

Train-the-Trainer Users Group Meeting - 6-18-26

July 21, 2026

Overview

The meeting discussed the benefits of coaching up, improving communication, and maintaining engagement. Key strategies included regular follow-ups, using executive summaries, and integrating leadership skills into performance reviews. The 70-20-10 balance development model was emphasized, highlighting the importance of applied learning and mentoring. The group also shared methods for engaging participants, such as role-playing and using icebreakers. Updates included the completion of 11 workshops in the leader track lens series and the transition to a new platform with Scorm files for LMS integration. A new leadership continuum program was launched for ongoing coaching and refresher training.

Action Items

- Design and plan refresher content and scheduling for alumni leaders who completed the Living as a Leader program 2–5 years ago, targeting implementation around 2027.
- Revisit and reinvigorate the communication and reinforcement of Leader of Leaders expectations, aligning them with the new Leadership Lens / Track Lens process and ensuring higher-level leaders clearly understand and buy into these expectations.
- Roll out the new video-based Living as a Leader program by releasing it and enrolling participants in July, followed by running integration sessions and small-group coaching between July and August.

Outline

Coaching Up and Communication Improvements

- Speaker 1 discusses the benefits of coaching up, mentioning that regional VPs and Patrice are now involved in follow-up calls with their teams.
- Speaker 1 emphasizes the importance of taking time to coach up and back down, which has improved engagement and communication.
- Speaker 2 asks Ray about the agenda and topics of conversation during coaching sessions.
- Speaker 1 highlights the significance of open communication and follow-ups from sessions, involving regional VPs, students, and managers.

Introduction of New Participants and Engagement Challenges

- Speaker 2 welcomes Teresa and introduces Iman from Glen Reader.
- Speaker 2 mentions the discussion on engagement challenges and invites participants to share their thoughts.
- Speaker 6 suggests the concept of a steady drumbeat, emphasizing the importance of continuous reinforcement of learned concepts.
- Speaker 6 discusses the balance development model (70-20-10) and the need for leaders to demonstrate learned skills through actions.

Leadership Programs and Accountability

- Speaker 5 shares the positive impact of bringing the emerging leader and team leader program in-house, encouraging managers to take accountability for their leadership skills.
- Speaker 2 and Speaker 5 discuss the importance of integrating leadership components into performance reviews.
- Speaker 2 shares an example of a COO using a coaching process and the need for continuous reference to tip cards for effective coaching.
- Speaker 5 mentions building leadership skills into corrective action processes to ensure they are consistently applied.

Executive Summaries and Mobile Apps

- Speaker 3 introduces the use of executive summaries to share workshop tools and questions with leaders.
- Speaker 3 suggests using mobile apps to provide leaders with access to tip cards, executive summaries, and other resources.
- Speaker 7 discusses the struggle with leader follow-through and the importance of clear expectations.
- Speaker 3 and Speaker 2 emphasize the need for leadership qualities to be part of performance reviews and the importance of accountability.

Leader of Leader Meetings and Refresher Training

- Speaker 3 asks about the use of leader of leader meetings and their effectiveness.
- Speaker 4 shares their experience with roundtable discussions for leaders of leaders to reinforce learning and hold each other accountable.
- Speaker 5 discusses the importance of leaders conducting regular meetings and supporting each other through the program.

- Speaker 6 mentions the need for ongoing refresher training for alums and the challenges of maintaining engagement over time.

Engaging Participants and Overcoming Distractions

- Speaker 1 emphasizes the importance of keeping participants engaged through activities and moving them around in group settings.
- Speaker 8 suggests starting with casual conversations to engage participants and involve them in the learning process.
- Speaker 9 highlights the importance of starting workshops with activities that focus on leadership topics to set the tone.
- Speaker 6 shares a method of having participants write down their distractions on paper to quiet their minds and make the learning relevant to their situations.

