

Your Partner For

Leadership Development



aeogis
LEARNING

Leadership | Teamwork | Service
Training | Coaching | Consulting



Thank you for considering Aegis Learning for your leadership and team development.

Our team is committed to ensuring you receive the highest **IMPACT**, **RESULTS** and **VALUE** for your professional development investment. In fact, we guarantee you will.

Aegis Learning has over 25 years of successful experience in working with organizations of all types and sizes to improve performance over a wide spectrum of metrics. Our learning programs work and translate that learning to meaningful performance.

The Aegis Learning team is second to none in the organizational development and training industry. They are smart, engaging, funny, experienced and produce memorable training, both in-person and in blended or online formats.

Whether you are looking for leadership development, high performance team building, customer service training, retreats, individual development coaching, keynote speaking or a DiSC assessment, Aegis Learning is your source.













Again, thank you for your interest and we look forward to working with you.

Sincerely,

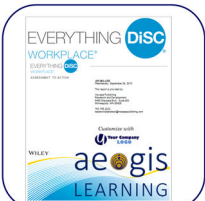
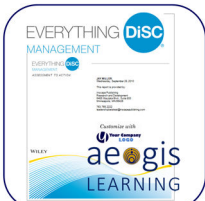
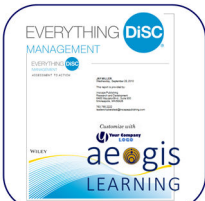

A handwritten signature in blue ink, appearing to read "Tim Schneider".

Tim Schneider
Founder and Lead Facilitator

Learn More at www.discoveraegis.com















		Leadership ASCEND	Leadership IMPACT	Leadership SUCCESS	Leadership TRANSFORM
Learning Units		4	6	9	12
Learning Hours		12	18	30	42
Format		Extended or Academy	Extended or Academy	Extended or Academy	Extended
Target Population		High Potential Non-Leaders	Supervisors and Above	Senior Supervisors, Managers and Above	Directors and Executives
COMPETENCIES					
Leadership Transition / Introduction					
Understanding Yourself and Others					
Communication					
Team Member Engagement					
Coaching and Feedback					
Self-Mastery (EQ-I)					
Empowerment					
Decision Making					
Thinking and Risk					
Relationships and Power (EQ-II)					
Innovation and Change					
Planning and Vision					

Leadership Development Programs

	Leadership ASCEND	Leadership IMPACT	Leadership SUCCESS	Leadership TRANSFORM
	INCLUDES			
Learning Reinforcement Worksheets	Yes	Yes	Yes	Yes
DiSC Assessment	Everything DiSC Workplace 	Everything DiSC Workplace or Management 	Everything DiSC Management 	Everything DiSC Work of Leaders 
360 Instrument				IMPACT 360
Attendance Tracking and Reporting	Yes	Yes	Yes	Yes
Post-Program Evaluation and Reporting	Yes	Yes	Yes	Yes
Customized Training Binder	Yes	Yes	Yes	Yes
Program Guides/Handouts for Each Learning Unit	Yes	Yes	Yes	Yes
Completion Certificates		Yes	Yes	Yes
Peer Coaching		Yes	Yes	Yes
Outside Reading			Yes	Yes
Group Project / Community Project			Yes	Yes
Leadership Development Plan			Yes	Yes
Follow-Up Tool Access	Leading Edge Video Library Article Library Social Learning Inspiration Library Online Learning Podcasts Webinars	Leading Edge Video Library Article Library Social Learning Inspiration Library Online Learning Podcasts Webinars	Leading Edge Video Library Article Library Social Learning Inspiration Library Online Learning Podcasts Webinars	Leading Edge Video Library Article Library Social Learning Inspiration Library Online Learning Podcasts Webinars

ELECTIVE LEADERSHIP DEVELOPMENT PROGRAMS

Can Be Added or Substituted for Any Learning Unit in Extended Leadership Development Programs

