

GREETINGS MANAGERS, EPIC ADMINISTRATORS, AND TRAINERS



As another year slowly comes to a close, we—Gwen and Michael—want to sincerely ‘Thank You’ for entrusting us as your preferred DiSC Product Authorized vendor. We are honored to do so. From our family to yours, have a very Merry Christmas and a Happy New Year. We are sending our 4th quarter newsletter to update you on the latest happenings and things to know since our last communicate.

EPIC SUB-ACCOUNT

NO-REPLY EMAIL MESSAGE UPDATE

Earlier this fall, the EPIC Platform was moved to a cloud-based service to enhance the system’s security. As part of this update, Wiley released its ‘No-Reply Email Message’ for anyone attempting to send a reply to an email sent from their EPIC email. Once released, there were issues and the no-reply email feature was recalled.

We are happy to report that the technical issues regarding this EPIC feature is now resolved. Currently, any learner who replies to an EPIC email (received when an access code is assigned) will receive the following automatic message:

“Thank you for reaching out! This mailbox is unmonitored. For assistance, please refer to the email containing your access code, where you will find the proper contact information.”

Please note that recipients will only receive one automated reply every 24 hours, even if they reply to one or several EPIC emails multiple times. Another thing to know is that you will no longer receive bounce-back notifications if an email is undeliverable.

24/7 EPIC TECHNICAL SUPPORT TEAM

We are happy to announce Wiley has launched our EPIC Technical Support Team. This dedicated team is available 24/7 to all EPIC Learners and Account Administrators in English to help address immediate needs. Make sure to bookmark the following information to have on hand next time you need help with EPIC!

Email: assessmentsupport@wiley.com

Phone:

United States: +1 763 762-9025

United Kingdom: +44 186 552 1556

Australia: +61 7 3703 1694

Caution: Any learner contacting this team with non-tech support questions will be redirected to us - Management Resource Services - for guidance.

EPIC CREDITS AND SUPPLIES

The good news, we will not have a price increase in January 2023! Let us know when you need to order EPIC Credits, facilitator kits, certification classes, etc. As always, we will continue to honor prices associated with multi-year awards and/or additional discounts when multiple items are purchased in a single order. Call us to structure pricing favorable to you. Also, we target processing new orders within 24-48 hours of an order call.

DOWNLOADABLE FACILITATION KITS

Clients now have the ability to purchase Boxed Facilitation Kits or Downloadable Facilitation Kits for Everything DiSC and Five Behaviors applications. Boxed Kits are our traditional physical kits that provide the facilitation kit materials on a USB-A drive. The Downloadable Kits are digital kits that provide the facilitation materials through a downloadable link we send out. **Note, the content for either kit is virtually the same and the price is the same.** To complete a purchase for the new digital kit, we will need your email address. Within a couple hours of purchase, an email that includes the unique facilitation kit serial number will be sent to you from facilitationkits@wiley.com. Recipients can then download their kit content by entering this serial number and registering their kit. This process is for both Everything DiSC Facilitation Kit Registration Site and the Five Behaviors Facilitation Kit Registration Site.

Reminder: If you already own a traditional physical kit, you can get access to the new Downloadable Digital version at no additional cost. Just log onto the Everything DiSC or Five Behaviors product registration website, enter your serial number, and you'll be able to access the Downloadable Kit format.

DISC® CATALYST™

CLIENT MIGRATION PATH TO DISC® CATALYST™



To those of you that have successfully completed the changeover to migrate your organization on the Catalyst Platform, congratulations on making this investment for your organization. Like you, we have learned a lot along this journey. If you haven't migrated, it's not too late to do so. Just call us.

Also, the window for migrating traditional Everything DiSC® PPSS, DiSC® Workplace or DiSC® Classic 2.0 (English only) products to Everything DiSC® Catalyst has been extended through December 31, 2023. Also, all migrations are at no additional cost.

Clearly cost savings is a key driver for many of our clients who choose Catalyst. To highlight this benefit we have included below a price comparison table for purchasing EPIC credits using the Catalyst platform versus the traditional EPIC platform.

INHERENT COST-SAVING BENEFITS OF CATALYST

CREDITS SAVED = MONEY SAVED (\$\$\$)

	<u>TRADITIONAL EPIC</u>	<u>CATALYST</u>
DISC® WORKPLACE	15 CREDITS	15 CREDITS
DISC® MANAGEMENT	25 CREDITS	10 CREDITS
DISC® AGILE EQ	<u>25 CREDITS</u>	<u>10 CREDITS</u>
TOTAL CREDITS USED	<u>65 CREDITS</u>	<u>35 CREDITS</u>

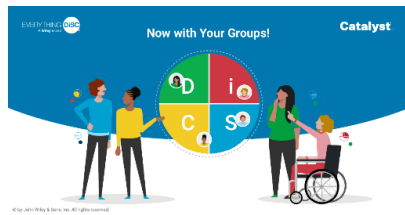
CATALYST CAVEAT: *LEARNERS WILL ALWAYS GET THE WORKPLACE REPORT FIRST*

Most importantly, Catalyst provides a DiSC platform that supports teams that are interspersed across the globe as well as provides the ability to make changes as attrition and addition of staff members occur in the organization.