Creative Engagement Techniques

- Speaker 3 shares a list of fun questions to engage participants at the beginning of workshops.
- Speaker 2 discusses using a vocabulary quiz to engage participants and help them understand the importance of delegation.
- Speaker 3 mentions using name tents to facilitate group discussions and reinforce learning from previous workshops.
- Speaker 2 shares a method of having participants write down tasks they would delegate to a secretary to identify high-value activities.

Updates on Workshops and Platform Changes

- Speaker 3 provides an update on the progress of the leader track lens workshops and the changes being made to the script.
- Speaker 3 mentions the transition from Bridge to Kajabi and the development of Scorm files for LMS integration.
- Speaker 7 shares their experience with the new platform and the positive feedback from their learning and development partner.
- Speaker 3 discusses the plan to sunset e-learning courses and replace them with video courses, ensuring unlimited access for users.

Leadership Continuum and Coaching Sessions

- Speaker 3 introduces the leadership continuum, a program for public series graduates to join for monthly coaching sessions.
- Speaker 3 highlights the benefits of discussing real-world situations with leaders from other organizations.
- Speaker 3 mentions the positive feedback from participants and the success of the program so far.
- Speaker 3 concludes the meeting by thanking participants for their contributions and sharing upcoming plans for the program.

Speaker 1 00:00

Culture of communication is now coaching up. We have our regional VPs now have follow up calls with their own team in their area. Besides Patrice and myself jumping in on everything and coaching upward now has been honestly a huge benefit, and and keeping the engagement going, but it's kind of a struggle because, like you said, Rick, right? Is you know, if I'm at this upper level, I I feel like you know that's below me sometimes, or I've got way too much on my plate or everything else. So now we're finding out that if we take that time. I get it that if we're all busy, but if you take that time and start coaching up, and then back down again, it's been beneficial. Now our engagement has been, and and communication has been really improved.

Speaker 2 00:54

Well, outstanding. So Ray, can you tell us the kind of what is the agenda? What are the topics of conversation that, when you coach up, you found are influential?

Speaker 1 01:08

I'm going to keep going back to just honestly the communication side of it. So when we follow up, we'll follow up from one of our sessions, whether it's seven, whether it's anything. Right? We do a quick follow up with the regional VP and those students in class, and then Patrice and I also follow up with their managers on top of that. And and honestly, I think again, I I'm going to say just can't say it enough is the open communication on what prior to them learning?

Speaker 2 01:45

Okay, thank you very much. Welcome, Teresa.

Speaker 3 01:49

Thank you. It's good to see all of you. Sorry, I'm late.

Speaker 2 01:53

Let me help you catch up. We've done a round of introductions because Iman is joining us for the first time from Glen Reader.

Speaker 3 02:00

Nice to see you, Iman.

Speaker 4 02:02

Nice to see you as well. I'm happy to be here.

Speaker 5 02:04

Good.

Speaker 2 02:05

And we've just begun a discussion on the first question: What's the biggest engagement challenge you see with leaders today? And so I've invited people to share not only what their challenges are, but what they found is helpful in terms of moving the needle to support greater engagement, especially top down, so that's where we are.

Speaker 3 02:25

Excellent, thank you so much. So feel free to continue.

Speaker 2 02:29

Okay. So other thoughts, ladies and gentlemen.

Speaker 6 02:40

So I'm gonna just throw a phrase out there that I kind of remind myself of a lot, and that is steady drumbeat. So, and I think somebody else, I think it might have been Ray, touched on it. It's it's not just relying on the formal curriculum, but having that steady drumbeat of remember the box of life-that's everybody's favorite, right? Or you know some of those other concepts that we're learning, and bringing those up in a with a steady drumbeat, so that we're constantly hearing them, and they just become part of our vernacular. So it can be hard for the manager to do that if they're not familiar with the content. But this is where Ray's comment about managing up-it's almost like teaching it back, so comes to mind. So what I mean by that is, if I learn about the conflict management model for, and I'm talking about having difficult conversations with my manager at work as a participant, like I bring that structure into the conversation. Like, hey, I learned about this. Let me show you what this is. Now let's talk about how this applies. So you have that steady drumbeat of these tools and techniques that we learn in the formal program, and we're bringing it back. More broadly, I we also talk a lot here about balance development. 70/20/10. Right, 70% is applied learning on the job. 20% is through relationships, mentoring, coaching. 10% is sitting and getting in a formal curriculum in a formal classroom, and reminding people that especially those leaders who say the right things but don't demonstrate it through their actions? Like really living as a leader is about the 70% right? And doing the thing that we're learning in the 10. So we talk about those two concepts quite a bit when we're trying to figure out what we need. To do to start shifting the leadership culture

Speaker 2 05:03

here. Love it. Thank you, Carrie.

