

2026 COURSE CATALOGUE





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AN ORGANIZATION IS ONLY AS GOOD AS THE PEOPLE WHO POWER IT. UNLEASH YOUR PASSION. EMPOWER YOUR TEAM.

All organizations today face a business environment that is in a state of perpetual whitewater, constantly shifting rapids in which every person in the boat must possess the capabilities to perform their best and constantly grow and adapt as the requirements for success change (often overnight).

With more than 30 years' experience in helping organizations understand the challenges they face and then guiding them through the turbulence, WhiteWater can help organizations achieve and sustain outstanding performance through unleashing the passion and capabilities of its people.

We are a boutique network of consultants and learning strategists focused on enabling our clients' to thrive in a world of perpetual whitewater. We help them create and execute strategy and develop the leadership capacity to fully engage their team members through expertise, authenticity, and all while having fun doing it.

WhiteWater partners with organizations of all sizes to take their strategy, operations and people to the next level. We create game-changing business strategies with senior leaders and teams and deliver customized, holistic leadership development programs that immediately turn learning into practice. We deliver with expertise, authenticity and passion.

This Course Catalogue outlines our most popular development programs which have been designed to help your team grow the capabilities to deliver outstanding results amidst constant change. All of our programs can be customized to meet your specific learning needs. We also build completely custom content to meet very specific needs...often at a lower cost than off-the-shelf offerings from our competitors.

We look forward to helping you succeed! Please contact Heather at heather@wwici.com to discuss how we can best support your learning and development needs.



THE WHITEWATER ADVANTAGE

1. Expertise | Our clients and contractors value our expertise and believe in our products.

2. Results-based approach | Our holistic and interactive approach generates results.

- We take the time to understand the organization's goals, pain points, opportunities, strategic direction and culture.
- We captivate our audiences with highly engaging material, rooted in real and relatable experiences, and tailored to their goals.
- We follow up quickly with actionable content to solidify insights and turn learning into practice.

3. Agility and customization | Our material and boutique size allows us to scale and customize our programs to our clients, differentiating us from 'off-the-shelf' solutions offered by large competitors.

4. Passion and care | Our clients and contractors recognize and value our passion for the work (and the results we generate) and the care that we demonstrate for their success as individuals, teams and organizations.



JUST LEAD



JUST LEAD

THE SESSION SERIES



JUST LEAD!™

A MODULAR LEADERSHIP DEVELOPMENT PROGRAM

IN A NUTSHELL

WHAT'S THE PURPOSE AND HOW?

Just Lead builds the overall leadership capacity and capabilities of leaders at all levels to enable them to deliver outstanding results in a constantly changing environment.

Just Lead!™ is a 10-14 day, modular leadership development program with 6 core modules, taught in a blended learning environment where the goal is learning, not training. It was initially designed as an in-person class, but is now also available virtually. An e-learning program will be released in late 2024.

An additional 3 individual modules can be customized and mixed and matched as necessary to best meet the development needs of the target audience.



CORE MODULES

- Performance-Drive Values-Based Leadership
- Leader as ~~Motivator~~ ... Environmentalist
- Leader as Performance Manager
- Leader as Coach
- Leader as Communicator
- Leader as Change Agent

OPTIONAL MODULES

- Leader as Architect
- Leader as Team Builder
- Leader as Time Manager

the core

HONESTY
INTEGRITY
CARING
RESPECT
TRUST

LEAD OTHERS: PRIMARY FOCUS OF JUST LEAD FOR FRONTLINE LEADERS

SESSION OUTLINE

M1 : PERFORMANCE-DRIVE VALUES-BASED LEADERSHIP

- Set the foundation for leadership growth.

M2 : LEADER AS MOTIVATOR ... ENVIRONMENTALIST

- Build understanding that leaders don't motivate anyone...motivation comes from within...Leaders must create an environment that excites and engages people.

M3 : LEADER AS PERFORMANCE MANAGER

- Utilize the Get in Gear Strategy-to-Results (S2X[™]) process to align performance and deliver powerful results at every level of the organization.

