

## The New Reality™ Master's Series

Creating a more Change Adaptive, customer-focused culture takes time. Supporting and building on The New Reality mindset are the keys to this effort. Sustainability comes from integration. Effective integration of The New Reality means weaving the vocabulary, performance expectations, behavior definitions, main messages, customer focus, and mindset into daily life. The New Reality Master's Series is designed to help you do just that.

The New Reality Master's series is a set of modular learning sessions crafted to support, reinforce, and integrate The New Reality over time.

## Delivery Format

Each module is 50-90 minutes and can be delivered in a series or as stand-alone booster segments — live or through conference calls, distance learning, or webinars. The range of topics and flexibility of delivery allow you to sustain The New Reality within any budget, over any time frame, and for any audience and objectives.

## Modules

- Coaching Strategies for Design, Default, and Defiant Behaviors
- Understanding Schemas: Coaching to Perceptions
- The Payoff Matrix: Rewards and Consequences in Decision Making
- Defining Accountability in The New Reality
- Redefining Performance in The New Reality
- Locus of Control: Understanding Your Own Perceptions
- Creating the Perfect New Reality Associate: An Artistic Exercise
- Observer vs. Actor: Understanding Your Role in Affecting Others' Behavior
- Control the Controllables: Acquisition and Fluency Building
- The Phases of Resistance: Team Evaluation, Discussion, and Action Plans
- Performance Management: Connecting Performance Management to The New Reality Mindset
- Old Game vs. New Game: The New Rules in The New Reality
- Coaching in The New Reality
- New Reality Conversations.

## OBJECTIVES

Participants will learn how to:

- Reset their expectations of performance
- Recalibrate the definition of leadership
- Focus coaching efforts on perception
- Redefine accountability in The New Reality
- Understand the role of rewards and consequences as they relate to behavior change
- Create a critical mass of design behavior
- Align current performance management with The New Reality
- Evaluate the state of resistance in their team
- Increase dialog within their team
- Improve peer-to-peer accountability.