Speaker 6 05:09

Yep.

Speaker 2 05:12

What else?

Speaker 5 05:18

Master hands up, Rick. Yeah. What I really found helpful, especially in the last two years, is by bringing the emerging leader and team leader program in house. That has really pushed the managers to get more involved and to really own their own, you know, take accountability for their own actions and their own leadership skills even more. So our executive team is fantastic. They are really supportive of the programs. They're high believers in it. They live on. They're really good with it. It's just this middle layer of management that we were struggling with. And by bringing in the emerging leaders and the team leaders, now they're asking questions. They're bringing it up. They're talking about it all the time. It's engaging their managers even more, so it's it's it's interesting. In ideal, you want it across the board, all levels of leadership. So that's helped us a little bit.

Speaker 2 06:12

Have the middle managers been participating in the courses?

Speaker 5 06:17

They've already had the courses.

Speaker 2 06:19

Okay,

Speaker 5 06:20

you know, but they get to the point where they get. I mean, there's so many different initiatives going on as an organization that they get sidetracked and they forget that this is like the foundational pieces that they have to have in order for everything else to work. And so, trying to remind them of that, and then having their people that report up to them sharing that with them, bringing it forward, it just it keeps it top of mind. It helps. You know, we're going to start building more of it into our performance review too. The way it's currently set up doesn't really look at that these leadership components, but we're going to add more of that down the road, which will be helpful.

Speaker 2 06:59

Absolutely, I was working at a company yesterday, and the chief operating officer who brought us in to work with his team in particular was struggling with one of his middle managers who was not performing well, and he was sharing what he did, thinking that it was a six-step coaching process from Communicate by Design, and it was about half of it. He had graduated in 2015, and so this group is about to graduate. And so we talked about the discipline of continuously referencing the tip cards or the app, because an approximation of a coaching session is not a coaching session, and it did not get the results. And so, when we debriefed it, he found out what was missing. He didn't have a good concern statement. He owned it. He said, "It must be me. I must have a communication problem because you're not doing this. So it, you know, the training over time is a gallon of milk in the river, right? It can fade and then become opaque and then disappear. And so, one of the things that I'm really stressing with this group is the discipline of all leaders who have been through the course to, on a weekly basis, at least one tip card. Take two minutes, review a tip card a week, and set that as an expectation. Set that as an expectation. So yeah,

Speaker 5 08:24

you can actually build it into your processes too. So like when the coaching for improvement, we built that into our, you know, our whole corrective action process. That's where it begins, and everybody knows this is the template you're going to use. You're going to do this first and foremost before any corrective actions start to occur, disciplinary actions, whatever you want to call them, this is the first step, and so starting to build some of these things into our processes helps it stick. So for

Speaker 2 08:52

sure, Teresa and I were on a call yesterday where we were talking about integrating living as a leader into an entire performance management system, just like you're talking about, that a six-step coaching process is a prelude and a requirement before any disciplinary action can be enacted. Yeah, Teresa, go ahead.

