

GREETINGS EPIC ACCOUNT ADMINISTRATORS AND MANAGERS



This is our 3rd Quarter EPIC Newsletter. Our goal is to keep EPIC Administrators abreast of the latest happenings regarding the EPIC Platform and to keep managers and trainers abreast of new product announcements, upcoming training and certification sessions, beta testing opportunities and more. We welcome your feedback on the newsletter and suggestions you have to make it more useful. Feel free to forward it to others that can benefit from the content.

RECENT PRODUCT ANNOUNCEMENTS AND PROMOTIONS



New: The Five Behaviors™ Personal Development Assessment

This new assessment guides individuals to become better teammates. The goal is to put the focus on the individual to examine and sharpen personal skills to enhance teamwork and collaboration. This assessment—like the 5B Behaviors of a Team-- integrates Patrick Lencioni's Team Model.

The Personal Development Assessment was designed specifically for individuals to better understand how they work within a team. **Participants do not all need to be part of the same team when this assessment is used in a training session.** The benefit of the learning is it provides learners the capacity to better understand how to collaborate and continues the common language needed to embrace team work and collaboration.

This assessment came about from your feedback on the 5 Behaviors™ of a Cohesive Team Assessment *targeted for intact teams*. You told us that you needed a tool to educate individuals first on their own behaviors on a team prior to bringing the entire team together to discuss team work. We believe the Personal Development assessment answers that request. You can find a sample report in your EPIC account. The assessment uses 25 Epic credits.

Note: If your internal clients are requesting team development training, consider this assessment as a vehicle to support achieving this training objective. Consider implementing a 2-prong solution. First have individuals complete the session using this new assessment followed with facilitating an intact team session bringing the entire team together to discuss current happenings and agree on ways to grow as a team. Recall that the team session will focus on creating dialogue with team members and less on classroom training. Let us hear your feedback as you experience sessions using this assessment! Of course call us if you have questions.

Beta Test 1 - Emotional Intelligence Assessment

Product Development continues on the EQ assessment. We do not have a definitive date for the next beta test. As before, if you are interested in being part of future beta opportunities, let us know so we can keep you abreast of new opportunities on the horizon. It is a great way to help shape new products and to gain insights into the development process.

Limited Offer from Wiley – Conflict Assessment

From now through October 31, anyone who has completed Everything DiSC Workplace can take Everything DiSC Productive Conflict for a special, reduced cost of 15 credits. To activate the offer in your EPIC Subaccount, learners must complete an Everything DiSC Workplace assessment first. From there, the EPIC Administrator can assign the Productive Conflict assessment using existing data, and they will be charged 15 credits. Of course, let us know if you have questions.

This offer is being introduced based on client feedback to Wiley. Clients have commented that the DiSC Workplace training followed by the Productive Conflict training serves as a bridge to re-engage learners and have them take responsibility for their impact on behaviors in the workplace.

PROFESSIONAL DEVELOPMENT RECERTIFICATION CREDIT- AVAILABLE THROUGH SHRM



Reminder, we now offer SHRM credential-holders the chance to earn professional development credits from the Society for Human Resource Management! We are particularly excited about this announcement because it allows you to stretch your staff's training dollars. Trainers can gain Professional Development Credits (PDCs) for SHRM recertification through Wiley's education offerings for Everything DiSC® and The Five Behaviors. Remember also that your CPLP (certified) trainers will likely be able to apply the credits for recertification. It's a benefit you can offer your in-house trainers to support their own professional development!

See our April Quarterly Newsletter for more details.



UPCOMING CLASS SCHEDULE

We are providing a list of upcoming classes over the next several months. We hope this will be helpful for your planning. First, if you haven't taken advantage of the virtual showcases, I encourage you to join a session. This is a great opportunity to learn about new products without having to leave your office. Virtual showcases are typical 60 minutes. An added benefit is you get a complimentary copy of the assessment. Contact us to register for a session.

DiSC Showcases

In-Person Showcase: Catalyst™ King of Prussia, PA	August 7, 2019	9:00-11:00 (EST)
Virtual Showcase: Management Potential (previews the EVD Management Profile)	August 23	12:00 – 1:00 (CST)
In-Person Showcase: Everything DiSC – The Culture Catalyst™ Minneapolis, MN (focus on interpersonal skills and the impact on organizational culture)	July 30	8:30 – 10:30
Virtual Showcase: Everything DiSC – The Culture Catalyst™ Newton, MA (focus on interpersonal skills and the impact on organizational culture)	August 8	9:00 – 11:00 EST



DiSC Certification Sessions

As many of you know, the certification classes have filled up quickly this summer and early fall. The demand has been particularly high for the virtual certification classes. It is exciting to see so many trainers complete their certification. We only have a small quantity of seats available for fall classes which are shown below. We encourage you to sign up early to get the time and location you prefer. Contact us to complete the sign-up.

