

Summary of Wiley Workplace Solutions

	Problem/Need in the Workplace	Suggested Resource	Learning Application and Approach	Additional Information
<p>Everything DiSC® Library</p> <p>Paper profiles are also still available for individual and team development.</p>	Lack of awareness	<p>ED Workplace</p> <p>15 EPIC credits</p>	<p>Can be used with everyone in an organization, regardless of title or role, to improve the quality of the workplace. Participants understand and appreciate the styles of the people they work with to become more effective and productive.</p> <ul style="list-style-type: none"> • Discovering Your DiSC® Style • Understanding Other Styles • Building More Effective Relationships • People-Reading 	<p><i>ED Comparison Reports</i> are follow-up reports that can be created for any two participants to illustrate their similarities and differences. The research-validated <i>Comparison Report</i> helps to build better relationships and participants use their new DiSC vocabulary to resolve differences. Participants get unlimited access—at no additional charge. Kristine Ranger is an Accredited Facilitator for Everything DiSC® Workplace.</p>
	Conflict between people			
	Staff unengaged/not motivated			
	People not working together effectively			
	Low Emotional Intelligence			
	Mentoring Programs			
	Balancing a team.			
	Unsatisfactory customer feedback or lack of loyalty.	<p>ED Sales</p> <p>25 EPIC credits</p>	<p>Teaches salespeople how to connect better with their customers and increases sales effectiveness. Salespeople can</p> <ul style="list-style-type: none"> • Understand their DiSC sales style • Identify and understand their customer's DiSC buying styles • Adapt their DiSC sales style to meet their customer's needs. 	<p>Combines online prework and online follow-up reinforcement to create a complete sales training experience. <i>ED Sales Customer Interaction Maps</i> are follow-up reports that salespeople can use to help them adapt their style to meet the needs of a customer. Use these one-page reports to prepare for sales calls. Participants get free, unlimited access and free comparison reports.</p>
	Stagnant Sales			
	Poor communication with customers			
	Inability to “read” prospects and adjust			
	One on one meetings with Sales Manager.			
	Lack of awareness	<p>ED Management</p> <p>25 EPIC credits</p>	<p>Teaches managers how to bring out the best in each employee and increase effectiveness by</p> <ul style="list-style-type: none"> • Developing others effectively • Creating motivational environments • Directing more appropriately. 	<p><i>ED Management Interaction Guides</i> are job aids that feature the <i>ED Management Map</i> and include tips for working with each style. Use the maps to identify an employee's style or as a reminder before coaching sessions, meetings, etc. Free, unlimited comparison reports.</p>
	Underdeveloped people skills and low Emotional Intelligence			
	Ineffective at directing and developing others			
Coaching others to improve performance.				
Managing a sales team.				

	Organization or business is not thriving; leaders lack focus, clarity and direction.	ED Work of Leaders 25 EPIC credits	Using the framework of Vision, Alignment, and Execution, <i>WOL</i> encourages leaders to understand their own leadership behaviors and how they impact their effectiveness and their contributions to the organization...	Uses a practical 3 step process to help leaders craft a vision, build alignment and champion execution. Useful for identifying and developing a successor or succession planning and the skills your organization needs to change and grow; to identify if your leadership team is balanced in the VAE process; to develop a Leadership Team; and to coach leaders. A companion book, <u>The Work of Leaders</u> is also available.
	Not capitalizing on leadership strengths; leaders unaware of strengths and weaknesses.			
	Leadership Development	ED 363 for Leaders 50 EPIC credits	Combines the best of 360° feedback with the simplicity and power of DiSC®, plus three strategies for improving leadership effectiveness. Unlimited respondents and “comment smart” technology. This process requires an in-house administrator. Learn more at www.workofleaders.com	

Additional Resources to Develop People, Teams and Organizations				
The Five Behaviors of a Cohesive Team™	To help team members understand, embrace, and put into practice The Five Behaviors: trust, conflict, commitment, accountability, and results.	35 credits Progress Report is FREE	Based on The Five Dysfunctions of a Team model, this is the result of a partnership between Wiley's Workplace Learning Solutions Group and best-selling author Patrick Lencioni. Together they've created a team development program for intact teams or work groups that is powered by Everything DiSC to help participants understand their DiSC styles and preferences to form a cohesive and productive team. The 35 page profile contains both individual and team scores in the five behaviors as well as an explanation of how individual behavior styles impact team performance and is used in a guided facilitation process with the team. The Five Behaviors of a Cohesive Team™ Progress Report is for teams who want to measure their progress over time. Kristine Ranger is an Accredited Facilitator for The Five Behaviors of a Cohesive Team. Learn more at http://www.fivebehaviors.com	
Personal Listening Profile®	Leadership and Management Development	10 credits	Helps people become active, purposeful listeners for better communication. Can be used to develop skills and increased use of empathic listening for more effective leaders and managers, which is necessary to build Emotional Intelligence.	

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