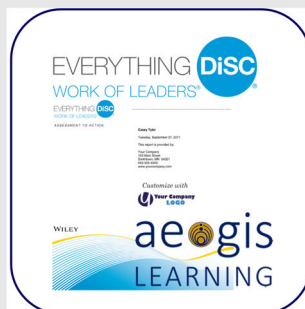
Success Skills for Leaders		The Mindful Leader	
Leading Across Generations		Dealing with Difficult People	
Time Mastery		Stress Management	
Career Management		Social Media for Leaders	
Presentations and Public Speaking		Written Communication Skills	
The Heart of Leadership		Service Leadership and Management	
Human Resources for Managers and Supervisors		High Performing Teams and Teamwork	

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Leadership Development Tools

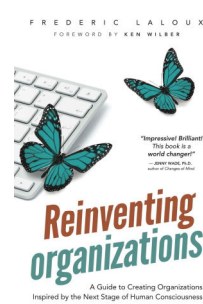
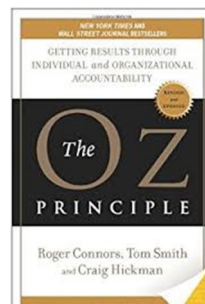
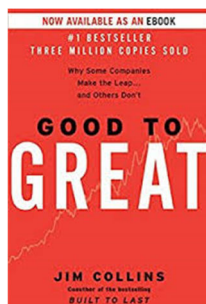
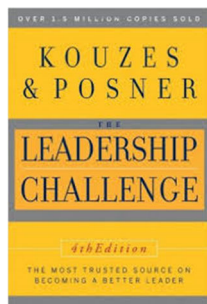
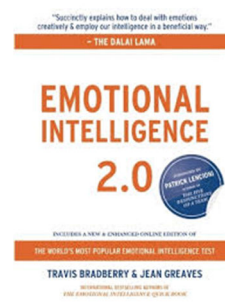
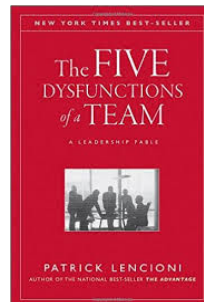
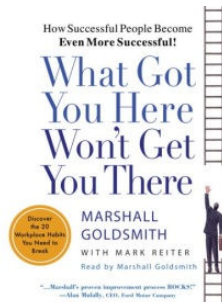
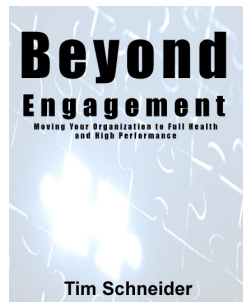
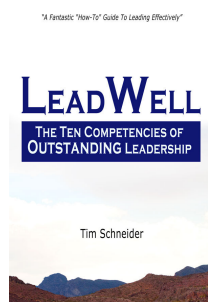
DiSC Assessments

- Used to Determine Communication, Leadership, Conflict and Teamwork Style
- Newest and Most Accurate Versions Used
- Delivered Only by Certified Facilitators



Outside Reading

- Supplements and Supports Program Learning
- Different Voice and Perspective
- Proven Authors and Complementary Methodology



(Chosen by Customer)

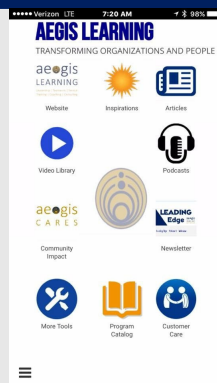
Peer Coaching

- Pairing with a Program Participant for Individual Meetings
- Provides Individual Development Support
- Creates Relationship to Discuss Program Material and Skills
- Outlined Format with Reporting Required

Powerful Follow-Up Resources (All FREE to Program Participants)

Aegis App

- Portal to All Follow-Up Tools
- Access to Video and Podcasts
- No Pushed Advertising
- Android and iOS Versions



Leading Edge

- Weekly Newsletter
- Filled with Leadership Insights



Libraries

- Video
 - Leadership
 - Professional Development
 - Personal Development
 - Teamwork and Service
- Articles
- Inspirations



Online Learning and Webinars

- Content Rich
 - Video
 - Audio
 - Interactive Elements
- Easy to Use



Learn More at www.discoveraegis.com

Leadership is not inherited. Leadership is not dependent on title. Leadership genes have not been discovered and are not passed from generation to generation.

Leadership is a set of learned competencies, that when mastered, create great synergy between team members and the leader and drive significantly higher results for any organization. Anyone can learn leadership and anyone can become a leader. The baseline concept for leadership is a people focus.

