

The background of the entire page is a photograph of a snowy mountain range. The mountains are covered in white snow, and the sky is a clear, light blue. The foreground shows a snow-covered slope with some shadows. A semi-transparent blue rectangular box is overlaid on the middle of the image, containing the text 'COURSE CATALOG' in white, bold, sans-serif capital letters.

COURSE CATALOG

NEWSUMMIT was founded in the passionate belief that maximum human potential is achieved through education and empowerment. Our leadership teams are all executive leaders and business owners who have not only risen from the ranks but also understand the challenges facing new managers and their organizations and are experts at solving them. Our passion is in the development of an organization's talent, specifically front-line managers and supervisors, who hold the key to a company's success.

NEWSUMMIT provides tailored Leadership Development Programs that we can deliver virtually, through E-learning courses or through in-person classroom training. Our programs support your development of your High-Potential, Front-Line, Mid-, and Senior-Level Management functions. In addition, NewSummit's suite of services include award-winning custom training development, organizational DEI solutions, competency development, leadership/executive coaching and Train-the-Trainer and Industry-recognized Certification programs so you can deliver your own training. Coaching is a highly recommended and available option for all NewSummit programs, either in an individual or group setting.

SOLUTIONS

Our overall program can be applied to any level inside of the organization and has three components: Base Camp programs for competency-based job skills training, Ascent level programs teaching critical Intra- and Extra-personal skills, and Summit, which teaches the highest level and hardest to measure competencies.

Our program consists of three critical components required for any development effort:

1. Establishing/refining competencies
2. Delivering job training to support these competencies
3. Establishing a performance process, complete with documentation, for employee management

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BASE CAMP

List price is shown Per Person with a 10-person minimum per class. Durations do not include breaks.

COURSE TITLE	DESCRIPTION	DETAILS
ESSENTIAL SKILLS OF COMMUNICATING	Teaches managers how to craft clear and concise messages, deliver messages designed for the team member, use active listening skills, align verbal and nonverbal communication, and provide impactful feedback.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online • \$350 per participant
ESSENTIAL SKILLS OF LEADERSHIP	Provides practical and fundamental leadership skills: focusing on behaviors and facts (not attitudes or opinions), encouraging team member participation, maintaining team member self-esteem, and leading effective meetings.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
COACHING JOB SKILLS	Teaches managers how to successfully coach members of their team. The course covers both how to train new skills as well as how to help your team improve their existing skills.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
IMPROVING WORK HABITS	Teaches team leaders how to effectively discuss and improve team members' poor work habits. "Work habits" are non-performance based issues, such as showing up late, not wearing proper clothing, or not following the company policies.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
DEVELOPING PERFORMANCE GOALS & STANDARDS	Developing Performance Goals and Standards equips team leaders with the tools they need to set and discuss performance goals with their team. This process creates accountability and ensures that goals are S.M.A.R.T., impactful, and are well-understood by team members.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
PROVIDING PERFORMANCE FEEDBACK	Gives managers the necessary tools to implement a systematic, fact-based approach to performance improvement through quality feedback.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
RESOLVING CONFLICTS	Equips team leaders with a process to recognize conflict among team members and resolve it quickly and effectively. This includes knowing the phases and sources of conflict, learning about different conflict behaviors, and understanding the steps to successfully handle a conflict.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
MANAGING COMPLAINTS	Helps team leaders effectively handle employee complaints in a manner that supports the employee while maintaining team goals. The course covers how to identify underlying symptoms of complaints and use active listening skills in these conversations.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
EFFECTIVE DISCIPLINE	Helps team leaders manage the problem behaviors of employees throughout the disciplinary process. The course goes over when these kinds of conversations should occur, how to keep them fact-based, and how to keep the responsibility for solving the issue on the team member.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online

