



X5 Management Training Solutions



TRAINING | COACHING | CONSULTING | STRATEGIC PLANNING



OVERVIEW

X5 Management offers several training solutions to help businesses improve communication, teamwork, customer service, sales growth, and leadership development. These can be tailored to meet specific needs of any organization and facilitated virtually, or in-person.

All of the training solutions qualify for the Canada-Alberta Job Grant, which is an employer-driven training program where employers use a third-party training provider like X5 Management to deliver formal training to new or existing employees. The grant provides businesses with the opportunity to provide training for their employees to enhance their skills to help drive optimal results for their employer. Using the Canada Alberta Job Grant to invest in training your employees is a smart and cost-effective way to bring out the very best in your team and take your business to the next level.

CONTENTS

- p. 2** X5 Management Training Process
- p. 4** Everything DiSC® Overview
- p. 8** Customer Service Training & DEI
- p. 9** The Five Behaviors
- p. 10** Effective Business Planning & Customized Courses
- p. 11** Recommended X5 Employer Resources
- p. 12** Questions to Consider



The X5 Management Training Process

1 **AN ASSESSMENT:**

- Powered by 40+ years of research
- Adaptive testing and sophisticated algorithms
- Precise, personalized insights for each participant

2 **A CUSTOMIZED PROFILE:**

- Personalized content that utilizes the DiSC® model
- Insights on personal preferences and tendencies as well as relating to and working with others
- Actionable strategies for improving interactions and, ultimately, performance

3 **THE FACILITATION:**

- Classroom experience that engages and educates (virtual classrooms also available)
- Easy-to-use facilitation tools (scripted content, contemporary videos, activities, and more)
- Customized to meet the needs of your people, organization, and industry

4 **THE FOLLOW-UP TOOLS:**

- Allow participants to go deeper into their DiSC style
- Provide real-world tips for connecting with colleagues
- Help participants gain insight into their team or department's DiSC culture



According to the Association for Talent Development (ATD), companies that offer comprehensive training programs have 218% higher income per employee than companies without formalized training. These companies also enjoy a 24% higher profit margin than those who spend less on training. It would seem that continuing to invest in training and development, even when there are economic downturns, is a good investment.

Another advantage of investing in training is increased employee productivity, which in turn is driven by the skills advancements made possible through employee training and development. As it turns out, training is one of the most effective things that a company can do to increase productivity.