WILEY-SPONSORED EVENT TO INTRODUCE & IMPLEMENT DISC CATALYST

First, the window for this event is upon us. This event is Tuesday, December 13 from 9:30-10:30 am CDT. We (MRS) will need to register you (our client) for the event. Let us know if you would like to attend. Alternatively, we are available to consult with you and/or your managers at any time one-on-one to fully implement the Catalyst transition. Wiley is positioning Catalyst as its premier assessment platform for all new products and enhancements to existing products. We highly recommend your participation at the event or with us one on one.

NEW GROUP FEATURE ON CATALYST



Earlier this fall, Wiley announced the new 'Group Functionality' feature on the DiSC Catalyst Platform. This interactive feature is available within each learner's Catalyst profile. Individual learners can now create different work groups to reflect their day-to-day teams, plot teams on a DiSC map, and thereby gain personal insights on style

similarities and differences as well as team dynamics.

We encourage facilitators to integrate this new feature into their facilitated sessions. The tool is very intuitive. Simply logon your Catalyst Platform (catalyst.everythingdisc.com) and click the Your Groups link on the left menu bar. A learner can create and save multiple groups. Most importantly, the tool comes to you at no additional charge. Click here for a 1-minute video: <https://bcove.video/3R0qYFd>

UPDATED FAQ DOCUMENT FOR DiSC® ON CATALYSTS™

Our Frequently Asked Questions (FAQ) document was updated October 2022. Click here to obtain a copy: <http://teamforresults.com/newsletter-4q22-updates>. We will always provide on-going updates to this document as they become available from Wiley.

ON-DEMAND VIDEO TUTORIALS FOR FACILITATORS

We are providing On-Demand Tutorials for both DiSC Catalyst and Five Behaviors. These tutorials are valuable to in-house trainers and managers:

- https://players.brightcove.net/3742124946001/9nSDyV0A5_default/index.html?playlistId=1716689891830464316
- [5 Behaviors MicroLearning Video Playlist](#)

CERTIFICATIONS

DiSC® Certification Training



Everything DiSC Workplace® Certification is your best resource to gain foundational knowledge and tools for facilitating Everything DiSC®. 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.

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. To access the most recent availability of Everything DiSC classes, **click the link below then pull down to the bottom of the web page** to see the current list offerings.

Contact us if you want to register your trainers for certification classes 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.

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

DISC CERTIFICATION AND CLIENT SHOWCASE SESSIONS



As many of you know, the certification classes have filled quickly. The demand has been particularly high for the virtual certification classes. It is exciting to see so many trainers complete their certification. We list all sessions below however as of this newsletter publication, those classes color-coded red are filled. If however, your desire is for one of the closed sessions, let us know and we will wait-list you. Often, this is a successful strategy for securing client seats. Contact us to discuss pricing and to complete registration.

Note:

- 1. The trainer will need an Everything DiSC 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.***
- 2. Client Showcases are complementary for our clients. They provide a preview of an assessment accompanied with ideas to integrate within a training session. All sessions are facilitated by Wiley personnel and are typically 60 minutes long. Call or send us an email to get registered.***

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

FIVE BEHAVIORS TEAM ACCREDITATION TRAINING - NEW CERTIFICATION COURSE COMING



Starting in February 2023, Wiley will offer its new Five Behaviors® Certification Course. This new certification will replace the current Five Behaviors Accreditation course. Like before, the new course will prepare practitioners to deliver Five Behaviors learning experiences that help build cohesive teams. We will learn more about the new offering in January and will, of course, update you.

Here is an early sneak-preview of the new certification:

- It will include instructions for facilitating the new Personal Development assessment report– ensuring a comprehensive learning experience inclusive of the entire Five Behaviors solutions.
- There will no longer be a “re-certification” requirements to maintain the credential.
- This course combines self-guided learning with virtual, instructor-led sessions over 2 weeks versus the current 6-week program.

If you want facilitators to be in an early class, let us know and we will contact you immediately upon release of the new training schedule to secure a seat. We anticipate pricing to be similar to the current price structure for the accreditation course. [Click here to download a copy of the Five Behaviors brochure.](#)

CLOSING



“Thank You” for being our client. It is an honor to serve you. 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 or questions related to the EPIC or Catalyst platforms. All staff members at Management Resource Services wish you a Merry Christmas and a Happy New Year. We look forward to partnering with you in the New Year!

Contact Us



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