M4 : LEADER AS COACH

- Build the capabilities of leaders to coach for current performance and future growth.

M5 : LEADER AS COMMUNICATOR

- Build the capabilities of leaders to create a culture of communications and effectively hold courageous conversations.

M6 : LEADER AS CHANGE AGENT

- Build the capability to lead both routine and adaptive change with individuals and teams.

M7 : LEADER AS ARCHITECT

- Understand the critical role "Architecture" (Systems, Structures, Processes and Culture) play in driving results and engaging the team.
- Build the capabilities of leaders to influence the Architecture AND connect people to the Architecture at their level of the organization.

M8 : LEADER AS TEAM BUILDER

- Build the capability of leaders to develop their teams into high performing teams.

M9 : LEADER AS TIME MANAGER

- Recognizing the leaders' most important asset is how they allocate their time and attention, Top-Down Bottom-Up Time Management (TDBU) enables participants to focus their efforts on the most valuable activities while they effectively "manage the mess" (all the other things constantly grabbing for their attention).

JUST SERVE

www.wwici.com

THE
CUSTOMER
IS THE
DRIVING
FORCE

justSERVE
Delivering Outstanding Customer Experiences while Building Customer Loyalty



justSERVE

Delivering Outstanding Customer Experiences

IN A NUTSHELL

WHAT'S THE PURPOSE AND HOW?

Building Customer Loyalty is a 2 day course created to show how important it is for us to look at our business from the customers point of view. Creating value for our customers today is different from in the past, loyalty is the key driver. How we do business is often more critical differentiator than the products or services we sell to them .



CORE MODULES

- Building Customer Loyalty
- The Customers Point of View
- Master the Basics
- Creating WOW!
- Recovery - The Ultimate Tool

including

THE VALUE EQUATION

$$\text{V} = \frac{\text{P} \quad \text{Q} \quad \text{S}}{\text{\$} \quad \text{E}}$$

value product quality service



SESSION OUTLINE

M1 - BUILDING CUSTOMER LOYALTY

- Taking Care of Our Customers so They Remain our Customers.
 - The Business Case for Commercial Excellence.
 - Expanding Expectations: The Commercial Excellence Imperative.
 - Loyalty Drive Profitability.

M2 - THE CUSTOMERS POINT OF VIEW

- The Customer Value Equation.
- Product-centric vs Customer-centric.
- Services vs Service.
- Moments of Truth.

M3 - MASTER THE BASICS

- The Basic Value Proposition.
- Service is ...
- Eliminate Hassles, Red Tape and Black Holes.
- The Voice of the Customer.

M4 - CREATING WOW!

- Getting the Customer to Make an Emotional Commitment.
 - Forging an Emotional Connection with Customers.
 - What Creates Value.
 - Identifying WOW Opportunities.

M5 - RECOVERY

- The Ultimate Tool for Building Loyalty.
 - See Mistakes as Opportunities.
 - Why Customers Don't Complain.
 - Avoid Compounding the Problem - the Dos and Dont's of Effective Recovery.
 - Win Customers for Life - Turning Recovery Situations into the Most Powerful Stories.
 - Use Recovery situations to Fix the Problem.

JUST DEAL



justDEAL

principle-based negotiations

JUST
MAKE
THE
DEAL



www.wwici.com

justDEAL

principle-based negotiations

IN A NUTSHELL

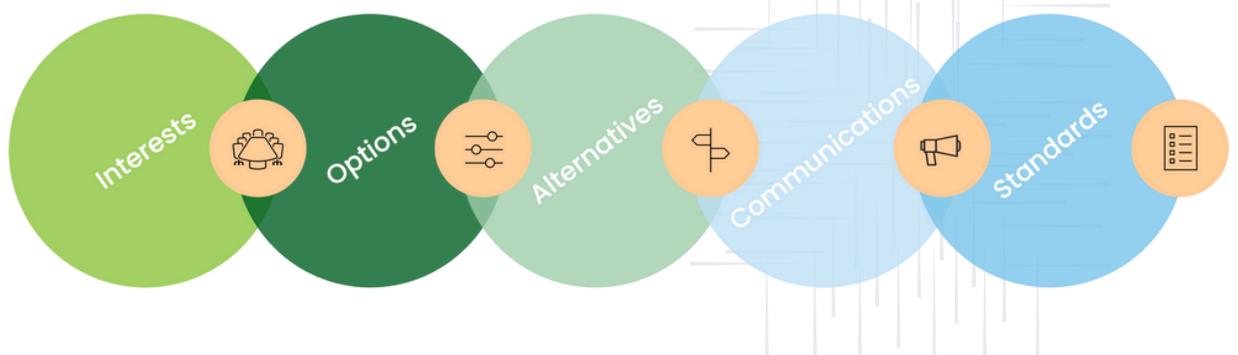
WHAT'S THE PURPOSE AND HOW?