People are led and processes are managed. Outstanding leaders are people focused. This is a non-negotiable reality.

The research and work for the competencies associated with leadership and management began in 1992. The results were first published, based on a limited sampling size, in 1993. The data and conclusions were again published and revalidated in 1996, 2003, 2010 and 2014.

Although discouraged on several occasions, the work used both quantitative and qualitative methods. The qualitative research related to the grouping and clustering of skills into competencies and competency groups. Simply stated, clarity is a skill in the competency of communication. Leadership then becomes a cluster of ten competencies.

The original sampling size was a little over 1,000 respondents with 700 being noted as successful leaders and 300 being failed leaders. The current database has 11,616 respondents with approximately the same ratio of success to failure.

Leadership is Built on Key Competencies

Successful Leaders

Failed Leaders



96%	Communicate Effectively	7%
86%	Engage Team Members	2%
85%	Provide Feedback	32%
84%	Self-Aware and Control	48%
81%	Empower	63%
79%	Decision Quality	45%
75%	Courageous and Thinking	34%
74%	Relationship Focused	42%
71%	Innovative	55%
67%	Strategic Planner	54%



Leadership Pyramid of Competencies

Successful Leaders

	Supervisor	Manager	Executive
Strategic Planning Vision Mission Values Objectives	13%	34%	67%
Change and Innovation Change Agent Creativity Improvement	15%	35%	71%
Relationships and Power Networking Influence Image Teamwork	20%	36%	74%
Courage and Thinking Systems Risk Taking Judgment Critical	21%	45%	75%
Decision Making and Ethics Level Congruence Speed Impact	33%	53%	79%
Empowerment and Development Delegation Mentoring Knowledge Transfer Ownership	47%	60%	81%
Self-Management and Understanding Blind Spots Emotional Control Confidence Resilience	55%	67%	84%
Feedback Positive Corrective Teaching Correct Fit	73%	84%	85%
Tone and Morale Greeting Team Relationships Demonstrates Interest Inspires	80%	90%	86%
Communication Listening Clarity Style Matching Tone Non-Verbal Written Frequency Presentations	93%	97%	96%

Leadership Pyramid of Competencies

Failed Leaders

	Supervisor	Manager	Executive
Strategic Planning Vision Mission Values Objectives	3%	31%	54%
Change and Innovation Change Agent Creativity Improvement	7%	20%	55%
Relationships and Power Networking Influence Image Teamwork	8%	17%	42%
Courage and Thinking Systems Risk Taking Judgment Critical	11%	25%	34%
Decision Making and Ethics Level Congruence Speed Impact	3%	21%	45%
Empowerment and Development Delegation Mentoring Knowledge Transfer Ownership	21%	16%	63%
Self-Management and Understanding Blind Spots Emotional Control Confidence Resilience	19%	43%	48%
Feedback Positive Corrective Teaching Correct Fit	9%	11%	32%
Tone and Morale Greeting Team Relationships Demonstrates Interest Inspires	4%	9%	2%
Communication Listening Clarity Style Matching Tone Non-Verbal Written Frequency Presentations	19%	2%	7%

Aegis Learning is a nationally recognized leader in providing the highest quality, impact and value training for organizations of all types and sizes.

Specializing in leadership development, customer service initiatives and building high performance teams, Aegis Learning has 25 years of experience in creating better work places, positively impacting key metrics and enriching the lives of participants.

Aegis Learning
**Converts Training to Learning and
Learning to Results**

Our unique and blended approach using facilitator led instruction, individualized coaching and web-based follow-up insures that leaders have all the tools and competencies needed to become extremely successful and drive their organizations to higher levels than ever imagined.

