

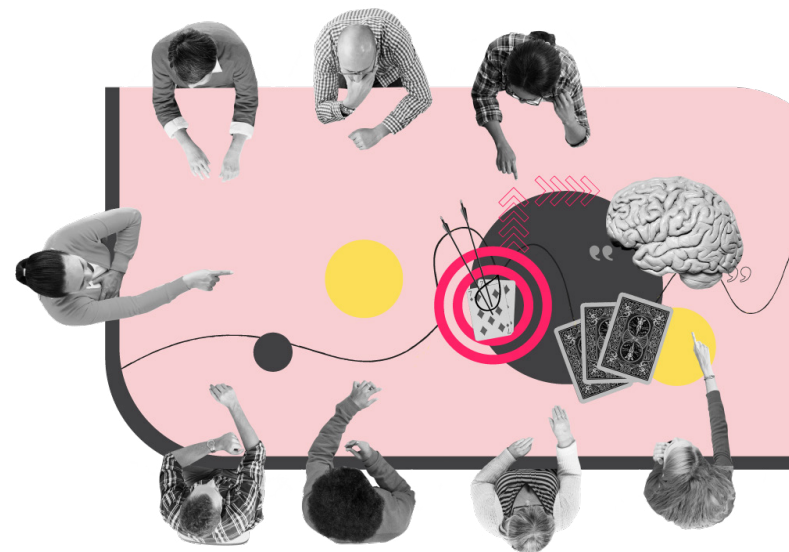
- Manager CORE 1
  - Manager CORE 2
  - Individual Contributor CORE
  - Senior Leader CORE 1
  - Senior Leader CORE 2
  - Company Wide Initiatives
- Add on
  - Add on
  - Add on
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During this workshop, participants will:

- Master the LifeLabs Learning Feedback Grid when applied to different difficult situations.
- Explore the nuances of feedback in challenging scenarios.
- Create and refine real-world feedback scripts.
- Get feedback on their real-world feedback scripts.

After this workshop, participants will:

- Convert subpar feedback into gold-standard quality.
- Tackle defensiveness with finesse.
- Craft impactful data points and statements.
- Deliver real feedback.



Comparison Chart	Membership →			Private Programs →								
	Skill up →	Level Up →	Lead Up →	Manager CORE 1 →	Manager CORE 2 →	Manager CORE Add on	Individual Cont. CORE →	Indiv. Cont. CORE Add on	Senior Leader CORE 1 →	Senior Leader CORE 2 →	Senior Leader CORE Add on	Company Wide Initiatives →
Influential Communication →	✓	✓	✓				✓					
Productivity & Prioritization →	✓	✓	✓	✓			✓		✓			
Feedback Skills →	✓	✓	✓	✓			✓		✓			
Behaviors of Inclusion →	✓	✓	✓			✓		✓			✓	✓
Adaptivity & Resilience →	✓	✓	✓				✓					
Career Growth →	✓	✓	✓				✓					
Delivery Skills →	✓	✓	✓					✓				
Managing Distributed Employees →		✓	✓			✓					✓	
Coaching Skills →		✓	✓	✓					✓			
Coaching Conversations →		✓	✓									
Coaching Culture →		✓	✓									
Feedback Skills for Managers →		✓	✓									
Feedback Conversations →		✓	✓									
Feedback Culture →		✓	✓									
Productivity & Prioritization for Managers →		✓	✓									
Productivity Coaching →		✓	✓									
Culture of Productivity →		✓	✓									
Effective 1-1s →		✓	✓	✓					✓			
Engagement through 1-1s →		✓	✓									
Culture of Engagement →		✓	✓									
Inclusive Interviewing →		✓	✓									✓
Group Practice & Coaching: Coaching Skills →		✓	✓									
Group Practice & Coaching: Feedback Skills →		✓	✓									
Strategic Thinking →			✓		✓						✓	
Meetings Mastery →			✓		✓						✓	
Leading Change →			✓		✓						✓	
People Development →			✓		✓						✓	
Rapid Trust →			✓			✓					✓	
Skillful Conflict & Collaboration →			✓			✓		✓			✓	
Inclusive Systems Skills →			✓									✓
Manager Intensive 1 →				✓					✓			
Manager Intensive 2 →					✓					✓		