justDeal is a highly interactive 2-day session created to develop the participants' negotiation skills so that they can negotiate effectively with customers, suppliers and internal team members.

Participants will:

- Understand the Key Elements of Principled Negotiations (Interests, Options, Alternatives, Fair Standards and Process, Communications).
- Understand the difference between distributive (“fixed pie”) and integrative (“expandable pie”) negotiations and will be able to plan and execute different strategies depending upon the situation.
- Plan an effective negotiating strategy.
- Develop and assess multiple options for satisfying their interests in a negotiation.
- Identify and assess both their own Best Alternative to a Negotiated Agreement (BATNA) and that of the other party.
- Work across division and department boundaries to leverage the strengths of companies in their negotiation efforts.
- Establish and utilize fair standards that help ensure equitable outcomes during a negotiation.
- Utilize the justDeal Negotiations Planner to aid in effective negotiations planning.
- Execute a concessions strategy and other table tactics that result in optimal outcomes during the negotiation.

5 KEY FUNDAMENTALS OF PRINCIPLED NEGOTIATIONS





SESSION OUTLINE

DAY 1 - 8 HOURS

- Introduce Session and Participants.
 - Introduce Program.
 - Conduct Introduction.
 - 1 Objective.
- Negotiations Quiz.
- Ugli Orange Practice Negotiation.
- Foundation Issues.
 - 5 Key Principles Overview.
 - Mental Models.
- Principle #1: Interests.
- Principle #2: Options.
- Read Sun City Harbor background information during lunch.
- Principle #3: Alternatives.
- Introduce justDeal Negotiations Planner.
- Sun City Harbor Practice Negotiation.
 - Individual Reading/Role Prep.
 - Preparation with Partner.
 - Negotiation.
 - De-brief.
- Homework Assignment.
 - Key Learnings: Preparing to Negotiate.
 - Negotiate Something.



SESSION OUTLINE

DAY 2 - 8 HOURS

- Warm-up/Check-in.
 - Review Homework Assignments.
- Principle #4: Communications.
- Thomas-Kilmann Conflict Mode Instrument.
- Principle #5: Standards.
- Negotiating Tactics.
- KB Avenue Practice Negotiation.
 - Individual Reading/Role Prep (25).
 - Preparation with Partner (10) (Optional).
 - Negotiation (20).
 - De-brief (20).
- Team/Internal Negotiations.
- Toxic Mortgage Assets Practice Negotiation.
 - Individual Reading/Role Prep (15).
 - Negotiation (15).
 - De-brief (15.)
- Wrap-up.
 - Program Feedback.

**TOP-DOWN
BOTTOM-UP
TIME
MANAGEMENT**

WWICI 2026 PROGRAM SERIES

TOP-DOWN, BOTTOM-UP

TIME MANAGEMENT



TIME MANAGEMENT

IN A NUT SHELL

WHAT'S THE PURPOSE AND HOW?

Time Management is a one day, highly interactive session for team members who want to manage their time more effectively. It was created to show how to develop a Top-Down system that allows you to focus your efforts on getting the right things done and a Bottom-Up system that makes the most efficient use of your time in the midst of constant interruptions and chaos.

It gives leaders the ability to manage multiple priorities and stimuli that are coming at them from many sources in a rapidly changing, often high-stressed environment. It helps them to build the skills to set long-term goals and then translate those goals into daily and weekly activities that enable them to be most effective.