IMPROVE – Organizational and Individual Performance

INCREASE – Team Member Engagement and Satisfaction

CREATE – Healthy and High-Performing Workplaces

DEVELOP – Leaders and People for Growth and Succession

REDUCE – Turnover and Team Member Complaints

TRANSFORM – Groups to Highly Performing Teams

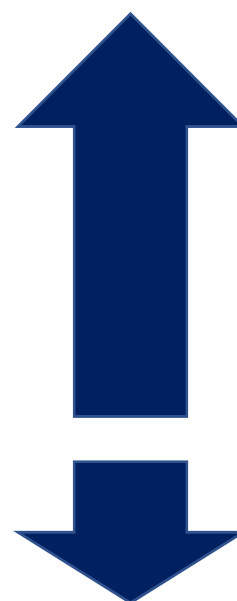
BUILD – Morale and Team/Organization Spirit

UNLOCK – Team Member Potential and Growth

ENHANCE – Customer Service Levels

EVOLVE – Effectiveness, Efficiency and Quality

UNDERSTAND – Yourself and Others



Learn More at www.discoveraegis.com

Facilitated Approach. Engaging Style. Guaranteed Results.

Since 1992, the team at **Aegis Learning** has been delivering memorable and content rich training programs to a wide variety of industries. Real skills delivered by the best professionals in the country is what has made **Aegis Learning** a widely recognized leader in training, online learning, seminars, and professional development solutions. No canned slide shows here. Just the most effective skills for the modern working environment.

Balance of Practical and Academic – Our programs are designed using strict standards for academic research balanced with practical, been there/done that experience. The skills and techniques that we provide work in the working environment.

Challenging – We use a challenging approach to ensure that the needed skills are mastered quickly and you are able to convert those skills to real performance improvement.

Follow-Up Plans Included – We provide a comprehensive follow-up plan at the conclusion of all of our programs to ensure implementation of learning.

Cutting Edge Material and Techniques – Constant research and real time involvement with hands on application ensure that our programs have the highest impact and most current information.

Customized Training – All of our programs can be customized to clients needs.

Certified and Affiliated – Our team is comprised of full-time professionals that have completed rigorous training and certification.

Experienced – Thousands of hours, multiple businesses, organizations, and governmental agencies.

Committed to Your Needs and Objectives – Programs created for your needs and presented at your convenience.

Dynamic and Fun – No matter what the subject, we will make the learning environment fun, exciting and inspiring.

Results Matter

Large Building and Code Division

Leadership Development, Engagement Consulting

Grew engagement scores by 27% in one year. 34.5% in two years. Work environment went from toxic to best in the city. Service levels and times improved by excess of 10% each.

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Credibility Matters

Certified Provider

Authorized Partner

THE **FIVE BEHAVIORS**
OF A **COHESIVE TEAM**™

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Results Matter

World's Largest 5 Diamond Resort and Gaming Company

Leadership Development, Engagement Strategies

Stock price went from mid-thirties to over 80. Became a Society for Human Resource Management recognized best place to work on one year and #1 in three. Dramatic rise in profit and engagement levels. Turnover become non-existent.

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Experience Matters

25 Years

Fortune 50 Organizations

Thousands of Participants

Hundreds of Successful Projects

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LEARNING



Credibility Matters

Certified Provider

Authorized Partner

EVERYTHING

A Wiley Brand



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LEARNING



Results Matter

Largest US Federal Agency

Customer Service Programs

Reduced call and call wait times by 23%. Team member engagement rose in the contact division by 19% in one year.

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Results Matter

Nation's Largest Private Convention and Conference Center

Leadership Development, Customer Service Programs,

Teamwork Programs

Profit rose by 22% in 3 years. Customer satisfaction ratings rose by over 40% in same time. All management jobs filled from internal candidates. Turnover dropped by 80%. Team member complaints (union and non-union) were reduced by 90%.

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Quality Matters

99.74 Participant Satisfaction Rating 5 Year Running

Average 4,000 Responses

4.76 Average Score for My Organization will Benefit

4.83 Average Score for I had Fun

4.93 Average Score for Lead Facilitator

4.91 Average Score for I Learned Something

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“Dedicated to Your Success” tm

About Aegis Learning

Tim Schneider

Founder, President and Lead Facilitator
Published Author and Source
25+ years-Leadership, Teamwork, Customer
Service and Professional Development
Certified Facilitator, Trainer, Speaker and Coach

Tim Schneider is the founder and lead facilitator for Aegis Learning.

His mission, in total alignment with Aegis Learning is “Dedicated to Your Success”. Tim brings passion, heart and 25 years of successful experience to all leadership development projects, customer service initiatives and when building high performance teams.