COURSE TITLE	DESCRIPTION	DETAILS
DELEGATING	Helps managers master the skills necessary to effectively assign work to others. This includes determining what to delegate, to whom to delegate, and how to successfully discuss the assigned task.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
SUPPORTING CHANGE	Helps managers recognize, understand and interpret change within their organization so that they can more successfully manage their team throughout the process.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
COMMUNICATING UP	Shows individuals how to more effectively communicate with their boss by gaining an understanding of different styles, preferences, and situations and crafting their communication accordingly.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
DELEGATING	Helps managers master the skills necessary to effectively assign work to others. This includes determining what to delegate, to whom to delegate, and how to successfully discuss the assigned task.	<ul style="list-style-type: none"> • 4.5 hour duration • Virtual, classroom, blended, or online
HIRING WINNING TALENT	Based on a competency-based approach, this course will establish an efficient process that will reduce the time it takes to interview and select a qualified candidate who is truly a right fit. Learn how to increase the retention of all new hires, and in particular, reduce turnover during the first year on the job	<ul style="list-style-type: none"> • 8 hour duration • Virtual, classroom, blended, or online
RETAINING WINNING TALENT	Develops and explains how to implement a proactive retention action plan that will reduce unwanted turnover within your work team	<ul style="list-style-type: none"> • 8 hour duration • Virtual, classroom, blended, or online
EMPLOYMENT LAW BASICS: 101	Courts have said that failure to provide managers with basic employment law training is “an extraordinary mistake.” This session boils down the complexities of employment law into practical information to help managers effectively supervise employees and hopefully limit expensive litigation exposure. This Part 1 of Employment Law Basics will focus on the “big ticket” claims of wrongful discharge and workplace discrimination. Using case scenarios, participants will learn to spot these legal concerns in everyday work situations.	<ul style="list-style-type: none"> • 3 hour duration • Virtual or classroom
EMPLOYMENT LAW BASICS: 102	Employment Law Basics 102 picks up where Employment Law Basics 101 ends. Participants will take a deeper dive into specific discrimination issues, including workplace harassment, disability discrimination, and pregnancy accommodations. This session will explore additional topics including FMLA and wage practices under the FLSA and state law. The session will conclude with an examination of numerous state law requirements that managers must follow including defamation, privacy, negligence, background checks and references. Using case scenarios, participants will learn to spot these legal concerns in everyday work situations.	<ul style="list-style-type: none"> • 3 hour duration • Virtual or classroom

ASCENT

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COURSE TITLE	DESCRIPTION	DETAILS
<p>EVERYTHING DISC® WORKPLACE</p>	<p>Everything DiSC Workplace® delivers a comprehensive, easily customizable workplace development solution to engage every employee—regardless of title or position, department or function—in building more productive and effective relationships at work. Combining facilitated classroom training with online pre-work and follow-up tools, you can create a personalized learning experience to help participants understand and appreciate the different priorities, preferences, and values each individual brings to the workplace, and how they can learn to adapt to the style of others.</p>	<ul style="list-style-type: none"> • 4 hour duration • Virtual or classroom
<p>EVERYTHING DISC® PRODUCTIVE CONFLICT</p>	<p>Everything DiSC® Productive Conflict helps participants improve self-awareness around conflict behaviors. Rather than focus on a step-by-step process for conflict resolution, this course provides participants 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 participants to explore their destructive conflict responses, and offers them a method for making more productive choices in their response to conflict.</p>	<ul style="list-style-type: none"> • 4 hour duration • Virtual or classroom
<p>EVERYTHING DISC® MANAGEMENT</p>	<p>Everything DiSC® Management offers a customizable development solution proven to increase the effectiveness of anyone in a management role - whether managing direct reports or the relationship with their own manager. Participants learn how their management style influences how they manage time, make decisions, and 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.</p>	<ul style="list-style-type: none"> • 8 hour duration • Virtual or classroom,
<p>EVERYTHING DISC® AGILE EQ™</p>	<p>Develop the emotional intelligence necessary to support your clients’ thriving agile culture with this solution. Everything DiSC® Agile EQ™ is a classroom training and personalized learning experience that teaches participants to read the emotional and interpersonal needs of a situation and respond accordingly. By combining the personalized insights of DiSC® with active emotional intelligence development, participants discover an agile approach to workplace interactions and learn to navigate outside their comfort zone, empowering them meet the demands of any situation.</p>	<ul style="list-style-type: none"> • 4 hour duration • Virtual or classroom