Participants can review or create their key goals and develop a system that will assist them in managing tasks they are responsible for efficiently.

CORE MODULES

- The Theory of TDBU Time Management
- TDBU Framework
- SET Goals
- Time Management Matrix
- Bottom-Up Time Management
- Developing Your "System"
- Scheduling and Adapting
- Top-Down Bottom-Up Delegation
- Delegate for Success



including

TDBU FRAMEWORK



GETTING THE RIGHT THINGS DONE IN THE MIDST OF CHAOS

TIME MANAGEMENT

SESSION OUTLINE

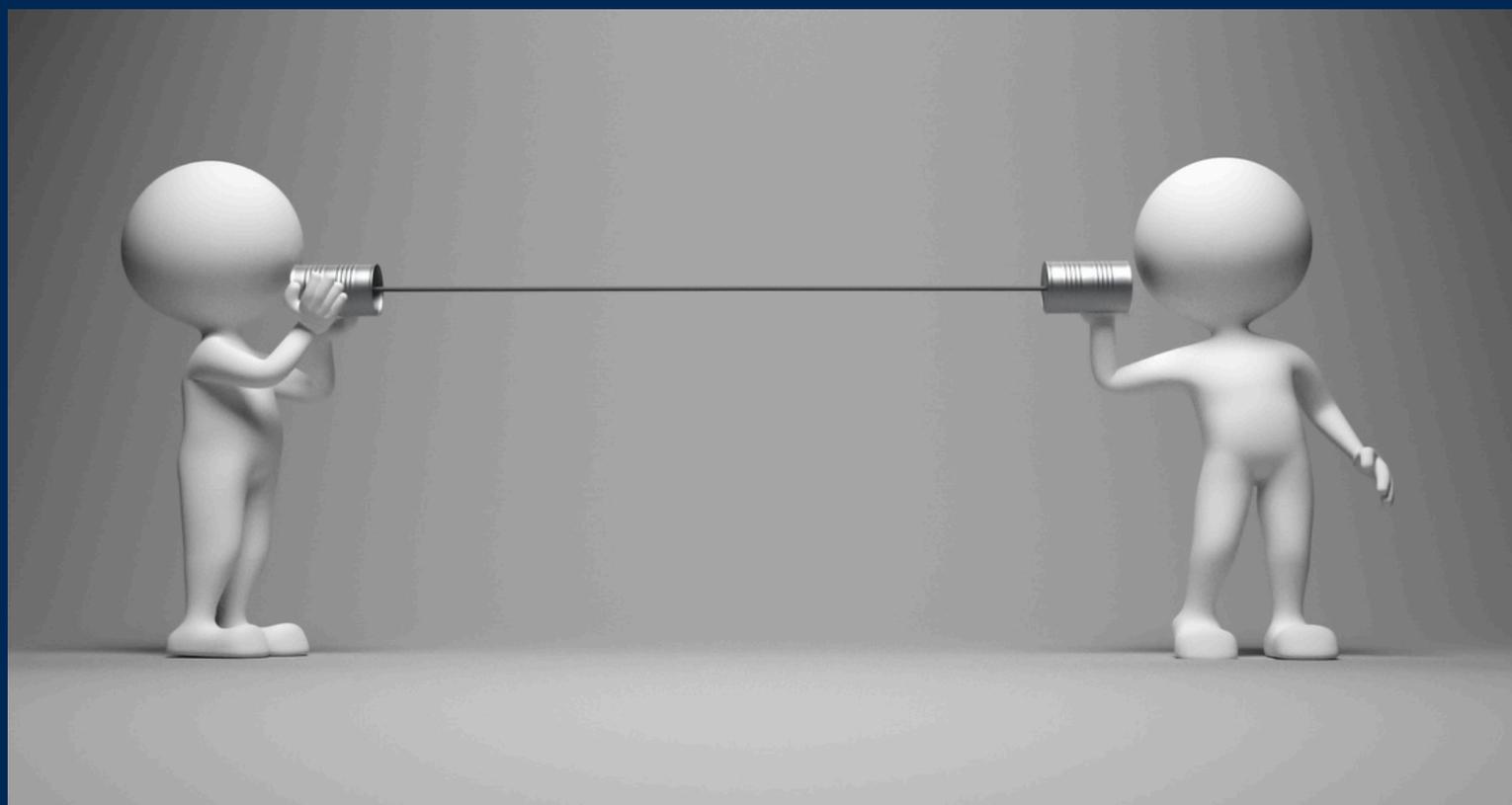
TOP DOWN BOTTOM UP TIME MANAGEMENT

- Introduction.
- Top-Down Bottom-Up Time Management.
- Top-Down Planning.
 - Focusing on What's TRULY Important.
- Bottom-Up Time Management.
 - Managing the Mess.
 - Bottom-Up Execution.
- Developing Your "System".
 - Assembling a Tool Set that Enables Your Success.
- Scheduling and Adapting is Critical.
 - Daily & Weekly Planning.
 - Handling Interruptions.
 - Overcoming Procrastination.
- Top-Down Bottom-Up Delegation.
 - Delegate for Success.

COURAGEOUS COMMUNICATIONS

COURAGEOUS COMMUNICATIONS™

HAVING THE HARD
CONVERSATIONS EFFECTIVELY



COURAGEOUS COMMUNICATIONS™

HAVING THE HARD CONVERSATIONS EFFECTIVELY

IN A NUTSHELL

WHAT'S THE PURPOSE AND HOW?

Courageous Communications™ is a one day, facilitator led session created to develop competence and confidence when engaging in difficult/challenging communication. The goal is to effectively understand and be understood in tough, potentially emotionally-charged and high-conflict communication situations.

Courageous Communications™ is designed to work through conflict with the knowledge that conflict is imperative for growth and can be managed in healthy/helpful ways.

Participants will learn and apply the practices of effective communicators in order to sustainably improve the quality of their daily interactions. They will utilize a variety of assessments to better understand their communications comfort zones and potential blind-spots. They will also have the opportunity to practice courageous communications skills and get feedback in a safe environment.

