

Train-the-Trainer (T3) User Group Meeting Summary - 12/19/25

Quick recap

The T3 user group meeting focused on updates to Living as a Leader's video learning content and platform changes. Theresa announced that all content would be moving from Bridge to Kajabi, with new video courses featuring micro-learning lessons and quizzes, while also confirming that the platform would include closed captioning and accessibility features. Several participants shared challenges around group coaching confidentiality and trust-building techniques, with Rick and Theresa offering suggestions including ground rules exercises and vulnerability-based activities. The conversation ended with team members sharing their leadership development goals for 2026, including themes of solutions, listening, and confidence.

Summary

Team Wins and HR Reflections

The meeting began with a discussion about reviewing and sending off materials, including a quiz on common leadership mistakes. Theresa inquired about the meaning of "quiz complete," and Liz agreed to follow up with her later. The group then engaged in casual conversation, discussing weather conditions and personal experiences, including Patrice's missing Christmas gift. Theresa introduced an icebreaker activity, asking participants to share recent personal or professional wins. Susan and Mark shared their experiences, highlighting the positive impact of new team members and collaborative efforts. The conversation ended with Melanie reflecting on her work with a manufacturing group and the shift in perception of HR practices.

User Group Meeting Survey Results

The user group meeting discussed survey results from 15 participants, with a majority preferring bi-monthly meetings at 10 AM on Fridays. The group agreed to schedule future meetings at 10 AM, with occasional exceptions for Thursday meetings to accommodate all participants. Best practices for facilitation was identified as the highest-rated topic, followed by new tools and engaging participants. The group decided to focus on these topics for their six planned meetings in 2026.

Pre-Work and Content Updates

The group discussed implementing pre-work for future meetings to enhance dialogue and preparation. Theresa shared plans to consolidate T3 content onto Kajabi, moving away from Bridge, with a new link to be distributed in January for updated access. The team expressed appreciation for the video learning series, with special thanks to Tammy and Carrie for their feedback and suggestions, including the idea of personalized intro/outro videos for different locations.

Video Learning Initiatives Update

Theresa shared updates on the video learning workshops, which are progressing ahead of schedule with Rick and Patrice's help. She announced a new LDS video learning package with micro-lessons and integration sessions, as well as plans for an Emerging Leaders Series in video format. Theresa also discussed printing workbooks for a college partner and resolving an issue with the mobile app in the UK. Finally, she explained that video course completion data would be exported weekly for reporting purposes.

Leadership Development and Participant Engagement

Theresa and Patrice discussed printing workbooks, and Theresa expressed openness to the idea. Tammy raised concerns about maintaining engagement and leadership development for those who participated in the program with Rick, noting challenges with ensuring continued participation and growth. Rick suggested focusing on the four pillars, including setting expectations for leaders to support others and continue their own growth. Tammy emphasized the need for strategies to engage participants who may not fully embrace the program, highlighting the importance of cultivating growth within teams.

Leadership Development and Certification

The group discussed performance review processes and leadership development. Rick shared an example of a Leader of Leaders book that tracks leadership conversations and growth goals. Tammy mentioned their company's guiding principle of balancing accountability with kindness. Theresa suggested implementing a requirement for leadership development hours, similar to CEUs. The conversation concluded with Theresa announcing that their organization had become SHRM certified to redistribute CEUs for their leadership workshops.

Group Coaching Trust Building Strategies

Melanie sought advice on facilitating group coaching sessions within the same organization, focusing on building trust and confidentiality. Rick suggested establishing

ground rules through a brainwriting exercise and reinforcing them regularly. Theresa shared techniques from Patrick Lencioni's "Five Dysfunctions of a Team" and a personal experience using the "Box of Life" exercise to foster vulnerability and trust. Both Rick and Theresa provided strategies to enhance group dynamics and ensure productive coaching sessions.

Enhancing Training Session Effectiveness

The group discussed strategies for leading effective training sessions, including Eric's method of separating participants into smaller groups to maintain focus. Patrice highlighted the implementation of monthly leader meetings and increased accountability measures, while Eric suggested incorporating these discussions into performance reviews. Susan shared feedback on language adjustments in training materials to address sensitivity concerns, and Theresa committed to reviewing and updating content accordingly. The team also discussed accessibility requirements for videos and PowerPoint presentations, with Susan offering to connect Theresa with her colleague for further insights on translation tools.

LDS Leadership Goals and Language

The team discussed language requirements for LDS sessions, with Melanie clarifying that only one language would be used at a time for PowerPoint translation. The group shared their leadership growth goals for 2026, with Susan focusing on openness, Tammy on offering solutions, Eric on listening better, Mark on enjoyment, Rick on precision, Liz on confidence, and Theresa expressing gratitude and aiming to lead with grace. Theresa announced plans to distribute a new schedule for 2026 and meeting notes from the current session next week.