Speaker 3 09:14

Sure, thank you. I agree with that, Rick. I thought that was a great discussion, and it might even be something to share on one of the t3 calls going forward, I love the program that you put together. But one thing I was going to ask the group was, do you all use the executive summaries? Okay, so in your t3 package on the library, you have executive summaries, and something we do here for our internal customers is that we either we either give it to the HR key contact or our key contact, and they send them out to everyone, or we send them out. So, for example, in our public series, when someone goes to the workshop. This morning, their leader is going to receive an executive summary of what they went through. Those are all done

up in the T3 library for you. And what it basically does is it shares a one-page overview of the tools they learned today in that workshop, and it even gives you five questions to ask them when they come back from their workshop to say, well, how are you going to incorporate this, or what did you think of that, or how you know, it's just some really great questions to to get some interaction going between the leader and the employee, their direct report who's going through the series. So that's just a thought. Those are also on our leader of leaders, and the executive summaries are also both of those are on our mobile app. So that might be a good thing to give the leader as well of the person going through the series is the mobile app, so they can look at the tip cards, they can see the content, they can see the executive summaries and tips and to-dos, things of that nature, and also the leader of leaders meeting, the 13 tips. I just wanted to throw that out there. If you're not using that, Tammy.

Speaker 7 11:17

Yeah, I want to comment on that because I mean back in 2018, that was introduced to us. Rick brought that to us, and I'm just going to say one thing because there still is a struggle. There still will there are struggles with leaders, with follow through, especially leader of leaders. And I'm I'm looking at at reinvigorating this idea again because again we're branching into the new process that you created with leadership lens, track lens. But I'm just going to reiterate the importance of clear expectations. If we don't, if we don't assist in helping our higher level leaders understand the importance and hopefully buy into that expectation, it slips, and and and I'm just I'm just I'm airlight is is not not its only the only company that has slipped, but we have slipped because the clear expectations have slipped.

Speaker 3 12:15

Sure, absolutely, and that's where we were discussing a little bit yesterday, Rick and I with this client is that you know why not make that part of their expectations and their performance review? That's part of leadership, right? And so it's just a thought.

Speaker 2 12:34

Well, and to expand on that, given what you shared, Kim, if we're going to have leadership qualities in a performance review, which I think is a great idea, because now people are evaluated on their functional leadership skills and activities, we've got to have clear expectations and processes that they have to abide by, and so it becomes a network of expectations and integrating the training and then performance reviews, and all of that's really great. And when people start feeling the consequences in a performance review, that I'm not going to get this five point or four or three, whatever it is, because my leadership hasn't been proficient, then all of a sudden the leadership piece becomes real. The investment for an organization to do that systemically takes some energy and effort, but the payoff in terms of

aligned leadership, where we can run an initiative through an organized aligned leadership system, you're going to get such better results. And that Kim, I think, is a great example of making leadership real. It does. It starts with expectations, but then there have to be procedures that are woven in systemically and accountability in terms of performance reviews.

Speaker 5 13:48

I agree with you 100% Just recently, we rolled out the cultural beliefs on a global basis because we've never done that before, and the cultural beliefs align very closely to living as a leader, and what we're teaching in the class aligns with what we value, our company values, and our cultural beliefs. So it just reinforces all the things that we're learning, living as a leader, and saying this is the way we're going to do things. This, you know, we're just trying to and hold them accountable to that piece. But you're right; you got to have the processes to support it too, and a means to measure to see if they're actually doing it because that's the hardest part is the measurement of it. Surveys only a glimpse; you need something more concrete.

Speaker 2 14:28

Yeah, what a concept! Holding leaders accountable for leadership,

Speaker 3 14:33

right?

Speaker 2 14:37

It's so important, and so often it doesn't happen. So, really glad to hear what you're doing, Kim and Tammy. We began with leader of leader expectations from the get go, and they're there, but bringing accountability to the people at the top to actually be able to use those and then drive that down. Airlight is not alone, as you said, and it makes such a huge difference in the experience. And the return on investment, no question.

Speaker 7 15:05

Yeah, and and and one thing about that too, right, is that we're still we're still hanging in there. We're still doing. We're still moving. You talk about. I'm going to call. I'm when people see me, they think of leadership, right? When they see our C CFO or CEO, they might not think of leadership right away. They might think of just that, you know. Oh my goodness, that's the CEO or CFO. But when they see me, they think of leadership. So me walking through the hallways, me visiting the sites, there's just an automatic ripple that just happens. And so I just love the fact that I can be that person. I'm just trying to continue to work with the higher level leaders to help me.