including

COURAGEOUS COMMUNICATIONS FRAMEWORK

Prepare
for
Success

Confront
Collaboratively

Establish
Follow-Up/
Follow-
Through

CORE MODULES

Communication Styles
Listening & Feedback
Conflict and the TKI
Courageous
Communications

COURAGEOUS COMMUNICATIONS™

HAVING THE HARD CONVERSATIONS EFFECTIVELY

SESSION OUTLINE

S1 - COMMUNICATION STYLES

- Program Introduction.
- The Harrison Assessment Styles.

S2 - LISTENING & FEEDBACK

- Thinking - Action - Outcomes.
- Active Listening.

S3 - CONFLICT AND THE TKI

- Conflict and Communications.
- The Thomas-Kilman Instrument

S4 - COURAGEOUS COMMUNICATIONS

- Courageous Communications Framework.
 - Courageous Communications Skills Practice #1.
 - Solar Flares & the Dark Side of the Moon.
 - Courageous Communications Skills Practice #2.
-

S2XTM



THE SEVEN GEARS THAT DRIVE STRATEGY 2 RESULTS

IN-PERSON & ONLINE

formerly Get In Gear





IN A NUTSHELL

WHAT'S THE PURPOSE AND HOW?

Why do some companies perform better than others? Why do some thrive in fast-changing, competitive environments, while others stumble and fall behind? Why do so many organizations (even ones with good, hard-working, talented people) under-perform, or outright fail? Is it because one company has a better strategy? Or another company's strategy is flawed? Sometimes the gap is caused by bad strategy: a bad acquisition or a failed product launch. Far more often, the failure is due to poor execution of good plans.

The Get in Gear framework we outline in this program has evolved from our work in helping our clients achieve radical success. Regardless of the size of your organization, the Get in Gear process is a powerful tool for aligning your strategy to results at every level of your organization. This one-day session helps deliver the best possible results for your organization, your customers, your team members and yourself.





SESSION OUTLINE

M1 - S.E.T. RESULT-ORIENTED GOALS

- Getting Alignment.
- Result-Oriented Goals.
- Stretch-Goals.
- 5 on 5.