Theresa's Email Notes – 1/26/26

1. Important Update – T3 Certification Library

As you know, we recently moved the T3 Certification Library to the Bridge LMS platform in an effort to house everything in one place. After hearing feedback and evaluating the experience ourselves, we decided to move the library back to Kajabi. We believe this platform is much more user-friendly and easier to navigate.

What this means for you:

You will need to log into Kajabi and set up a new password.

- Your username is your work email address
- Use this link: <https://leadertrak.livingasaleader.com/offers/H94MGSjp>
- Click “Forgot Password” to create your new password

Once completed, you will have full access to the T3 Certification Library on Kajabi.

2. LeaderTrak Update

We have officially renamed our leadership development product line LeaderTrak. This replaces the general term “Leadership Development Series (LDS)” and helps distinguish the different ways we deliver the content:

LeaderTrak Live

Live delivery of the 12 workshops (four hours each) plus coaching sessions.

LeaderTrak Lens

Our new video-based learning format. Participants complete video courses and then attend a 90-minute integration session to apply the models, discuss real work situations, and engage in activities. Coaching follows and may be delivered in small groups (90 minutes) or one-on-one (60 minutes), either live or virtually.

LeaderTrak ELS

Our Emerging Leader Series: six four-hour workshops plus small group coaching. Video learning for ELS will follow completion of LeaderTrak.

Our goal is to have all 12 LeaderTrak courses available on Kajabi by Spring 2026, with LeaderTrak ELS completed by Summer 2026.

As we’ve developed the videos, we’ve incorporated learner-focused improvements and aesthetic updates. I’ll let you know when *The Seven Most Common Mistakes Leaders Make* is available for preview (likely the week of 2/2).

Clients with remote teams are especially excited about this option as it reduces travel costs while maintaining learning impact.

Each LeaderTrak Lens course will include:

- A quiz (80% passing score required)
- Unlimited quiz attempts
- Completion tracking and reporting

- Closed captioning and accessibility features

Some language in the videos has been updated for clarity and sensitivity. Workbooks have not yet been revised; updates will follow after ELS production is complete. In the meantime, any new or enhanced models (such as The Four Pillars) are included as supplemental resources. We will release each workshop as it is completed rather than waiting for the full series upgrade.

More to come on this soon!

3. Survey Results and Meeting Schedule

Thank you to everyone who completed the survey. Your feedback directly shaped our plans.

- 15 users responded
- Preferred meeting time: Fridays at 10:00 AM CST, every other month
- We'll also offer a few Thursday options for those unavailable on Fridays

2026 T3 Meeting Dates

- Friday, February 27
- Friday, April 17
- Thursday, June 18
- Friday, August 21
- Friday, October 16
- Thursday, December 17

Liz will remove the old calendar holds and send updated invitations.

Top topics requested

- Facilitation best practices
- New tools
- Strategies to engage participants

We will begin sharing meeting agendas in advance and may include light pre-work so we can spend our time together discussing real-world situations.

4. Certification – CEUs and SHRM PDCs

We're pleased to share that Living As A Leader is now a certified distributor of SHRM Professional Development Credits (PDCs). Completion of our full 12-workshop + coaching series equals 60 PDCs.

The following individuals will receive 60 PDCs as of 2/1/26:

- Keri McConnell, MetalTek
- Kim Engibous, Ellsworth
- Sara Skarda, Hendricks Commercial Properties
- Ashley Dunn, Hendricks Commercial Properties
- Seherzada Dzaferovic, Hendricks Commercial Properties

Let me know if you're interested in earning SHRM PDCs.

Through our partnership with Johnson County Community College, we also offer CEUs:

- Full series = 6 CEUs
- One four-hour workshop + one coaching session = 0.5 CEUs
- Fee: \$50 per person (covers college registration)

This is a great option for those completing part of the series.

5. Additional Topics Discussed on 12/19

We also spent time discussing:

- Workbook printing
- Re-engaging leaders who completed the series in the past
- Accountability and The Four Pillars
- Incorporating leadership accountability into performance reviews
- Trust-building in small group coaching
- Language sensitivity updates in workbooks
- Accessibility and translation considerations for PowerPoint materials

That's all for now. AI-generated meeting notes are attached, and we'll post the meeting recording and notes on the T3 page soon: <https://www.livingasaleader.com/OffNav/T3.htm>

Please reach out if you would like to have a conversation. You can schedule time to meet with me that works best for your schedule on my Calendly link:

<https://calendly.com/tcuster-8612/60-minute-meeting>

All the best to each of you. I look forward to seeing you at our User Group meeting on February 27.