




Below are some of the training and coaching programs Hannah has designed and/or facilitated. Hannah leverages off-the-shelf and custom-designed solutions to meet her clients' needs.

## Leadership Coaching

Hannah is a certified Integral Coach through Integral Coaching Canada, which is recognized by International Coach Federation (ICF).

## Off-the-shelf Training and Coaching

Provider	Courses/Assessments
 <p>Authorized Partner EVERYTHING DiSC A Wiley Brand</p>	<ul style="list-style-type: none"> <li>• Everything DiSC Workplace</li> <li>• Everything DiSC Management</li> <li>• Everything DiSC Conflict</li> <li>• Everything DiSC Sales</li> <li>• Everything DiSC Work of Leaders</li> <li>• Everything DiSC 363 Leaders</li> </ul> <p>Each of the above is offered as an assessment combined with a training session or individual coaching.</p>
 <p>Authorized Partner The Five Behaviors A Wiley Brand</p>	<ul style="list-style-type: none"> <li>• Assessment and training for individuals who work in teams.</li> <li>• Assessment and coaching for in-tact teams. Integrated with DiSC or All Types (MBTI).</li> </ul>
 <p>COACHING OURSELVES Certified Facilitator</p>	<ul style="list-style-type: none"> <li>• Effective Communication</li> <li>• Diversity and Inclusion</li> <li>• Driving Change</li> <li>• Engaging People</li> <li>• Establishing Strategy</li> <li>• Fortifying Culture</li> <li>• Foundations of Management</li> <li>• Innovating</li> <li>• Leadership</li> <li>• Strengthening Teams</li> </ul>

## Custom-Designed Solutions

### Curriculum Design

Curriculum design involves mapping an overall training program and identifying the sequence of learning and where to leverage different technology.

- Non-for-Profit Board of Directors Development
- Insurance sales onboarding
- Back Office Processing onboarding
- Call Centre onboarding

## Custom-Designed Solutions (continued)

### Leadership

#### Business Leadership

- Thinking strategically
- Managing risk
- Negotiation

#### Situational Leadership

- Adjusting my style to my employees' development level
- Managing and motivating employees

#### Providing Feedback and Coaching Others<sup>1</sup>

#### Managing Conflict

#### Managing Performance Issues

#### Having Difficult Conversations

#### Delegating Effectively

#### Leading High-Performance Teams

#### Sr. Leadership Development Program (3 year)

- Structured learning to support competencies
- Self-directed learning
- Group project
- Curated content to augment library
- On-the-job activities

#### Performance Management

- Setting objectives
- Monitoring performance
- Giving feedback
- Having performance conversations

### Sales

- Networking and Prospecting
- Responding to Objections and Concerns
- Referrals and Introductions
- Closing

- Managing Client Relationships
- Know Your Client (for financial services)
- Fact Finding Interview (for insurance sales)
- Presenting Recommendations (for insurance sales)

### Product

- Life Insurance products (e.g., Term, Whole Life, Universal Life, Disability, Critical Illness)
- Investment products (e.g., RIF, Segregated Funds, Annuities)

### Systems

- Financial Planning Software (e.g., NaviPlan, custom back office processing)
- Various custom systems (e.g., Virtual Pharmacy software)

### Elearning

Courses are developed in the Articulate Suite (Storyline 3, Storyline 360, or Rise).

- Health and Safety
- Violence and Harassment
- Incident Investigation
- Introduction to Lean Six Sigma
- Privacy and Security
- New Employee Orientation

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<sup>1</sup> Face-to-face and Virtual Classroom