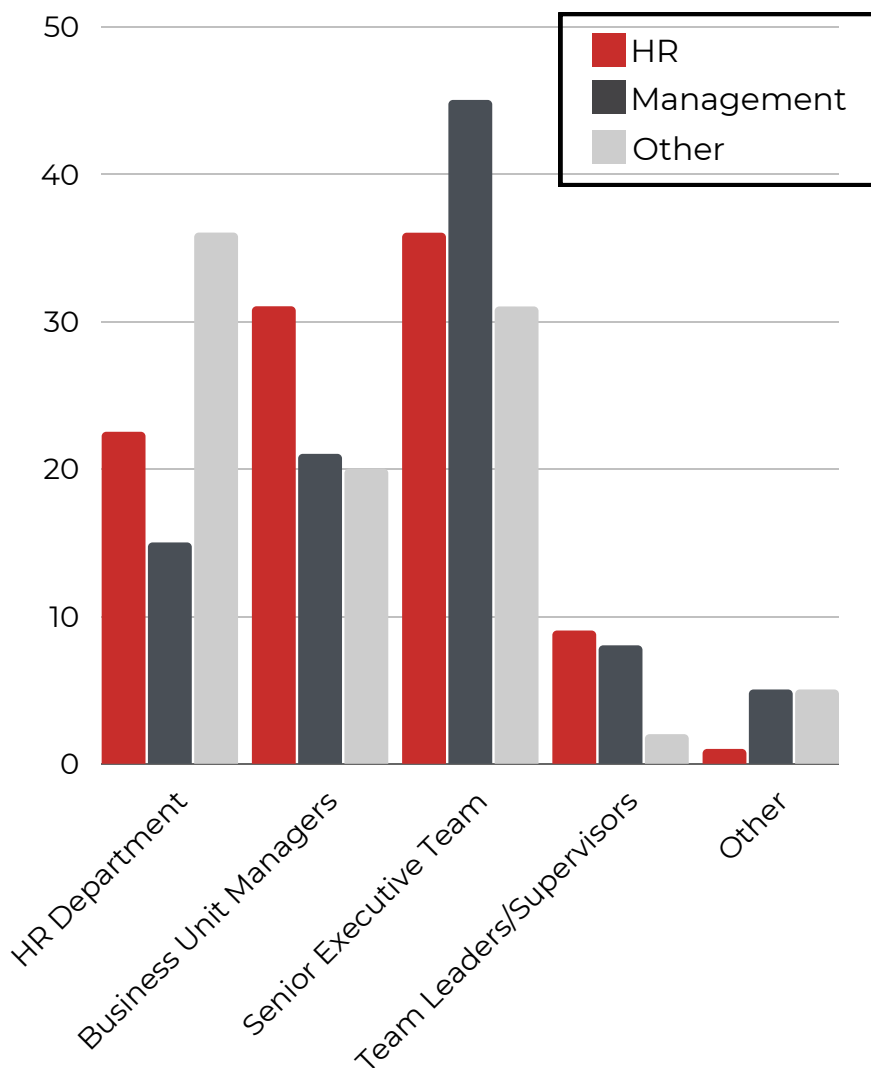


The X5 Management Training Process Cont'd

Increased productivity happens, in turn, when a workplace culture is positive and employees feel motivated to do their best. Their training includes team collaboration, working toward collective results versus competing with one another, and feeling accountable for their contribution. These elements help reduce friction, and an employee group that works with minimal friction creates a more cohesive environment of mutual respect and a sense of belonging.

There is no downside for investing in employee training and leadership development. There is a big advantage, however, for improving employee retention and engagement, particularly in today's workplace environment challenged by the Great Resignation and the additional hardship finding replacement staff. According to Statistics Canada, there are currently over one million job vacancies in Canada (May 31, 2022).

Who's responsible for retention?



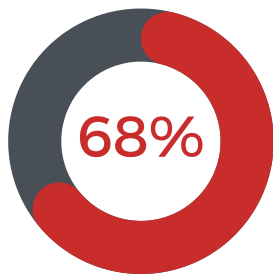
As with any other organizational decision, it is the Senior Executive Team with are responsible for employee retention by making an important decision to focus on culture improvement though training and development.



What is Everything DiSC®?

Unlock engagement, inspire collaboration, and ignite cultural transformation with Everything DiSC®. The Suite of services is explained and can be taken in a sequence, or taken independently. Either way, this program will improve workplace culture with personalized insights that inspire behavior change.

Everything DiSC® is a personal development learning experience that measures an individual's preferences and tendencies based on the DiSC® model. This simple yet powerful model describes four basic styles that serve as the foundation of the Application Suite. Participants receive personalized insights that deepen their understanding of self and others, making workplace interactions more enjoyable and effective. The result is a more engaged and collaborative workforce that can spark meaningful culture improvement in your organization.