Speaker 2 15:44

Yep,

Speaker 3 15:45

that's great.

Speaker 2 15:46

March on, keep the faith.

Speaker 3 15:48

How many of you do leader of leader meetings?

Speaker 4 15:53

I do. I actually conduct roundtables internally with a bunch of our leaders of leaders. So these people went through the Living as a Leader program last year, and their direct reports are in the program this year. So it's kind of a reinforcement tool, but it's also a way to kind of be like, "Hey, your direct reports kind of went through this this week. This is what we've all learned, and so they can kind of pull that into their one-on-ones with their leaders and hold them accountable to those items, but again, I feel like it works both ways. So it's holding both sides accountable.

Speaker 3 16:28

Absolutely,

Speaker 5 16:31

my people have asked for that. They want to do more. You know, get the teams together that have went through the program at the beginning of the program five years ago. Get us together more frequently so we could start talking about it. The very coolest thing that I saw is the leaders that went through the program in like 22 and 23. As they had their leaders going through the program, they would do monthly roundtables with them as a follow up. So instead of just doing a one on one, they'd get together as a for that business unit, and they the ones that graduated the program worked with the ones that were going through the program. That was incredible when I saw that because it's showing that support for them, and it helps them be more engaged and know they have this network within their own teams that they can work with. So that was like, and they did this all on their own, and it was just wonderful. Wow! So, just something that was one of the coolest things I've seen.

Speaker 2 17:28

Is that still happening?

Speaker 5 17:30

Right now, they don't have any leaders. Other leaders have been through the training already, so now they want the quarterly or some refreshers. So I got a. We had other projects, HRIS implementations, and stuff we were involved in this year. So, in 2027, we're going to be moving more towards trying to get people the refresher, content refreshers, and things back again. Kim,

Speaker 6 17:53

that's a that's a really great topic to bring up because we are also talking about alums and refreshers, and I would love to hear what other companies are doing for that. You know, ongoing like refresher training for people who have been through

Speaker 5 18:10

it. Yeah, we're we're starting that planning process. Our fiscal year begins October 1, so we're starting that planning process for what we need to do next year and where our focus is going to be, and how to keep the program alive for those that have went through the program 543, years ago, just trying to keep it alive.

Speaker 2 18:27

Tammy, would you share the stump the chump model that we used for two or three years?

Speaker 7 18:35

Yeah, yeah. This was when when COVID hit. Rick was Rick and I had to be really creative, knowing that we couldn't necessarily bring you know 2030 people into one room. So part of part of the refresher, because again we started in 2018 from the high high executive levels of C suites, and it went through quite a few directors, VPs, middle managers, and so there was. I think we've had. I think we have 190 leaders that have gone through the program. So of that, when Rick was with us, we, him, and I did some brainstorming, and we came up with what what we called stump the chop. And so we would. I would go out to my leaders and say, "Okay, leaders, I said, you know how Rick is. He always has an answer for everything. So let's see if we can figure out some problems we have to see if we can stump him. And they're like, we're not going to stump him. I said, I know we're probably not, but let's just try. So we ended up. They ended up bringing me list of things, and I created an Excel sheet. I put all of the ideas on a sheet. I cut them up. I put them in a hat, and Rick got to draw so many of those out per per session. So he was able to, and then sometimes he called on us to role play, which of course, you know, we have leaders with big eyes that like oh my. I don't want to role play with Rick because Rick is not going to be stumped. But anyway, it was a great learning experience. He

brought the tools back. He reminded the people of these are all the things you can use for that situation. So it was it was actually it was actually very well received. It

Speaker 2 20:20

was a lot of fun, and so yeah, situation would come up. I would talk through the strategies. We would do the role play. We would debrief it, and then everybody participated in a role play. They got to experience the same issue in a coaching role play, and then we debriefed that. And so it was really real time issues and boots to the ground and a good refresher based on those real time situations, and I think it was it was fun. People really enjoyed it as well, so they had to do some role plays. Yes. Anything else about engaging engagement of leaders to support leaders that you'd like to talk about, or should we move on to our next question? All right, let's go to our second question. What do you do when participants show up but are mentally somewhere else? I'll let you read through the bullets. Do

Speaker 3 21:23

you recognize these, Kim?

