THE PEOPLE INSTITUTE

LEARNING LAB CATALOG

Practical Learning. Real Impact.
Stronger People. Stronger Organizations.



Helping people be better people people.

LEADERSHIP DEVELOPMENT | **TEAM EFFECTIVENESS** | **ORGANIZATIONAL STRENGTH** | **LASTING IMPACT**

LEAD | DEVELOP | ENGAGE | SUSTAIN

THEPEOPLEINSTITUTE.COM

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Helping People Be Better People, People!

ABOUT US

The People Institute (TPI) delivers human-centered Learning Labs designed to move learning beyond the classroom and into everyday practice. Our approach combines practical instruction, active practice, and coaching to help people apply what they learn, strengthen how they lead and work together, and create lasting change across the organization.

We don't just train. We create space to learn, practice, apply, and grow.

LEARNING LAB	DESCRIPTION	OBJECTIVES	DURATION	TARGET AUDIENCE
NAVIGATING LEADERSHIP				
Elevate your team's leadership potential with transformative leadership Learning Labs.				
🤝 **Steady in the Shift: Turning Uncertainty into Momentum**	This dynamic course equips participants with the essential tools and strategies to lead their teams and organizations through periods of transition, uncertainty, and transformation. By exploring the art of change leadership, participants will develop the ability to inspire, motivate, and guide others in embracing and adapting to change, fostering a culture of resilience and innovation.	• Understand the nature and impact of change, including its drivers, challenges, and potential benefits • Develop a change-ready mindset that embraces change as an opportunity for growth and learning • Master change communication to convey the rationale, vision, and objectives of change initiatives • Create a culture of innovation that encourages experimentation and creative problem-solving • Sustain change momentum by embedding new behaviors and driving continuous improvement	Half Day	Leaders, managers, and change agents across various sectors and industries responsible for leading teams and driving organizational change.
🤝 **The Delegation Blueprint: Free Your Time, Grow Your Team**	In this half-day training, participants will embark on a transformative journey to master the art of effective delegation. This immersive program is designed to equip individuals with the skills and insights needed to delegate tasks strategically, foster team growth, and enhance overall workflow efficiency.	• Grasp the fundamentals of delegation and its role in optimizing team performance • Identify tasks suitable for delegation based on complexity, importance, and team skill sets • Craft a personalized delegation plan with clear expectations and desired outcomes • Build trust and accountability for delegated tasks • Address common delegation challenges and mitigate risk	Half Day	Managers, supervisors, team leaders, project managers, and emerging leaders.

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Lead Where You Are: Harnessing Your Inner Leader	This course equips participants with strategies to effectively approach, inspire, and motivate others, even in situations where direct authority is absent. By developing their leadership capabilities, participants will contribute to achieving successful results and fostering a positive work environment.	• Uncover innate leadership qualities and understand that leadership isn't limited to hierarchical roles • Lead by example and understand the impact of personal actions on team dynamics • Apply techniques for analyzing challenges and making informed decisions • Develop a proactive mindset and take ownership beyond the scope of their role • Understand the role ethical conduct plays in building trust and credibility	Half Day	General staff members, frontline employees, entry-level professionals, administrative assistants, customer service representatives, and support staff.
Lead or Manage? Mastering the Balance for Maximum Impact	This session helps participants explore the realworld differences, and overlap, between leading and managing. Through practical examples and discussion, attendees will learn when to lead, when to manage, and how to do both well.	• Grasp the fundamental differences between leadership and management roles • Develop skills to inspire and motivate teams through communication and modeling behavior • Delegate decision-making appropriately, balancing autonomy with accountability • Understand the role of management in optimizing processes and resource allocation • Cultivate strong relationships and trust across a team	Half Day	Managers and supervisors, HR professionals, team leads and coordinators, frontline managers, emerging leaders, and supervisory personnel in training.
The Priority Playbook: Leading with Clarity and Confidence	The Priority Playbook equips leaders with the tools and mindset to define, set, and communicate strategic priorities that drive results, helping them move from reactive to intentional, leading with clarity and confidence.	• Define core leadership priorities and align them with the organization's mission • Apply a practical framework to evaluate tasks, delegate, and focus on high-impact actions • Balance urgency vs. importance and avoid the 'busy trap' • Make confident, aligned decisions about what to say yes and no to • Communicate priorities clearly to build team-wide alignment	Half Day	Managers and supervisors, mid-level and senior leaders, team leads and project managers, emerging leaders, HR professionals, and supervisory personnel in training.