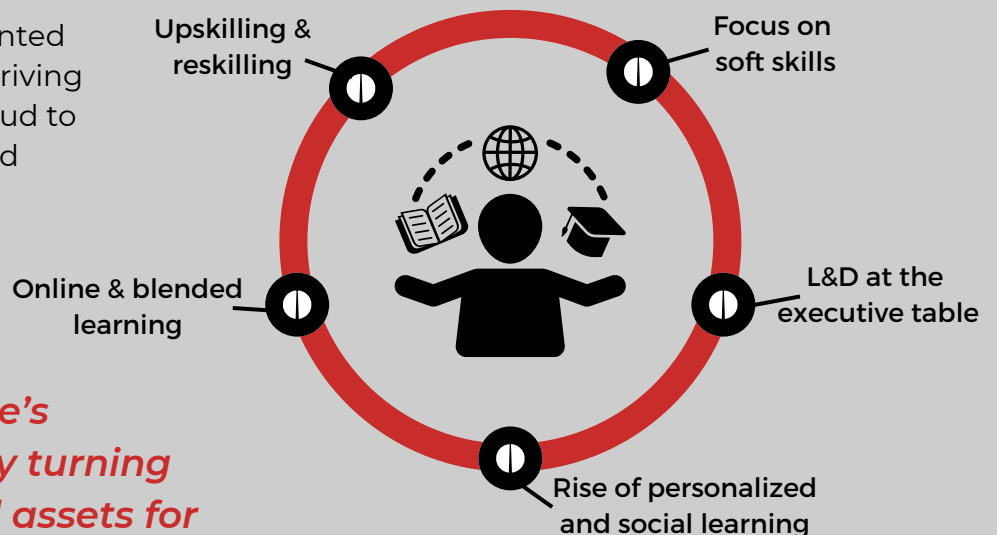


of employees say training and development is the company's most important policy.
(Clear Company)

Backed by 40 years of research, X5 Management can create customizable solutions that meet your organization's unique training needs. Read through these courses, and consider starting your organization on the path from personalized insight to cultural change.

The Everything DiSC® difference connects people on a human level to deliver "A-Ha" moments that transform workplaces from talented individuals into collaborative, thriving cultures. X5 Management is proud to be an award-winning Authorized Partner of Everything DiSC®.

Learning and Development in 2022 and Beyond



"Enhance your employee's ongoing performance by turning their soft skills into hard assets for your organization." – Mike Mack



Your Everything DiSC® Options

EVERYTHING DiSC® WORKPLACE

Engage every individual in building more effective relationships at work.

Everything DiSC® Workplace is a personalized learning experience that can benefit every person in an organization, regardless of title or position, in building more effective relationships at work.

The Everything DiSC® Workplace Profile focuses on:

- Discovering your DiSC® style
- Understanding the styles of others
- Building more effective relationships
- Exploring People-Reading and Comparison Reports

The Everything DiSC Workplace® Profile provides you with valuable insights that will help you better understand yourself and others, all while offering actionable ways to strengthen your relationships in the workplace. Using a research-validated learning model, the profile offers personalized insights for participants, helping you discover how to better connect and effectively work with each other. Everything DiSC® Workplace can be used with people at any level in an organization, ultimately improving the quality of the workplace.

EVERYTHING DiSC® MANAGEMENT

Teach managers to successfully engage, motivate, and develop their people.

Everything DiSC® Management is a personalized learning experience proven to increase the effectiveness of anyone in a management role.

The Everything DiSC® Management Profile focuses on:

- Your DiSC® Management style
- Directing and delegating
- Motivating and developing others
- Working with your manager

Participants learn how their management style influences how they manage time, make decisions, approach problems, and what they need to do to adapt to the styles of others to bring out the best in each and every employee in their charge.





Your Everything DiSC® Options Cont'd

EVERYTHING DISC® WORK OF LEADERS

Create impactful leaders through the process of Vision, Alignment, and Execution.

Everything DiSC® Work of Leaders is a personalized learning experience that connects unique leadership styles to real-world demands.

Everything DiSC® Work of Leaders focuses on:

- A simple, compelling model of leadership
- Personalized insights to leverage strengths and overcome challenges
- A clear path for improvement

Using the framework of Vision, Alignment, and Execution, Work of Leaders encourages leaders to understand their own leadership behaviors and how these behaviors impact their effectiveness.



EVERYTHING DISC® SALES

Provide salespeople with the skills to adapt to customers' preferences and expectations.

Everything DiSC® Sales is a personalized learning experience designed to help salespeople successfully create customer-centric interactions that improve results.