Speaker 5 21:31

I absolutely do.

Speaker 3 21:32

Yes, this was her feedback she provided to us in writing because we were going to get through all of these questions in one session. But thank you for providing that feedback to get us started.

Speaker 1 21:44

I'll jump in first again and quick. John reflected back in the beginning about engagement. I think from what I've seen, the number one thing that keeps participants kind of mentally involved is engagement across the board, like constantly keeping them doing something, everything that you see, like moving them around with grouping them with different people, we've all seen it. Where if they come from a similar location, same location, or close by, they already know each other, so they're very quick to gossip on the sidebars, right? So move them around. We sit them at different tables, but the one thing that I know that we do and Patrice does from Living as a Leader is constantly keeping them engaged. Like he said, very little lecture, more activities.

Speaker 8 22:35

I would have to agree with that. I'm a very high I, so I can when I like am facilitating, especially emerging leaders, and it's just you can tell like either they're thinking about something else or

they're like I would rather be napping right now. I just try and like start having a casual conversation, even if it's just me joking and complaining about something that happened over the weekend, just get everyone involved and laughing like back again, even if it's not directly related. Or, and as much as possible, I try and have them either like be the ones reading off of a slide, like giving their feedback flip charts where they're doing the ones where they're doing the writing, just so it's not me talking at them for four hours.

Speaker 3 23:26

Sometimes go ahead, Melan.

Speaker 9 23:28

Just piggybacking on that, when people start the workshop, they're coming from someplace. You know, sometimes it's their commute, sometimes it's across the hall. You know, their meetings, and that's where I find a really great opportunity for that engagement, as well as you know the aha's. It's like go back to the last workshop and what your aha was, and you know what did you do about it. But having those breakouts where it's two people talking right away, just jumping into the leadership topics because starting the workshop sometimes are-it's that-it's a challenge, especially virtually, where people are-you know-their minds and their focus is somewhere else. So, trying to get them right away talking about leadership, being present, and something that really resonated with them. You know, in a lot of the virtual workshops that I start, that kind of sets the tone. Then we're all here. We're talking about leadership. We can park everything else outside the door.

Speaker 2 24:27

Nice transition. Help them, yeah, from wherever they're coming from, get their head in the game of leadership again. Very nice. Thank you, Mel. Melanie.

Speaker 6 24:34

So, sort of building on Melanie's thought, one of the things I've tried is no matter where they're coming from. When they come in the room before we start, I have them take out a piece of paper anywhere, a notebook, whatever. And I say we all like brought our baggage into the room with us. Our baggage being what's happening on the floor while we're sitting in this room, and just. Take a minute and write down those things that are happening out there. This is only for your eyes, and I have them write the things down. And then I have them fold the piece of paper in half, and I have them put it off to the side. It's a physical, like getting out, getting it out of your head, getting it on a piece of paper, so you don't have to try and remember it, and then later on, sometimes later on, I'll say, okay, as we're talking about this, pull out that piece of paper and see if anything we're talking about applies to those situations. So first, it's quiet the noise in your

brain, and second of second of all, it's like make what we're doing in here relevant to that because maybe something we're learning can help them deal with that thing that's pulling at them while they're in the room, kind of a meeting them where they're at moment.

Speaker 2 25:56

What a great idea! Love both aspects of it, right? Set it aside. Now, in the 70s, if you were on a personal growth retreat, you'd put it in the fire pit and watch it go up in smoke to release all the karmic community, right? Right. But to then come back and refer to it and talk about application opportunities, does that then result in a conversation, or is that just an internal contemplation?