Tim is the author of *LeadWell-The Ten Competencies of Outstanding Leadership* and *Beyond Engagement*, high impact books about leading the right way and creating an organizational culture that is both healthy and successful. His works have been featured in many business and professional development publications and he is one of the most sought after speakers, trainers and coaches in the United States. Stylistically, Tim brings unparalleled commitment and enthusiasm to each engagement and works hard to make sure all participants not only learn but have fun along the way.



Polly Walker

Chief Innovation Officer
20+ years – Government experience focused on
Quality Management and Process Improvement
10+ years-Leadership, Teamwork, Customer
Service and Professional Development

Polly Walker is a native Las Vegas and has almost 25 years' leadership experience in a variety of positions. She holds a Master's Degree in Business Management from the University of Phoenix and a Master's Degree in Public Administration from the University of Oklahoma.

Polly's areas of focus include leadership development, quality management, customer service, team member engagement and process improvement. She is an engaging and experienced facilitator, team builder, trainer, and change manager. She holds an Operational Excellence Certification from the University of Nevada Las Vegas, a Quality Improvement Associate (CQIA) certification from the American Society for Quality (ASQ), a Lean Six Sigma Black Belt, and is on the Board of Examiners for the Southwest Alliance for Excellence.



Linda Florence

Chief Learning Officer
25+ years-Leadership, Teamwork, Customer
Service and Professional Development

Linda F. Florence is a talented and dynamic instructor specializing in human resource management issues including hiring, disciplinary practices, policies, compensation and retention strategies. She has over 20 years of senior management level experience in the hospitality, financial services, retail and higher education.

Highly competent, approachable and affable are among the many reasons that Linda is a senior and lead facilitator and coach for Aegis Learning. Prior to working with Aegis Learning, Linda oversaw an accredited institution designed for military, law enforcement and strategic security graduate level programs, and has been an instructor at several community colleges and universities. Linda has both a Doctorate (PhD) and Masters degrees in Industrial/Organizational Psychology, with honors, from Capella University, and she earned an undergraduate degree from George Mason University in Government and Politics. She has completed post-graduate work in homeland security, crisis management, workplace violence and business continuity.



Teresa Lowry

Facilitator

25+ years-Leadership, Teamwork, Customer Service and Professional Development

Teresa Lowry is a passionate advocate for learning, growth and generating real organizational change.

Fueling that passion are exceptional communication abilities, a great training room presence and the ability to connect with people successfully in mentoring and coaching. Teresa brings successful results and implementing change from the Clark County District Attorney's Office. She has a Juris Doctorate and bachelor's degree in psychology. Her experience includes leading performance turnarounds with the Family Support Division, Child Welfare Division and Juvenile Division, working with difficult cases in the Special Victims Unit and successfully prosecuting violent crimes. She has also coordinated and lead successful implementations of technology, human resources and fiscal innovations.

**Matt Zobrist**

Facilitator

10+ years-Leadership, Teamwork, Customer Service and Professional Development

Matt Zobrist is an energetic and dynamic facilitator, coach, presenter and speaker with Aegis Learning, LLC.

Matt has a passion for helping others develop their leadership skills. He served successfully in various leadership over the last 20 years and uses his practical, real-world experience to deliver powerful messages about leadership, team work, communication and service. His animated, high-energy style, combined with humor and personal experiences make each presentation enjoyable and memorable, as well as educational, for the audience.

Mr. Zobrist is concurrently a member of the adjunct faculty for the College of Southern Nevada. Prior to becoming a facilitator, coach and speaker, Matt was with a major law enforcement organization in Southern Nevada, where he served in various leadership capacities throughout his almost two decades of service.

**Amy McKee**

Facilitator and Strategic Partner

10+ years-Leadership, Teamwork, Customer Service and Professional Development

Always seeking excellence, Amy has dedicated herself to finding the most effective ways to make life better for people individually, as a team, and as an organization. Dedicated to business and individual performance improvement, she excels at leveraging people's strengths to accomplish the impossible. Along with an MBA, she is a certified Project Management Professional, Six Sigma Black Belt, and Trainer of Neuro Linguistic Programming. Amy is results oriented with an uncanny ability to understand all the human dynamics in a situation and get the best out of herself and those around her.