The Everything DiSC® Sales Profile focuses on:

- Understanding your DiSC® style
- Recognizing and understanding customer buying styles
- Adapting your sales style to your customer's buying style
- How to adapt your DiSC® style to meet the customer's needs

Participants will discover how their DiSC® Sales style can be adapted to meet the needs of their customers, which can enhance closing more sales and connecting more effectively with different customers. Strengths, challenges, buying styles and customer drives will be explored and discussed.



Your Everything DiSC® Options Cont'd

EVERYTHING DISC® PRODUCTIVE CONFLICT

Harness the power of conflict by transforming destructive behavior into productive responses.

Everything DiSC® Productive Conflict is a personalized learning experience that increases self-awareness around conflict behaviors.

The Everything DiSC® Productive Conflict Profile focuses on:

- Deepening understanding of self and others in conflict
- Understanding and recognizing destructive behaviors
- Exploring techniques to redirect destructive behaviors into more productive responses

Rather than focus on a step-by-step process for conflict resolution, Everything DiSC® Productive Conflict provides you and your team members with techniques to curb destructive behaviors and effectively respond to conflict situations. The program features an exploration of DiSC® in a conflict context, provides an opportunity for you to explore your destructive conflict responses, and offers you a method for making more productive choices in your response to conflict.



EVERYTHING DISC® AGILE EQ™

Develop the emotional intelligence necessary to support a thriving agile culture.

Everything DiSC® Agile EQ™ is a personalized learning experience that teaches participants to read the emotional and interpersonal needs of a situation and respond accordingly.

The Everything DiSC® Agile EQ™ Profile focuses on:

- Discovering your DiSC® style
- Understanding your EQ strengths
- Recognizing your EQ potential
- Committing to customized strategies for building agility

Participants will discover the instinctive mindsets that shape their responses and interactions, recognize opportunities to stretch beyond what comes naturally to them and gain actionable strategies to become more agile in their approach to social and emotional situations.



Our Additional Services

REMARKABLE CUSTOMER SERVICE TRAINING

The fundamentals of LRT: Like-Respect-Trust when building relationships.

This course is customized for the organization, and industry, making the training very relevant. The modules consist of:

- Defining Remarkable Service – Customers don't talk to the company; they talk to the individuals who represent the company
- Understanding Customer Service – When organizations are remarkable, customers sing their praises. Moments of Truth are explored
- Individual Skills – Soft skill development and rephrasing for positivity, as well as effectiveness in communication
- Cohesive Team Skills Development – The Five Elements of team skills development and effective communication
- Action Plan – Working together for a Remarkable customer service experience

Customer service training provides participants with the skills to adapt to an organization's customers and expectations. Customer service is one thing any business can control 24/7 and 365 days a year.

DEI ONLINE TRAINING

Is your vision a more diverse and inclusive workplace?

Developing a respectful culture that supports and embraces diversity and inclusion requires an ongoing commitment to learning. We partnered with the Canadian Diversity Initiative to offer this quality, made-in-Canada learning experience.

The online courses that are offered are:

- Respect and Inclusion in the Workplace
- Unconscious Bias in the Workplace
- Canadian Indigenous Culture Training – Truth and Reconciliation
- LGBTQ2+ Diversity and Inclusion Training for Workplaces

The courses are distributed directly to employees and can be accessed from any smartphone or desktop. Participation is tracked to ensure courses are completed, and once completed, a personalized Certificate of Completion is provided. Access to learning materials is available indefinitely.



Our Additional Services Cont'd

THE FIVE BEHAVIORS

Teamwork is the backbone of any great organization.

Is there trust within your team and a consistent standard of accountability to produce collective results? As an award-winning Authorized Partner of The Five Behaviors™ program, X5 Management works with teams to help them gain alignments in the five areas of the Five Behaviors Model.

The Five Behaviors™ has become the industry-leading workplace training program proven to deliver business results. Organizations embracing this program see increased team collaboration, heightened customer service, improved reputation, and many more tangible results.

The Five Behaviors™ Program offers Team Development Training and Personal Development Training in two or three half-day sessions.