Speaker 6 26:18

It depends on the person. I mean, my more introverted people are gonna just be real quiet and reflective, right? My extroverted people might go. Actually, I'm glad you brought that up because I've got this burning fire, and I'm not quite sure what to do with it. And so let's talk, right? So it just kind of depends on what some of their personality traits are.

Speaker 2 26:40

But you make room for conversation if people want to talk through application.

Speaker 6 26:44

Oh, always, always the application part of learning, right? Right.

Speaker 2 26:48

Yeah, for sure. Great idea. I love that. I'm stealing that one. Yeah.

Speaker 3 26:56

I have a list of questions that I sometimes provide at the beginning of a workshop or the beginning of a series, and I just pulled it up because they're they're just kind of fun, like to just break the ice and and you know get everyone back engaged. They're they're fun things, and it's like a lightning round. So you give them a minute to think about it, and then we just do a lightning round of answering the question, like you know what's in your trunk today of your car, what poster did you have on your wall when you were a teenager? What's the most bizarre food you ever ate? It's just fun, and it gets people loosened up and talking to one another. So that's something I do. I'd be happy to share it if anybody wants to see

Speaker 2 27:34

it. I facilitated focus your teams yesterday, and something came out of my mouth that hadn't come out before, because you know, focus your teams, right? The whirlwind, all those activities.

So we began with a vocabulary quiz because there were some folks who were younger in the room, and I wanted to make sure that everybody knew the word secretary and what it meant. Okay, and how in the old days, right? Every leader had a dedicated one-on-one relationship with a secretary who took care of that whirlwind. All right. Then this is what came out of my mouth that was fresh. I said, "I'd like you to write down all the things you would delegate to a secretary if you had one, so they could begin to parse out what are my highest value activities, and what are the activities of the whirlwind that I do have to attend to, but that aren't my purpose, priorities, or projects? And so that kind of became kind of a reality check, and was a nice way to engage the workshop. I found it was it was fun for folks and helpful. Yeah.

Speaker 3 28:41

Now we used to have those tents we used to put on. We haven't done this in a long time, but we used to have those like name tents. We would put on the different groupings of individuals, and it would have a model from the last, you know, or last or earlier workshops, and we'd call on tables to explain what that tool was and maybe how they used it. It's just a thought. Teresa, we have eight

Speaker 2 29:05

minutes left. How would you like to proceed with the rest of the meeting?

Speaker 3 29:09

Well, if everybody's okay with it, thanks, Rick. I would love to just give a quick update on some of the things that we're working on. If you're open to that, okay, wonderful.

Speaker 3 29:18

Well, I'm really excited to share. Our team has been just going, going like gangbusters. This is like the best team we've ever had. It's just amazing, and we are already done with 11 of the workshops of the leader track lens, and we're working on the last script now. We're actually going to change the script up a little bit. I'm working on it now because you know that the lead by design is much more about group discussion and reflection, so I'm making it more individual. So, what have you learned as a leader, and and let's talk about the things that you've worked on. And I think it's going to be pretty good. We'll all have input in on that. And so, by I would say the middle of next month, we should be completely done with leader. Track lens, and that is so exciting and happy to uncommon the platform. So yes, and one step further, thank you, Tammy and Carrie, because you're you're just making us so good. You guys challenged us to put these into SQRM files. So long story short, you remember we had Bridge. Bridge wasn't very pretty, and it wasn't very user friendly, but it was all Scorm files that we did our e-learning in. Then we switched to Kajabi, which you're working with now, and they don't like Scorm files, so we have

all these video files, and we set up all the structure for it, and it looks prettier and it's more user-friendly. So one of the issues we had was, okay, well now that we have these great videos, some of you might want Scorm files for your LMS. And so for Tammy, we've been testing. I don't know if you want to share Tammy your experience so far, but we. I and I know Glenn gave me an update today too. You'll have another file today that they've been working on. So it's just kind of a different wrapper, and we had to explore ways to do that. And luckily, our IT guy he figured out how to do this ourselves. So we we got the file to you, Tammy, and you've tested it. And tell me how that's going.