SUMMIT

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COURSE TITLE	DESCRIPTION	DETAILS
<p>THE FIVE BEHAVIORS® POWERED BY EVERYTHING DISC®</p>	<p>Based on the work of Patrick Lencioni's international best-seller The Five Dysfunctions of a Team, The Five Behaviors® Powered by Everything DiSC® helps teams apply The Five Behaviors® model of Trust, Conflict, Commitment, Accountability, and Results to drive team effectiveness and productivity. The program uses Everything DiSC, a tool that helps build effective team communication and relationships, to help participants understand their individual DiSC® style and discover how each style brings value to the team.</p>	<p>1 Day program</p> <ul style="list-style-type: none"> • 7 hour duration • Virtual or classroom <p>3 Day Program</p> <ul style="list-style-type: none"> • 3 Days • Classroom
<p>THE FIVE BEHAVIORS® PERSONAL DEVELOPMENT</p>	<p>This new product was created to harness the power of The Five Behaviors® across the entire organization. The Five Behaviors® Personal Development solution teaches individuals to become better teammates by integrating Patrick Lencioni's model at the organizational level. The goal is to completely redefine teamwork and collaboration. Personal Development was designed specifically to work for individuals; participants do not all need to be part of the same team. Rather, participants can carry the takeaways of this program from one team to the next, enabling a culture of teamwork. Learners at all levels of an organization can benefit from this program and adopt its powerful principles, shape behaviors, and create a common language that empowers people to rewrite what it means to work together.</p>	<ul style="list-style-type: none"> • 4 hour duration • Virtual or classroom

SAMPLE MANAGEMENT DEVELOPMENT PROGRAM

This sample development program listed below follows the Performance Improvement Flowchart curriculum (see attached graphic of same name). This is only one potential learning path. Additional scoping meetings will be required to develop a final solution. Classes may be divided by management level.

PRE-TRAINING TASKS

- Manager competency review and alignment
- Manager orientation session development meetings between client and NewSummit.
- Essential Skills of Communication pre-class preparation meeting - Meeting between HR and NewSummit instructor to solidify HR goals, gather information needed to tailor the class to Affinity, and to review the participant group

INTRODUCTION PROGRAM

- Manager Orientation delivered - 90 minutes
 - Custom session that establishes managerial position goals and competencies.
- Hiring Winning Talent
 - 4-hour course, in person or VILT

BASE CAMP LEVEL 1 PROGRAM

- Core Skills of Leadership Courses trained
 - Essential Skills of Communication
 - Essential Skills of Leadership
 - Coaching Job Skills
 - Retention activities - Vital Boost software access granted immediately after each class completion
- Group Coaching session - 3-4 weeks Coaching Job Skills training
- Improving Work Habits
 - 4-hour course, in person or VILT

ASCENT LEVEL

- DiSC Productive Conflict
 - 4-hour course, in person or VILT

BASE CAMP LEVEL 2 PROGRAM (Performance Flowchart Development Path)

- Employment Law 101 and 102
 - 2-3 hour sessions, VILT
- Providing Performance Feedback
 - 4-hour course, in person or VILT
- Setting Performance Goals and Standards
 - 4-hour course, in person or VILT
- Effective Discipline
 - 4-hour course, in person or VILT
- Group Coaching session - 3-4 weeks after Effective Discipline training

HIRING AND RETENTION

List price is shown Per Person with a 10-person minimum per class. Durations do not include breaks.

COURSE TITLE	DESCRIPTION	DETAILS
HIRING WINNING TALENT	<ul style="list-style-type: none"> • Establish an efficient process that will reduce the time it takes to interview and select a qualified candidate • Maximize new hires' productivity once they join your team by ensuring that candidates are a good fit for the job (both technical and organizational fit) • Ensure team cohesion and support for new hires by involving team members in the hiring process • Increase the retention of all new hires, and in particular reduce turnover during the first year on the job 	<ul style="list-style-type: none"> • 8 hour duration • Virtual or classroom
RETAINING WINNING TALENT	<ul style="list-style-type: none"> • Describe the scope and severity of the talent shortage • Calculate the costs of attrition • Identify attrition risks that currently exist within your own team • Identify what motivates team members and how to build their commitment • Use the STAR Model to identify specific retention practices to apply with your team members • Conduct a discussion with team members to discover retention needs • Intervene when you see early warning signals exhibited by team members • Develop and implement a proactive retention action plan that will reduce unwanted turnover within your work team 	<ul style="list-style-type: none"> • 8 hour duration • Virtual or classroom

SALES

10-person minimum per class. Durations do not include breaks.

