

GREETINGS MANAGERS, EPIC ADMINISTRATORS, AND TRAINERS



Hello Everyone! Ready or not, the year is rapidly coming to a close. We are sending our 4th quarter Newsletter before vacation goes into full swing. This newsletter covers DiSC and Five Behavior products as well as administration of EPIC Sub-Accounts. Our hope is this information supports you in reaching your training and talent management goals.

DISC® - BIG PICTURE VIEW

Since our last newsletter, the waters have been calm. No new major Wiley product announcements were made. And of course, we will always keep you well-informed when new announcements occur as our focus continues to be on providing enhanced functionality to the DiSC® Catalyst Platform. We hope to see more facilitator-enhanced tools on the platform coming in the New Year. Stay tuned for more details to come.

Also, you may have noticed that no enhancements has been introduced to the traditional non-Catalyst version of the Workplace profile in several years. In our opinion, this will continue to be the case as Wiley aligns its new R&D dollars exclusively with the Catalyst product. Clearly, Wiley is excited about its digital Catalyst™ Platform and feels that having such a product is a necessity to compete in today's T&D industry.

We know many of our clients continue to use the non-Catalyst version of the product. This certainly represents a huge client base. We fully expect this product to be a core offering for years to come. We also expect Wiley to continue its technical support well into the future. Nevertheless, when your team is ready to explore the digital Catalyst™ Platform products, we will be here to support you and supply recently introduced tools to help simplify the migration. Simply give us a call or send an email when you are ready.

DISC® CATALYST™

Catalyst Group Feature Updates



Since our last newsletter, several updates have been added to the Group Feature on the Catalyst Platform, most recently in October. **Note**, you will always see an announcement for the enhancements on the home page when you logon the Catalyst platform. We encourage facilitators to explore these new features to access the value they bring to their programs and seek ways to leverage them.

At MRS, we always preview the changes for our training sessions with the goal of adding new depth to course outcomes. In particular, we use the Group Feature to support team building and help learners better understand personal and team dynamics. Specifically, we like the Conversation Starters (located in the top Menu of the Group Feature page) and developed customized questions for small group work.

Use the microlearning videos in the On Demand Training Video section below for more insights.

Updated FAQ Document for DiSC® on Catalysts™

No FAQ document has been released since our last newsletter. Click on this link to access the latest FAQ document: <http://teamforresults.com/newsletter-4q23-updates/>

FIVE BEHAVIOR® TEAM SOLUTION



The focus in 2023 for the 5-Behaviors product has been the 5B Personal Development assessment. This assessment focuses on helping *individuals* become better teammates by integrating Patrick Lencioni's team model.

Ultimately the 5B Solution is ideal for an organization seeking to enhance teamwork and collaboration starting with the individual team member and then the whole team followed by implementation across the organization.

The Five Behaviors® Program embeds the Everything DiSC® principles to help teams apply The Five Behaviors® model of Trust, Conflict, Commitment, Accountability, and Results to drive team effectiveness and productivity. [Click here to see a more detailed description](#) of the program components. In addition, organizations committed to implement the full program may want to send an in-house trainer to the 5 Behaviors virtual Certification Program. We will discuss how to enroll in the virtual Certification Program later in this newsletter.

VIRTUAL SHOWCASE EVENT

Think of our Wiley showcase events as an executive briefing of a profile or product offering. This is a quick way for your training personnel to assess the 'fit' of an assessment or product for their internal curriculum / course offerings.

INVITATION: On January 23rd, Wiley will host a virtual showcase webinar to highlight the 5B-Personal Development solution. We invite you to be our guest at the showcase. This event is scheduled from 11:00am-12:00pm Central Time. The showcase will include a review of the Five Behaviors model and highlight its approach to team development. **Email us if you want to register for this complimentary event.** All guests attending the *live session* will receive a free access code to experience the assessment

following the session. Also, we welcome meeting with you following the event, if desired, to address questions you may have.