**Camina Stevenson**

Media and Video

**Jasneet Kaur**

Online Learning and Content



Public Sector	Private Sector
Ms. Mary Jo Rugwell, Associate State Manager US Bureau of Land Management Mary_Jo_Rugwell@blm.gov	Mr. Robert Rippee Vice President (prior) Venetian / Palazzo / Las Vegas Sands robertrippee@elysianllc.net
Mr. Roger Dixon Director Tulare County California RDixon@co.tulare.ca.us	Mr. Jason Gardner Director of Organizational Development Southwest Gas Corporation jason.gardner@swgas.com
Ms. Cynthia Martinez Center Manager US Department of Fish and Wildlife Cynthia_martinez@fws.gov	Ms. Renee Tanner Director of Service Operations Catalyst RX rtanner@catalystrx.com
Ms. Elaine Sanchez Member, Board of Directors Sunrise Hospital and Medical Center Elaine@LV6S.com	Ms. Ashlyn LaPorte Executive Director (prior) Sands Expo Center ashlynlaporte@gmail.com
Mr. Kevin McOsker Director City of Las Vegas kmcosker@lasvegasnevada.gov	Mr. Mike Gummeson President and CEO National Diversified Sales MikeGummeson@ndspro.com
Ms. Sally Ihmels Director of Human Resources City of Henderson Sally.Ihmels@cityofhenderson.com	Mr. Joe McDonald Senior Vice President Switch National Data Center jmcdonald@nevadanap.com
Lt. Colonel Lon Walker, Provost (Retired) US Army Central Command Europe, Office of the Provost Marshal/Customs lonwalker@yahoo.com	Mr. Allen Lind General Manager Freeman Companies allen.lind@freemanco.com
Ms. Christine Santiago Director of Human Resources McCarran International Airport ChrisSa@mccarran.com	Ms. Araxie Grant Chief Financial Officer Arena Football League agrant@arenafootball.com
Ms. Suzi Truby Director-Family Support Clark County Nevada, Office of the District Attorney Suzi.Truby@clarkcountyda.com	Mr. Dave Thomas Vice President Carnival Cruise Lines DThomas@carnival.com
Mr. Ken Atha Regional Director US Department of Labor/OSHA Atha.Ken@dol.gov	Ms. Annette Horner Director of Training Tachi Casino and Resort ahorner@tachipalace.com
Ms. Yvonne Lee Director of Training US Department of Homeland Security Yvonne.Lee@uscis.dhs.gov	Ms. Michelle O'Hala Executive Director Cosmopolitan Hotel and Resort MICHELLE.OHALA@cosmopolitanlasvegas.com

Learn More at www.discoveraegis.com

<p>All in all, was the best learning/course I've had offered in my entire career thus far. This class couldn't have come at a better time for me personally, and helped me shape and better my role as a leader.</p> <p>Susan Penrod, Nevada Power Company</p>	<p>I am very grateful to have been able to attend such a great program. Tim is incredibly engaging and a role model in how important influencing behaviors are.</p> <p>Philippa Hayes, Venetian / Palazzo / Las Vegas Sands</p>	<p>Tim is an excellent teacher. Mr. Schneider taught that people who are consistent and persistent become successful. Great class.</p> <p>Eugenia Schiebel, Bank of America</p>
<p>I have taken several leadership courses in my 30 plus years of military and law enforcement service and this was the best one I have ever attended.</p> <p>Will Respress, US Army Central Command Europe</p>	<p>Tim keeps your interest and makes the class entertaining.</p> <p>Tony Vito, Mandalay Bay Group</p>	<p>Great presenters. Definitely know their material.</p> <p>Colleen Lohide, Hard Rock Hotel and Casino</p>
<p>Where was this training 25 years ago! :-)</p> <p>Forrest Swick, University of Northern Colorado</p>	<p>I am really enjoying the class and I am thankful that this opportunity was given to me by the Sands. The DISC profile is so amazing and really has made me do some thinking. Sometimes you get in a rut and lose sight of things about yourself...then you have to get those things back in check.</p> <p>Nicole Sweetin, Sands Expo Center</p>	<p>Wow! I am so happy to see us going this way and it is obviously because of Tim and Linda's huge influence. Keep coming to us.</p> <p>Tiffany Morey, North Las Vegas Police Department</p>

"I have raved about this course to both my supervisors and those who report to me. I have suggested it to all of our managers to attend. Tim, I have found you an inspiration. Thank you!"