In-Person Certification: Everything DiSC Workplace, Minneapolis MN.	August 27 - 28	Additional details will be sent upon registration
In-Person Certification: Everything DiSC Workplace, Minneapolis MN.	September 24-25	Additional details will be sent upon registration
In-Person Certification: Everything DiSC Workplace, Minneapolis MN.	October 29-30	Additional details will be sent upon registration
On-Line Certification: Everything DiSC Workplace	October 10	Additional details will be sent upon registration
On-Line Certification: Everything DiSC Workplace	October 29	Additional details will be sent upon registration
In-Person Certification: Everything DiSC Workplace, Minneapolis MN.	December 3 - 4	Additional details will be sent upon registration

Recently Added Sessions

To see the latest upcoming classes, including classes recently added, visit the link below. Pull down to the bottom of the web page to see the current list of DiSC™ Certification courses for live facilitated classes in Minneapolis and virtual classes. Please contact us if you want to register your trainers for a certification class and to obtaining pricing information. Discount are available for multiple attendees.

<https://www.everythingdisc.com/managementresourceservices>

5 Behaviors of a Dysfunctional Team Training – Accreditation and Showcase Sessions

Below are showcases you may attend to learn more about the 5 Behavior Program offerings. These showcases are based on the 5 Behavior of a Dysfunctional Team Book by Patrick Lencioni. We will make one showcase session complimentary for one member of your staff. All showcases are virtual and typical last 60 minutes. It is a great way to preview programs and assessments.

Accreditation training is an intensive five-week blended learning course to prepare your in-house trainer to more effectively facilitate The Five Behaviors of a Cohesive Team® program. Again, contact us if you want to register or learn more about the program.

Virtual: The Five Behaviors™ Facilitator Accreditation	August 8 90 Minute Weekly Sessions: August 15-September 12	9am CST To be determined
Virtual: The Five Behaviors™ Facilitator Accreditation	August 7 90 Minute Weekly Sessions: August 14-September 11	9am CST To be determined
The Five Behaviors™ Showcase, San Francisco, California	August 21	To be determined
The Five Behaviors™ Showcase, Sacramento, California	August 22	To be determined
Virtual: The Five Behaviors™ Facilitator Accreditation	October 1 90 Minute Weekly Sessions: October 8 – November 5	9:00am CST

EPIC SUBACCOUNT

Price Increase

A Wiley price increase has been pre-announced effective January 2020 for some Wiley products. EPIC credits will increase from a retail price of \$4.30 per credit to \$4.80. MRS will honor pricing established with our clients under existing multi-year contracts and will continue to honor our Most Favorable Client (MFC) pricing to all per our GSA Schedule (#GS10F0275S)

Client Questions

Let me share with you a few client questions we have received. I'm guessing others may have similar questions and will benefit from the responses.

- How to generate Group Reports. Using the EPIC platform select Manage Reports/Select Report/Product Family/Product/Group Culture Report. You will be given the option to determine what members make up the report. Group reports can be generated for most of our assessments.
- Languages available for the product. You have access to English and Spanish reports. Many products are available in other languages. You will need to contact us and complete the paperwork to obtain these products. We are happy to work with you to make this happen.
- Transfer reports from other agencies for individuals joining your team. This is possible though paperwork will need to be completed for privacy concerns. Anticipate the need for adequate time to complete this step. If it has been more than a year since the individual completed the assessment, consider having the learner retake the survey.
- How to generate sample reports. Using the EPIC Platform, click on Personal Options/Sample Reports.

In closing this newsletter, we are proud to let you know we are recognized by Wiley for our partnership as an Emerald Awardee, which is the second highest partner recognition you can receive. We will be attending the 2019 Partner Summit from September 24-26, 2019 in Minneapolis! This exclusive mid-year business meeting allows us access to new insights on the product lines which we will use to elevate support we can offer our clients.

Of course, contact us when you need to order additional EPIC credits or other products. We will target processing new orders within 24-48 hours. We are always happy to have a phone consultation if you would like to explore any of the assessments for fit to support an in-house training program. We hope you find the content in this newsletter helpful. Also, let us know if there are particular topics you want us to consider adding to the newsletter. We look forward to hearing from you.

Contact Us

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