ON-DEMAND TRAINING VIDEOS

Micro-Learning Video Tutorials for Facilitators

We continue to provide training video links for both DiSC Catalyst and Five Behaviors. These tutorials are valuable to in-house trainers, instructional designers and managers:

- https://players.brightcove.net/3742124946001/9nSDyV0A5_default/index.html?playlistId=1716689891830464316 [DiSC Catalyst tutorials]
- <https://www.youtube.com/watch?v=hXnkBEaQeWE> [Catalyst Group Continua feature]
- https://players.brightcove.net/3742124946001/zYtjibgkOT_default/index.html?playlistId=1726226481155067837 [5 Behaviors tutorials]

EPIC ADMINISTRATION: SUB-ACCOUNT OWNERS

EPIC Credits and Supplies



As of this mailing, we have not received notification of a price increase in 2024. Based on past trends however, if there will be price increases, we will likely get notification in February with prices increases taking effect starting July 1st. We will keep you abreast of any updates with a separate email to sub-account administrators so you can plan accordingly. Let us keep our fingers crossed prices will remain as is for the new year.

Let us know when you need to order EPIC Credits. As always, we will continue to honor prices associated with multi-year contract awards. Likewise, we will provide clients requesting a single order our deepest allowable discount using our GSA pricing. We work hard to guarantee depositing EPIC credits into your account within 24 hours of order completion.

In addition, we encourage you to click on the link below to access our full product line and pricing information via our [GSA Catalogue](#). *If the link does not work, click here and search for Management Resource Services in the search bar. Next, click on our catalogue.*

Specific to Facilitation kits (e.g. *MFR Part# A-901*), you now have the option to download them from Wiley's website allowing new trainers immediate access to the kits. This downloadable option is also ideal for

agencies with policies against using external drives on their network. Lastly, other products requiring shipment are typically delivered within 3-5 business days.

EPIC– Email Reminder Limitation

Over the summer, we heard from several clients regarding issues in their ability to send multiple reminder emails for learners to complete their assessment via EPIC. This problem occurred due to a conflict between Microsoft™ and Wiley's EPIC® software handshake. The outcome is that the EPIC Platform now has a limited number of reminder emails that can be sent to a single learner. The underlying issue was Microsoft's software flagged multiple reminder emails as SPAM. Administrators will be limited to using the Resend Login Information *three times* per learner access code.

EPIC - Home Page Help Videos

Have you ever wanted a job aid, e.g., a video to remind you how to complete a task on the EPIC Platform? Well if you haven't discovered it yet, the *EPIC 'Help' Menu* on the home page is rich with micro-learning video resources specific to EPIC administration. Simply log onto your EPIC account and click on the 'Help' Menu (pictorial view below):

EPIC Tidbits

EPIC Menu

[Manage Reports](#) ▾ [Manage Your Account](#) ▾ [Personal Options](#) ▾ [Go To](#) ▾ [Help](#) ▾

➤ **Add Multiple Logins on EPIC Platform**

An EPIC administrator can assign multiple logins to the platform. This question recently came up with a client and we thought perhaps others may benefit. Working from your sub-account home page, follow these steps to add additional logins: ***Navigate to EPIC > Manage Your Account > Manage Users.***

➤ **Batch Assign Access Codes**

You can batch assign access codes for assessments when you have a large number of codes to administer. This time-saving tool has existed for a long time. As a refresher, working from your sub-account home page, follow these steps: ***Navigate to EPIC > Create new report > issue codes > Product Family and Product > Report Content > Add Respondents > Import from Excel.***

CERTIFICATIONS

Upcoming Class Schedule



For easy reference, we are providing a list of upcoming classes over the next several months in the tables below. We hope this will be helpful for planning purposes. Contact us if you want to register your trainers for a certification class and to obtain pricing information. Discounts are available for multiple attendees. Recall also that trainers can earn SHRM or CPTD recertification credits for most classes.

Everything DiSC® Certified Practitioner Certification

First, the Everything DiSC® Certified Practitioner Certification is your best resource to gain foundational knowledge and tools for facilitating Everything DiSC® training. This course allows you the flexibility of self-paced learning, paired with three live 90-minute, virtual instructor-led classroom sessions facilitated by Wiley's expert trainers.

As many of you know, the certification classes can fill quickly, particularly during the first-half of the year. We list all sessions below however as of this newsletter publication, some of those classes may have been filled already. If however, your desire is for one already filled, let us know and we will wait-list you.

Contact us to discuss pricing and to complete registration. Also, there is a generous policy on rescheduling or canceling a session due to unforeseen circumstances. You will not be charged for the course until ~week before the session starts.

[Click here to download a copy of the brochure.](#)

Note:

- The trainer will need an Everything DiSC Catalyst Facilitation Kit to complete certification. This Wiley policy is a change from earlier when you only needed access to a kit. We offer bundled pricing when both are purchased and volume discounts when multiple trainers sign-up.