“Not finance. Not strategy. Not technology. It is teamwork that remains the ultimate competitive advantage, both because it is so powerful and so rare.”

-Patrick Lencioni



Our Additional Services Cont'd

FUNDAMENTALS OF EFFECTIVE BUSINESS PLANNING

The Team Results Roadmap™ creates team results

Each participating member of this program will learn the key fundamentals of effective business planning and leave with tools and a “blueprint for a roadmap” to create your own business plan for future years.

Course content will help the leadership team to:

- Define your business' view of success and prioritize the activities that will make this view a reality
- Discover strategies and operational ideas that foster creative thinking and explore how your leadership team can create a culture of innovation
- Learn the fundamentals of Vision, Alignment, and Execution

Effective strategic business planning is a critical process successful organizations and businesses must undertake to set priorities, focus energy and resources, strengthen operations, ensure that employees and other stakeholders are working toward common goals, establish agreement around intended outcomes/results, and assess and adjust the organization's direction in response to a changing environment.

CUSTOMIZED TRAINING COURSES

If it will help your business, we will offer the training support.

In-demand training programs that we prefer to customize to each organization include:

- Time Management
- Succession Planning
- Meeting Management
- Project Management
- Change Management

We have a talented and diverse team of trainers and facilitators who can design a program specific to your organizational and employee needs.






Recommended X5 Employer Resources

THE CANADA-ALBERTA JOB GRANT

The Canada-Alberta Job Grant is an employer-driven training program where employers use a third-party training provider like X5 Management to deliver formal training to new or existing employees. The grant provides businesses with the opportunity to provide training for their employees to enhance their skills to help drive optimal results for their employer. Using the Canada Alberta Job Grant to invest in training your employees is a smart and cost-effective way to bring out the very best in your team and take your business to the next level.

FIVE STEPS FOR ACCESSING THE CANADA-ALBERTA JOB GRANT

- 1 Schedule a complimentary Discovery Meeting with X5 Management so we can determine your training needs and how we can best support your business.
- 2 Select the X5 Management Training Program that best meets your needs. (X5 can tailor and customize any program for your business.)
- 3 Identify who/how many employees will participate in the training.
- 4 Complete and submit an online training grant application. (Refer to the [CAJG Applicant Guide](#) for full details and instructions. X5 Management can support you and guide you along the process.
- 5 Pending your CAJG application approval, X5 Management will plan and schedule training dates that work best for your business. (Virtual or In-Person Training is available).

Sample Training Course Costs (courses vary in cost and total 21 hours)		
Total Training Cost (10 People)	\$24,550.00	You save 2/3 of the cost! 
Your Portion	\$8,183.00	
Grant Portion	\$16,367.00	

Your business needs to achieve collective results from every employee. At X5 Management, we can support your organization with customized training programs.

Please let us know how we can help build up your business and your people. Discover how we can help your team to achieve! Start your team on the path from personalized insights to culture change.



Questions to Consider

1. Will our busy work environment have time for training?

Training can be spread out, and each course is typically 4-hours in length, so not long enough to cause a disruption. For larger employee groups, members can be broken down into smaller groups, so there is still coverage within your workplace.

2. How long does it take to hear back from the Canada-Alberta Job Grant application?

X5 Management can guide an organization to ensure the job grant is properly filled out, and once forms are completed and sent in (electronically), the approval process typically takes 6 to 8 weeks.

3. Who should enroll in training?

It depends on what the organizational objectives are. Customer service and sales training often involve anyone who is in contact with customers, whether face-to-face, online or by phone. Organizations more focused on developing leaders include supervisors, managers and emerging leaders in the Suite of DiSC® courses designed to develop future leaders.

4. How can we get started?

X5 Management recommends you contact us for a complimentary Discovery Meeting so we can learn more about your objectives and business needs. We can meet with the entire senior leadership team, and once we learn more, we can assess and recommend what we suggest for your training needs. We are pleased to have expanded our capacity so have qualified team members that can help get you started as soon as you would like.