LEARNING LAB	DESCRIPTION	OBJECTIVES	DURATION	TARGET AUDIENCE
🤝**Empowering New Leaders to Lead**	Built around the idea that one of the most powerful things a leader can do is release the leaders they develop to reach their potential, this session introduces three practical shifts for building an empowering environment, and the 10- 80-10 method for handing off real ownership without losing oversight.	• Identify the three shifts required to build a genuinely empowering environment: embracing potential, giving real freedom, and building accountability • Apply the 10-80-10 method to release ownership of a project or initiative to a new leader • Distinguish between managing someone's performance and investing in their potential • Practice calibrating how much autonomy to hand off at a given time • Leave with one concrete action for empowering a new leader on their team	Half Day	New and emerging leaders; managers preparing to release ownership to rising leaders on their team.
From Peer to Leader: The Supervisor's Foundation, Level 1	This foundational session helps new and emerging supervisors understand their role and their impact at the frontline, examining the shift from peer to leader and building practical skills in trust, expectations, feedback, and difficult conversations.	• Define the role and responsibilities of a supervisor • Recognize the transition from peer to leader and its impact on team relationships • Identify core supervisory skills, including communication and delegation • Reflect on personal leadership and communication style	Half Day	New and emerging supervisors, team leads, midmanagement, and aspiring leaders.
🤝**Navigating the Friction: The Supervisor's Toolkit for Conflict & Communication, Level 2 Must have completed Level 1 first.**	Building on Level 1, this session tackles the skill supervisors need most: navigating conflict. Participants explore why conflict happens, how to communicate with diplomacy under pressure, and how to listen and give feedback without letting tense moments become lasting ones.	• Describe how conflict is a normal, healthy part of workplace relationships • Identify their own role and responsibility in resolving conflict • Communicate with diplomacy and finesse in difficult conversations • Recognize personal communication and listening patterns, and how to adjust them under pressure	Half Day	Supervisors, midmanagement, and other leaders.

LEARNING LAB	DESCRIPTION	OBJECTIVES	DURATION	TARGET AUDIENCE
The Feedback Advantage: Performance Conversations That Drive Growth	This session walks managers through the full arc of a performance conversation, setting expectations clearly enough that nothing at review time is a surprise, delivering both corrective and positive feedback in a way that actually lands, and handling the defensive or difficult reactions that come up along the way. Participants practice the framework on real scenarios and leave with a structure they can use in their very next conversation.	• Distinguish between feedback, coaching, and formal performance reviews, and know when to use each • Set clear, measurable expectations up front that prevent surprises at review time • Deliver both constructive and positive feedback in a way that lands and drives real change • Structure a performance conversation that balances accountability with growth • Navigate defensive or difficult reactions during feedback conversations • Turn the periodic review into an ongoing growth conversation rather than a once-a-year event	Half Day	Managers and supervisors responsible for performance conversations and reviews.

LEARNING LAB	DESCRIPTION	OBJECTIVES	DURATION	TARGET AUDIENCE
CULTIVATING COLLABORATION *Unleash the power of teamwork with dynamic team development Learning Labs.*				
The Power of Us	Through engaging activities, interactive discussions, and real-world examples, attendees will gain insights into building cohesive teams that excel in communication, problem-solving, and achieving collective goals.	• Understand the characteristics and dynamics that define high-performing teams • Build trust and foster collaboration where team members support one another • Harness diversity in skills, perspectives, and backgrounds to create synergy and innovation • Strengthen problem-solving abilities and encourage creative thinking • Align individual and team goals with organizational objectives	Half Day	All Audiences.
Generations United: Harnessing the Power of Multigenerational Teams	Through immersive discussions, case studies, and interactive activities, attendees will gain a deep understanding of the diverse values, communication styles, and work preferences of different generations.	• Gain insight into the characteristics, attitudes, and motivations of different generations in the workforce • Develop communication strategies that bridge generational gaps • Build cohesive, high-performing teams by leveraging generational strengths • Adapt leadership styles to meet the needs of a multigenerational team • Explore the benefits of cross-generational mentoring and reverse mentoring	Half Day	Managers and supervisors, HR professionals, team leads and coordinators, crossfunctional teams, midlevel and senior professionals, and frontline managers.
Transforming Toxic Workplaces: Cultivating a Positive Culture	This training addresses the challenges of toxic workplace cultures and provides strategies for creating a healthier, more productive work environment.	• Identify signs of toxic behaviors in the workplace • Understand the impact of toxic workplace cultures on individuals, teams, and the organization • Implement strategies for addressing and preventing toxic behaviors • Build trust, respect, and collaboration among team members • Create a psychologically safe workplace	Half Day	Managers and team leaders, HR professionals, employees at all levels.