COURSE TITLE	DESCRIPTION	DETAILS
CUSTOMER-ORIENTED SELLING	<ul style="list-style-type: none">• Learn to determine the customer's objectives and situation factors• Understand and use the key customer focused communication skills• Prepare for and learn from each sales call through pre- and post-call analysis• Conduct sales calls using a proven four phase customer-focused sales process• Effectively handle obstacles without feeling uncomfortable or adversarial	<ul style="list-style-type: none">• 2 day, 16 hour duration (virtual would be multiple day)• Virtual or classroom

CUSTOMER SERVICE

List price is shown Per Person with a 10-person minimum per class. Durations do not include breaks.

COURSE TITLE	DESCRIPTION	DETAILS
<p>WINNING THROUGH CUSTOMER SERVICE</p>	<ul style="list-style-type: none"> • Demonstrate professionalism on the job while building a proactive, problem-solving culture • Use essential communication skills in dealing with customers • Recognize characteristics of human behavioral style and opportunities to adapt to their personal style • Identify and use a structured process/ model for conducting customer service transactions • Master strategies for dealing appropriately with difficult customer situations 	<ul style="list-style-type: none"> • 8 hour duration • Virtual or classroom
<p>STAR SERVICE</p>	<ul style="list-style-type: none"> • Effectively integrate the expectations of your customers, organization and yourself into your performance as a service professional • Successfully apply each of the essential communication skills: listening questioning, paraphrasing and explaining • Consistently employ the STAR Service Process with empathy to regularly achieve positive memorable experiences 	<ul style="list-style-type: none"> • 4 hour duration • Virtual or classroom

ONLINE COURSE BUNDLE

We offer over 7,000 modules in our library , and we continue to create and curate our library with the highest quality training content in the industry.

Online course bundle can be loaded onto client LMS or hosted by us. 12 month license.

Topics include:

- Leadership
- Supervision
- Management
- Communication
- Safety/Health
- Harassment Prevention
- HR Compliance
- DEIB (Diversity, Equity, Inclusion, & Belonging)
- Engagement
- Team Building
- Technology/Computer Skills
- Remote/Hybrid Work
- COVID
- Stress Management
- Violence Prevention
- Motivation
- Performance Management
- Business Writing
- Virtual Presentations
- Recruiting/Hiring

Pricing for SCORM and Video are for a 12-month term.

All video and SCORM are PPPY (per person per year.)

Minimum spend of \$5,000 for client-hosted content.

Quantity Discounts

SCORM & Video Users

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- 100-249 \$26.95
- 250-499 \$23.95
- 500-999 \$20.95
- 1000-2499 \$17.95
- 2500+ \$14.95

DVD/USB*

- 1 \$1,295.00
- 2 \$1,230.25
- 3-4 \$1,165.50
- 5-9 \$1,100.75
- 10-14 \$1,061.90

DVD/USB*

- 1 \$1,995.00
- 2 \$1,895.25
- 3-4 \$1,795.50
- 5-9 \$1,695.75
- 10-14 \$1,635.90

*Plus shipping on DVD and USB.