M2 - SCORECARDS

- Good - Creating a Line of Sight.
- Better - Using Comparison.
- Best - Showing Trends.

M3 - PERFORMANCE DRIVERS

- Determining Your Drivers.
- Developing Capabilities.
- Mastering Execution.
- Reviewing and Updating Performance Drivers.
- Implementation.

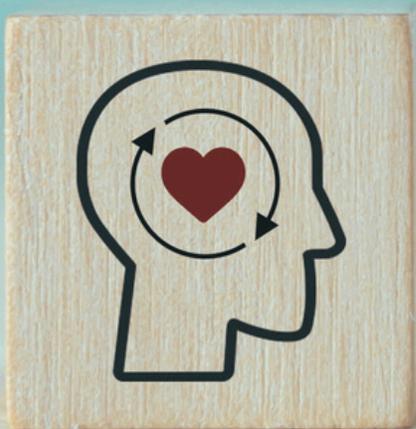
M4 - FOLLOW-UP, FOLLOW-THROUGH

- Establishing a Consistent Rhythm.
- Holding Effecting FUFT Conversations.
- Documenting and Verifying Next Step.

THE EMPATHY CONNECTION

the
EMPATHY
connection

SHAPING YOUR LEADERSHIP LEGACY



www.wwici.com

the EMPATHY connection

SHAPING YOUR LEADERSHIP LEGACY

IN A NUTSHELL

WHAT'S THE PURPOSE AND HOW?

Are you ready to unlock the power of empathy and become a more effective leader? Join us for an exciting new workshop called *The Empathy Connection* and discover how empathy, listening, and change management skills can transform your leadership approach during company acquisitions.

In this fast-paced and ever-changing business world, empathetic leadership is no longer a nice-to-have; it's a must-have. Empathy drives successful organizations, fosters collaboration, and creates a culture where everyone feels valued and supported.

During *The Empathy Connection* workshop, you will:

- Gain a deep understanding of empathetic leadership and why it's crucial in today's dynamic work environments.
- Learn how to read body language, make educated assumptions, and truly understand the perspectives and emotions of your teammates.
- Discover an effective listening model that will help you to connect with others and build strong relationships.
- Explore the keys to change management and develop practical techniques to lead and navigate through organizational changes, such as acquisitions.

By the end of this program, you will be equipped with the skills and insights to:

- Empathize with your new teammates' reactions to acquisitions, fostering a smooth transition and building trust.
- Communicate with empathy, ensuring your messages resonate and connect with new teammates on a deeper level.
- Adapt your communication style to different team members, enhancing collaboration and productivity.
- Listen with engagement, understanding the needs and concerns of your colleagues and creating a supportive work environment.
- Utilize effective change management techniques to lead your team through transitions and drive successful outcomes.
- We believe that empathetic leadership is the key to increase acquisition success. Also, the workshop will guide you in your transformative leadership journey. Secure your spot today and get ready to lead with empathy!