Martin Brennan
MGM Grand



<p>Tim is an instructor who believes in the student's ability to excel. Elly Simpson, Spring Valley Hospital</p>	<p>I really enjoyed this course. The class environment was comfortable which enhanced learning. The instructors are great and a wealth of knowledge. Greg Damarin, Metropolitan Police Department</p>	<p>The entire program was amazing. It brought everything into every day perspective, which I am looking forward to implementing as I continue on my journey through leadership. Lisa Park, Freeman</p>
<p>I learned so much in this program not only about myself but how to work with others better. Luwana Alvarez, Tulare County</p>	<p>The two days we spent with you were awesome. Truly inspiring and I hope that if i can use even just a few of the things you have taught me it will make me a better leader. Lots of food for thought. Thanks again. John McLaverty, Carnival Cruise Lines</p>	<p>Tim made the material fun and engaging and provided some valuable insight into our class project and deliverables. I also enjoyed the Beyond Engagement reading assignment. Sonya Wilson, McCarran International Airport</p>

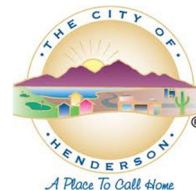


".....excellent presenter who just grabs hold of your attention. He allowed a nice mix of personal stories, questions, exercises and reading to make the points."

Lynn Romano
City of Henderson



THE COSMOPOLITAN
of LAS VEGAS



F R E E M A N



SUNRISE
HOSPITAL & MEDICAL CENTER

Contact:

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Las Vegas, NV 89117

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www.discoveraegis.com
info@discoveraegis.com

Key Data:

Tax ID - 81-5323021

Liability Insurance - The Hartford
Workers Comp Insurance - The Hartford
Depository Institution - Bank of America
Attorney of Record – Melanie Hill, Esquire
CPA/Auditor - Coffey and Rader-John Rader

State Business License – NV20171093523
Incorporated - State of Nevada

Cage Code - 7TLW6
DUNS Number - 080570200

Applicable SIC Codes - 7389, 8244, 8299, 8331, 8732, 8742, 8748

NAICS Codes - 611430, 541612, 541611, 541618, 541720, 611699,
51199, 519130, 611710, 921190

"I had no idea how exciting and enlightening this program would be. I not only got a great source of information, but I had a lot of fun. This program gets a Siskel and Ebert 2 thumbs up. Exuberant, energetic, and entertaining delivery, his base knowledge and advanced instructional techniques, the program would be just another boring mid-range informative adult education class. I recommend this class for all management personnel."

Calvin Griffin
American Medical Response



Aegis Learning delivers. Delivers the best training, coaching and organizational development services available. Our offerings include:

❑ Leadership Development

- Based on the Ten Competency Model
- Empirically Driven, Statistically Accurate Approach
- 25 Years of Best Practices
- Training
- Coaching
- Follow-Up Tools
- Talent Identification and Succession

❑ Customer Service Initiatives

- Training
- Process Review

❑ High Performance Team Building

- Core Team Competencies
- Trust, Respect, Conflict and Communication

❑ Assessments

- DiSC Workplace, Management and Leadership
- 5 Behaviors of a Cohesive Team
- Certified Facilitator and 12 Year Award Winner

❑ Individual Development Coaching

- Accountability and Holistically Based
- Leadership, Professional Development and Personal Achievement

❑ Retreats

- Maximum Impact Environment
- Strategic Planning, Team Building and Leadership Development

❑ Speaking and Keynotes

- Fun and Impactful
- Leadership, Teamwork, Customer Service and Personal Development

❑ Talent Management and Consulting

- Engagement Enhancement
- Talent Identification and Succession
- Key Processes
- Organizational Structure

❑ Books

- *LeadWell-The Ten Competencies of Outstanding Leadership*
- *Beyond Engagement*