DASHTRAIN ONLINE COURSES

Individual online course titles available

COURSE TITLE	DESCRIPTION	DETAILS
LEAD NOW! - JOHN PARKER STEWART	The LEAD NOW! mini-video library offers immediate help in everyday leadership situations. Containing hundreds of effective tips and tools organized into 21 common leadership competencies/dimensions, it's the perfect tool to develop your leadership skills.	SCORM \$29.95 Video \$29.95 DVD \$1,995.00 USB \$1,995.00*
MAKE MENTORING COUNT - DR. LOIS ZACHARY	This course is based on the work of Dr. Lois Zachary, the world's leading expert on mentoring. Follow Dr. Zachary as she takes us step-by-step through the skills and techniques it takes to create and build effective mentoring relationships with mentees. Great for all leaders, executives, managers, supervisors, team leads and others who want to coach and mentor others.	SCORM \$29.95 Video \$29.95
PAINLESS PERFORMANCE CONVERSATIONS - MARNIE GREEN	This course is based on the best-selling book <i>Painless Performance Conversations</i> by Marnie Green. The most important and yet difficult conversations.	SCORM \$29.95 Video \$29.95 DVD \$1,295.00 USB \$1,295.00*
CLASH OF THE GENERATIONS - VALERIE GRUBB	This course is based on the best-selling book by Valerie Grubb about the four main generations that are now populating our workforce. Discover how each generation is unique and different and some practical suggestions and tips about how to manage a multi-generational team.	SCORM \$29.95 Video \$29.95 DVD \$1,295.00 USB \$1,295.00*
THE ART OF AUTHENTICITY - DR. KARRISA THACKER	This course is based on the best-selling book by Dr. Karrisa Thacker. Today more than ever it is critical for leaders to be authentic and believable. Discover how Dr. Thacker addresses some of the most difficult issues leaders may face today, such as honesty, transparency and truthfulness. She may provide some rather surprising suggestions and tips.	SCORM \$29.95 Video \$29.95 DVD \$1,295.00 USB \$1,295.00*
GETTING REAL ABOUT WORKPLACE VIOLENCE HEALTHCARE - JIM SPORLEDER	This course works together to provide a comprehensive violence prevention and survival training program. They include information, examples, and recommendations for all healthcare workers, professionals, caregivers, and patients. In addition, the programs show specific examples and recommendations for hospitals and healthcare-related facilities and environments.	Video \$29.95
THE ENERGY BUS - JON GORDAN	This course is based on the all-time best-selling book <i>The Energy Bus</i> by motivational speaker and author Jon Gordon. This animated parable follows the character of George as he takes a ride on the Energy Bus and learns the 10 secrets to a positive life in business and personal relationships.	SCORM \$29.95 Video \$29.95 USB \$1,295.00*
HOW TO SUCCEED AT WORK SERIES-ROSS BLAKE	Join Ross Blake, the Founder and President of Conversations at Work, as he presents a simple, but effective 3-step model that shows how to ask any boss for helpful feedback in a positive and respectful manner	Video \$29.95

COURSE TITLE	DESCRIPTION	PRICE
THE LISTENING- TIFFANY AND TYLER	Join Tiffany and Tyler, accomplished artists, educators, and consultants, as they share their personal stories about encountering and combating racism.	Video\$29.95
THE ART OF THE PERFECT ONLINE PRESENTATION-MARK JEFFRIES	In this new video series, Mark presents his ultimate guide to creating the “perfect” ONLINE presentation. In these short microvideo modules, he covers 10 important tips about how to elevate your presence when appearing in virtual events, webinars, and online meetings.	Video\$29.95
CREATING A HAPPY AND HEALTHY HEADSPACE!- LIZ NEAD	Join Liz Nead and learn how to create a happier and healthier headspace when dealing with stress. Learn a few basic tips and secrets that may change your life forever.	Video\$29.95
THE VIRTUAL ADVENTURE-LIZ NEAD	Staying Motivated and Productive While Working Remotely	Video\$29.95
BUSINESS WRITING MADE EASY - NATALIE CANAVOR	This course is based on the best-selling book by writing expert and author Natalie Canavor. It covers basic and more advanced business writing skills and also includes digital writing and skills for supervisors and managers.	SCORM \$29.95 Video \$29.95
THE ART OF BUSINESS INFLUENCE - MARK JEFFRIES	Follow Mark Jeffries, economist, TV host, and author, around the world, as he reveals his powerful tips and techniques to get employees motivated to influence others about your organization’s mission, products and strengths. Learn how everyone in an organization can become a powerful marketing and selling force.	Video\$29.95
THE RULES HAVE CHANGED!	The Rules Have Changed! is a video series that addresses how individuals and organizations can begin the process of confronting systemic racism immediately. This program is conducted by Liz Nead, best-selling author, speaker, diversity consultant, and television host.	Video\$29.95