the
EMPATHY
connection

SHAPING YOUR LEADERSHIP LEGACY

1.5 DAY COURSE

Day 1 - full day

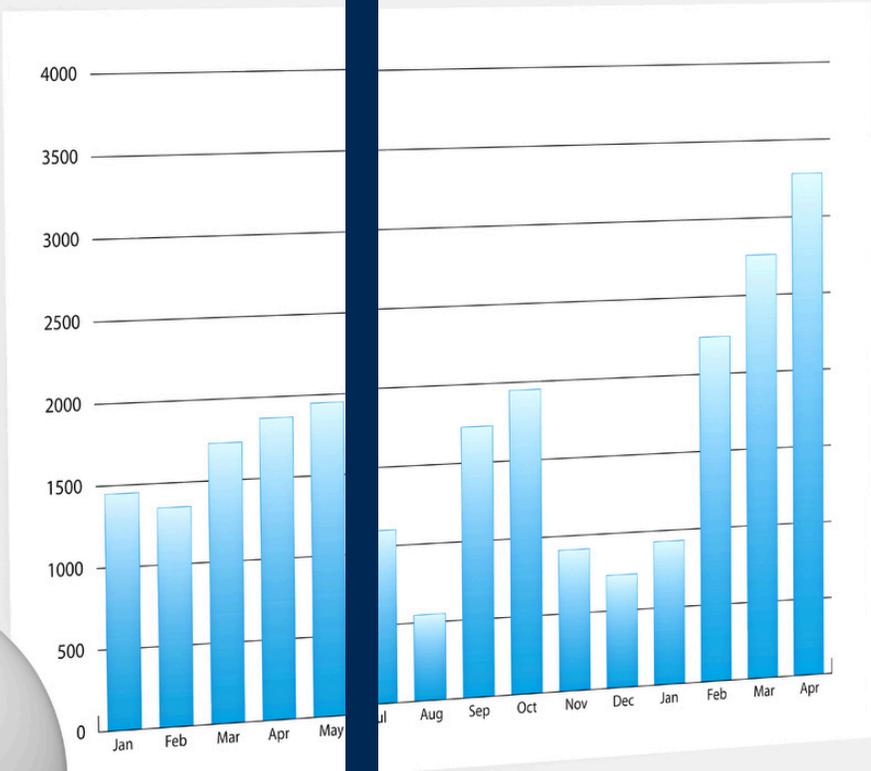
- Introduction/Warm-Up.
- Empathy.
 - Empathy/Professional Empathy.
 - Workplace Empathy Spectrum.
 - Empathy and Acquisitions.
 - The Empathy Map Exercise.
- Listening.
 - Styles of Listening.
 - Active Listening.
 - Empathetic Listening.
- Change.
 - World of Change.
 - individual Change.
 - Change and the Harrison Assessment
 - Group Change.

Day 2 - half day

- Introduction/Check-In.
- Interactive Empathy Map Practice.
- Individual Change.
- Wrap Up.



COACHING FOR RESULTS



COACHING *for* RESULTS



COACHING *for* RESULTS

IN A NUTSHELL

WHAT'S THE PURPOSE AND HOW?

Coaching for Results is a 1 day program that builds the capabilities necessary to enable anyone in a coaching role to effectively coach and develop their team members to be able to perform and grow to the best of their capability.

- Leadership Principles
- Leadership Balance
- Get in Gear Overview
- The 5 x 5 Conversation
- Giving Effective Feedback
- Courageous Communications
- The Power of Observation
- Performance Development Plan
- Coaching for Improved Performance



COACHING *for* RESULTS

GAME PLAN

- Coaching for Current Role: Get in Gear Framework.
- Coaching for Future Roles.
- Employee Growth Spectrum.
- Coaching during the EGS.
- Giving Effective Feedback.
- Courageous Communications Framework.
- Managing Conflict.
- Managing Solar Flares.
- Change is the Only Constant.
- Leading Individual Change.

LEADERSHIP TRANSITIONS

LEADERSHIP TRANSITIONS



A Leader's Guide to Maximizing
Success in a New Role

LEADERSHIP TRANSITIONS

IN A NUTSHELL

WHAT'S THE PURPOSE AND HOW?

This online program enables leaders to make effective transitions to new roles while avoiding critical pitfalls that can occur when transitioning to a new role.

Getting off to a “great start” will set the foundation for delivering great results within a values-based environment. Advance preparation coupled with a proactive attitude will accelerate your transition and maximize the prospects for success.

This program is designed to help you think through the choices that lay before you, maximize the opportunity for success and minimize the chances for critical missteps.

Three broad objectives will help you outline your transition plan:

- Setting a foundation for long term success.
- Minimizing the prospect of failure.
- Challenging your thinking as you move into the new situation – what got you here may not be what gets you there.

As a leader in a new situation, there are seven elements to an effective transition. Effectively dealing with these 7 elements will help ensure a successful transition for you and your team. While there is a logical order for how the elements are outlined, understand that real transitions are seldom so “clean and neat” and many of these tasks will need to be accomplished simultaneously or in a different order.



Every success story is a tale of constant adaption, revision and change.