Speaker 7 31:14

Yeah. So thank you, thank you for coming along with Airlight's journey on this on this new process, so yeah, amazing, amazing working with living as a leader. You guys rock. It is paid

Speaker 3 31:29

to say that, and I'm just kidding.

Speaker 7 31:30

I know you did pay me. Literally, literally, it's like we're an extension of each other. That's how that's how it felt to me that we are we are an extension of each other, and if you know again, I'm I'm giving you the the vision through my lens, through our leader's lens. Let alone all of you other T threes out there. But the cool thing is is that you're so open to honest feedback. You're so open to to understanding our our struggles, right, and our reality that it helped me to get buy-in, not just from my CPO, my manager, my manager, but now I've actually shared snippets. I've done the intro and outro. Not that I like looking at myself and watching myself because I don't, but I was able to to really personalize my message to this test group because right now it's just a pilot, and and they they already told me they're not liking this change, but they will do it because they understand that's what we have to do to keep it sustainable. So you guys rock. You were open to feedback. We found a couple of things to get to make better, and and yeah, I my learning and development partner here at work thought that it went really well, and that you know Cindy Miss Hollywood did did a great job, and we are we're going to be on our way. We're going to be releasing it and enrolling people in July, and then we're going to go through our integration sessions and then our small group coaching between July and August. So more to come.

Speaker 3 33:11

I'm so glad to hear it. So that's the first form file. So then our IT guy said, "Well, which one should I work on next? And I said, "Well, Metal Tech wants to get back to the be a great leader, so with the four, the four first work, the first can't talk today. The first four workshops that are in

our series, we're turning those into SQRUM files so that we can have that as the be a great leader. And I know that's something that you guys want to use for some of your leaders, Carrie. So it's pretty exciting. So if you have an internal LMS and you want to host these files, you can do that, and we have a different type of an agreement for that for confidentiality purposes and just how we do the billing on it, because it's more of a report from your LMS that you send us to do the billing. But it is a reduced price, and I think it's working out pretty well with the folks that are using our Scorm files already, so our plan is to sunset the e-learning courses, and they will be replaced with the video courses. So people will still have access. And here's the really good news: with the new platform we're on, we can have unlimited users for an unlimited amount of time, so we're going to treat the video courses like we do our mobile app. In that, as long as you have that work email, you will always have access to these tools. And we've had a couple people, a handful, that have left and gone to other jobs and have a new work email address. We will change it for them. The only downside is if they completed those courses before, it's not going to show when we change their you know because it's going to come up as a new user. But they still have all of the tools, so I just wanted to share that with you. And the last thing I wanted to share is that something new we've just started. We launched it last month, and. So far, knock on wood. It's going okay. We've been looking for a way to do some type of continuation refreshers, discussion, coaching. Right. So you've learned the tools, and those tools are timeless. We just want to make sure you keep using them. And the best place to talk about that is in coaching with real live situations. So we have started something called a leadership continuum, and so everyone that is in our public series, when we're done with that series and they graduate, they have the option to join. And when they join, it's there's a fee each month. They commit to it for they can either pay the monthly fee or it's a little more reasonable if you buy it for the year. You have it for 12 months, but there is a monthly coaching session that you participate with the other people, and a lot of public series folks love that environment because you're talking to leaders from other organizations as well. It's not. I even had someone tell me the other day, you know, I love this because I don't even talk to my leaders at my organization, like this, as open as I can talk in a coaching group with other leaders from other companies. So it's working out pretty good. We've put together topics. People are bringing real world situations to the discussions, and if we have any open space for some additional room to talk, we we have a whole litany and list of things that we can talk about, and refresh tools and so on. So so far so good. It's going going pretty well, and that's all I've got. So it looks like I'm going over time. I'm sorry. It's 11 o'clock on the button, and I'm sure you all have very busy schedules. Just thank you so much for your contributions and participation. I'm so happy how this user group has worked out. It's just terrific. So thank you all so much, and I hope your summer's going great. And have a super day.

Thank you, Teresa. Thanks, Teresa. Thank you.

Speaker 6 36:54

Bye.