SESSION	DATE	NOTES
Certification: Everything DiSC®	Jan 5, 9, 11, 16, 18	1:00 pm – 3:00 pm CT
Certification: Everything DiSC®	Jan 8, 10, 12, 17, 19	9:00 am – 11:00 pm CT
Certification: Everything DiSC®	Jan 19, 23, 25, 30, Feb 1	10:00 am – 12 noon CT
Certification: Everything DiSC®	Jan 19, 23, 25, 30, Feb 1	2:00 pm – 4:00 pm CT
Certification: Everything DiSC®	Feb 2, 6, 8, 13, 15	2:00 pm – 4:00 pm CT
Certification: Everything DiSC®	Feb 5, 7, 9, 14, 16	9:00 am – 11:00 pm CT

Certification: Everything DiSC®	Feb 19, 21, 23, 28, Mar 1	9:00 am – 11:00 pm CT
Certification: Everything DiSC®	Feb 19, 21, 23, 28, Mar 1	10:00 am – 12 noon CT
Certification: Everything DiSC®	Mar 8, 12, 14, 19, 21	10:00 am – 12 noon CT
Certification: Everything DiSC®	Mar 8, 12, 14, 19, 21	2:00 pm – 4:00 pm CT
Certification: Everything DiSC®	Mar 21, 25, 27, Apr 1, 3	2:00 pm – 4:00 pm CT
Certification: Everything DiSC®	Mar 22, 26, 28, Apr 2, 4	1:00 pm – 3:00 pm CT
Certification: Everything DiSC®	Apr 5, 9, 11, 16, 18	9:00 am – 11:00 pm CT
Certification: Everything DiSC®	Apr 8, 10, 12, 17, 19	9:00 am – 11:00 pm CT
Certification: Everything DiSC®	Apr 19, 23, 25, 30, May 2	9:00 am – 11:00 pm CT
Certification: Everything DiSC®	Apr 19, 23, 25, 30, May 2	1:00 pm – 3:00 pm CT
Certification: Everything DiSC®	May 3, 7, 9, 14, 16	2:00 pm – 4:00 pm CT
Certification: Everything DiSC®	May 6, 8, 10, 15, 17	10:00 am – 12 noon CT
Certification: Everything DiSC®	May 20, 22, 24, 29, 31	9:00 am – 11:00 am CT
Certification: Everything DiSC®	May 20, 22, 24, 29, 31	10:00 am – 12 noon CT
Certification: Everything DiSC®	May 30, June 3, 5, 10, 12	2:00 pm – 4:00 pm CT
Certification: Everything DiSC®	May 31, June 4, 6, 11, 13	10:00 am – 12 noon CT
Certification: Everything DiSC®	June 14, 18, 20, 25, 27	10:00 am – 12 noon CT
Certification: Everything DiSC®	June 14, 18, 20, 25, 27	1:00 pm – 3:00 pm CT

Five Behaviors® Certification Course

The new Five Behaviors® Certification Course became available this spring. This new certification replaces the Five Behaviors Accreditation course. The new course will prepare facilitators to deliver Five Behaviors learning experiences that help build cohesive teams. The certification will include training for the individual learner and team facilitation to support team development.

[Click here to download a copy of the brochure.](#)

All classes have vacancies. Contact us to discuss pricing and to complete registration.

SESSION	DATE	NOTES
Certification: Five Behaviors	Jan 8, 10, 12, 17, 19	10:00 am – 12:00pm CT
Certification: Five Behaviors	Feb 2, 6, 8, 13, 15	10:00 am – 12:00pm CT

Certification: Five Behaviors	Mar 7, 11, 13, 18, 20	1:00 pm – 3:00 pm CT
Certification: Five Behaviors	Apr 5, 9, 11, 16, 18	1:00 pm – 3:00 pm CT
Certification: Five Behaviors	May 3, 7, 9, 14, 16	10:00 am – 12:00pm CT
Certification: Five Behaviors	June 3, 5, 7, 12, 14	10:00 am – 12:00pm CT

CLOSING



“Thank You” for being our client over the years. It is an honor to serve you. We always welcome phone consultations if you would like to explore any of the assessments for fit to support an in-house training program or questions related to any of the products. We look forward to hearing from you.

Merry Christmas and Happy New Year!

Contact Us



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