RICHARD BRANSON

BUILD RELATIONSHIPS AND A COALITION FOR ACTION

Objective: Build the platform for effective influence to engage and energize the new team and other key stakeholders.

ASSESS THE SITUATION

Objective: Fully understand the current situation facing the new organization/work group.

UNDERSTAND THE EXPECTATIONS & NEGOTIATE FOR SUCCESS

Objective: Fully understand the expectations and requirements for success in the new role.

GET IN THE ROLE

Objective: Transition out of the old role to eliminate distractions and fully focus your attention on the new role. Leverage and adapt your previous experiences to the new situation.

CLARIFY WHO YOU ARE

Objective: Establish your “True North” for and with your new group. Identify the non-negotiables and your overall vision for the direction of the group that you will maintain “steadfast focus” on regardless of the challenges you will face along the way.

OUTLINE THE STRATEGY

Objective: Recognize the specific situation this group/organization faces and adapt your leadership efforts to that situation. Avoid a “one-size-fits-all” approach to the new situation.

BUILD THE PLAN FOR MOVING FORWARD

Objective: Establish the overall direction and game plan for moving forward; translate the overall direction into a specific game plan for execution

LEADERSHIP TRANSITIONS

**CULTIVATING
INTELLECTUAL
CURIOSITY**

WWICI 2026 PROGRAM SERIES

CULTIVATING INTELLECTUAL CURIOSITY



CULTIVATING INTELLECTUAL CURIOSITY

IN A NUTSHELL

What separates high performers from high potential? Research and real-world experience point to one critical differentiator: intellectual curiosity—the ability to question assumptions, think systemically, and challenge the status quo in productive ways.

Cultivating Intellectual Curiosity is an immersive, practical learning experience that equips individuals and teams with the thinking skills and habits needed to navigate complexity, improve safety, and unlock better outcomes.

WHY CURIOSITY?

Curiosity is not just a mindset—it is a capability.

Organizations with curious leaders and teams:

- Ask better questions before problems become incidents
- Challenge “the way we’ve always done it” without blame
- Learn faster from mistakes, near-misses, and feedback
- Create psychologically safe environments where people speak up

As Winston Churchill noted, criticism—when used well—signals where improvement is needed. Curiosity turns that signal into progress.

THE OUTCOME

Curiosity changes how people think, what they do, and ultimately the results they achieve—including stronger mental and physical safety, better decisions, and more resilient teams.

CORE ACTIVITIES

- The Beginner’s Mind – A proven approach for challenging entrenched thinking
- Break the Frame – A step-by-step method for reframing long-standing problems
- Curiosity Culture Playbook & Scorecard – Practical guidance for leaders and teams
- Curiosity Journal – A simple tool to build daily and weekly curiosity habits
- Highly interactive exercises, small-group discussions, and real-world application ensure learning sticks.

**BUILDING THE
THINKING,
HABITS, AND
CULTURE THAT
DRIVE BETTER
DECISIONS,
SAFER WORK,
AND STRONGER
PERFORMANCE**

WWICI 2026 PROGRAM SERIES
CULTIVATING
**INTELLECTUAL
CURIOSITY**

WHAT PARTICIPANTS WILL LEARN

Participants leave with practical tools they can immediately apply at work and at home:

- Think Differently
 - Understand how thinking styles influence curiosity
 - Use the Beginner's Mind to see challenges with fresh eyes
 - Recognize assumptions that limit innovation and change
- Act with Curiosity
 - Ask bigger, broader, and more powerful questions
 - Break old frames and reframe persistent challenges
 - Practice curiosity as a repeatable habit
- Build a Culture of Curiosity
 - Create environments where others feel safe to question and explore
 - Embed curiosity into communication, meetings, and decision-making
 - Use the Curiosity Culture Scorecard to assess and strengthen team habits

IDEAL FOR

- Leaders and emerging leaders
- High-reliability environments
- Teams facing complexity, change, or recurring challenges
- Organizations seeking stronger learning, engagement, and performance





For inquiries and bookings,
please contact:

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Inquire about *customizing* any of these programs or developing new ones to meet your needs.