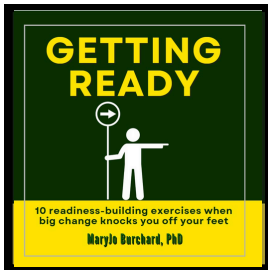
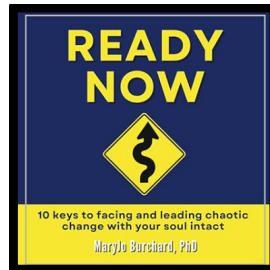


## SERVICES AND RESOURCES FOR A PLAN OF ACTION



Build **PERSONAL**  
**READINESS** with  
*GETTING READY*



Build **TEAM and**  
**ORGANIZATION**  
**READINESS** with  
*READY NOW*



Assess Change  
Needs in Real Time  
with the  
**CHANGE**  
**EXPERIENCE**  
**PROFILE**

### READINESS | TRUST | RESILIENCE services

#### Self-Regulation + De-Escalation Training

- Hands-on training and coaching to recognize and diffuse internal and external threats to stability, empowering employees to create and maintain calm in any situation
  - Self-Regulation*: Practices to Create Clarity and Personal Stability In-the-Moment
  - De-Escalation*: Creating Calm and Safety in Volatile Situations with Co-Workers and Customers

#### Change Readiness Intensive

- Diagnose and treat the threats to your readiness for a major disruption at ANY SCALE, with a custom plan including data-driven assessments, tailored training, and coaching to measurably increase change readiness, awareness, and resilience when you need it most. Build a new shared language for real-time pivots, so leaders and teams can thrive in any disruption.
  - individual and team readiness assessments
  - Readiness Training for Leaders
  - Ongoing Coaching + Mastermind groups

#### Measuring and (Re)Building Trust

- Customized training and coaching to assess where trust gaps exist and create measurable practices to close trust breaches for deeper engagement and stronger performance
  - on and between teams
  - in supervisor-direct report interactions
  - between leaders and teams

### READINESS | TRUST | RESILIENCE resources

books | assessments | tools

- Purchase the Change Experience Library**
  - [Getting Ready](#) - personal readiness
  - [Ready Now](#) - team/org readiness
- Video explaining the [Change Experience Profile](#) readiness assessment**

### READY TO REACH OUT?

If you'd like

- more information about any **Concord Training**,
- to request one complimentary sample of the **Change Experience Profile** assessment, or
- to schedule a free **discovery call**

**We'd love to hear from you:**  
[Dr.Burchard@ConcordLeader.com](mailto:Dr.Burchard@ConcordLeader.com)