LEARNING LAB	DESCRIPTION	OBJECTIVES	DURATION	TARGET AUDIENCE
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PATHWAYS TO EXCELLENCE				
Comprehensive skills development Learning Labs for success in every aspect of the journey.				
Decode & Connect: Mastering Communication with the DISC Method Full-day option includes the Maxwell DISC Assessment, taken in advance.	This training is a dynamic program designed to enhance the communication skills of general staff members, learning to navigate workplace interactions with clarity, empathy, and confidence using the DISC communication method.	• Understand the importance of clear, empathetic communication in achieving organizational goals • Develop active listening skills to better understand and respond to colleagues • Master techniques for crafting concise, accurate messages • Give and receive feedback that drives personal and team growth • Adapt communication style to connect with colleagues across DISC preferences	Half Day (Full Day w/ DISC)	All Audiences.
Guiding to Greatness: Unleashing Success through Effective Coaching	This immersive session equips participants with the skills and techniques necessary to effectively coach their teams, learning how to inspire, guide, and empower their team members towards success.	• Understand the role and benefits of coaching within a leadership context • Differentiate between coaching and traditional management approaches • Provide constructive feedback and recognition that inspires growth • Set SMART goals collaboratively with team members • Apply different coaching models in real leadership scenarios	Half Day	Individuals in leadership roles responsible for guiding and managing teams.
The Opportunity in Conflict: Tools for Productive Relationships	Through engaging discussions, role-playing, and real-world scenarios, attendees will gain insights into effective conflict management strategies that strengthen relationships and create a harmonious work environment.	• Understand different conflict types and their underlying causes • Identify personal conflict style and choose appropriate resolution strategies • Develop communication skills for constructive conflict conversations • Navigate the conflict resolution process from initiation to resolution • Apply different conflict models depending on the situation	Half Day	Professionals across sectors and roles who want to strengthen their conflict resolution skills.

LEARNING LAB	DESCRIPTION	OBJECTIVES	DURATION	TARGET AUDIENCE
Navigating Emotions: Unleashing the Power of Emotional Intelligence at Work, Level 1	This course equips professionals with the essential skills and mindset to leverage emotional intelligence in their work environment, developing self-awareness, understanding and managing emotions, fostering empathy, and building effective relationships.	• Develop self-awareness of personal emotions, strengths, and triggers • Understand the impact of emotions on individual and team performance • Learn strategies to regulate and manage emotions constructively • Cultivate empathy and understanding of others' perspectives • Build trust, rapport, and respect in professional relationships	Half Day	Professionals at all levels who want to enhance their emotional intelligence and thrive in the workplace.
Emotional Intelligence in Action: Leading Through Complexity and Conflict, Level 2 Must have completed Level 1 first.	This advanced course builds on foundational EI skills, focusing on how to lead with emotional integrity, respond to emotionally disruptive behaviors, and influence team culture through emotional maturity.	• Remain grounded and emotionally responsive, not reactive, under pressure • Skillfully navigate interactions with individuals who show low emotional regulation • Practice advanced boundary-setting to maintain composure and professionalism • Co-create emotionally healthy team norms and model them consistently • Move beyond basic resolution into emotionally informed conflict transformation	Half Day	Professionals at all levels who have completed Level 1 and want to lead with emotional maturity under pressure.
The Service Blueprint: Turning Interactions Into Loyalty	This training equips participants with the knowledge, skills, and strategies necessary to create and sustain a culture of customer excellence, exploring the key elements of a service blueprint and how to align organizational goals with exceptional customer experiences.	• Understand the elements of a service blueprint and seamless customer journeys • Create customer personas and customer-centric processes • Create a customer-focused culture across the team • Train and empower frontline service champions • Address customer complaints and challenges constructively	Half Day	Customer-facing teams, service representatives, and team leads.

LEARNING LAB	DESCRIPTION	OBJECTIVES	DURATION	TARGET AUDIENCE
Fired Up & Fully In: The Power of Employee Engagement	This highly interactive workshop explores what employee engagement actually is (and isn't), unpacking what drains a team's energy and introducing the 3 A's Model: Autonomy, Appreciation, Alignment.	• Distinguish true engagement from job satisfaction and connect it to discretionary effort and performance • Identify the most common drivers of disengagement, including poor communication and micromanagement • Apply the 3 A's Model (Autonomy, Appreciation, Alignment) to strengthen team engagement • Recognize the habits and traits of engaging leaders • Design a practical, repeatable engagement ritual for immediate use with their team • Build an inclusive listening practice that helps people feel genuinely heard	Half Day	Managers, team leads, and people leaders responsible for team culture and retention.
Meetings That Matter: Running Effective, Efficient Meetings	This session tackles meetings head-on: when they're actually necessary, how to build an agenda that keeps things on track, how to facilitate so the right voices are heard without losing the clock, and how to close every meeting with clear owners and next steps. Participants leave with a simple audit they can apply to their own recurring meetings immediately.	• Determine when a meeting is actually necessary, and when it isn't • Build agendas that keep a meeting focused and on time • Facilitate discussion so the right voices are heard without derailing the clock • Assign clear action items and owners before the meeting ends • Close meetings with follow-through that actually happens • Apply a simple meeting audit to their own recurring meetings	2 Hours	Anyone who leads or regularly runs meetings, including managers, team leads, and project coordinators.
Time Well Spent: Practical Productivity for Every Day	This session cuts through productivity theory to focus on what actually changes a workday: an honest look at where time really goes, a simple way to prioritize what matters, and practical strategies for reducing distraction and protecting focus. Participants leave with one concrete habit to start immediately, not a list of ten they'll abandon by Friday.	• Identify personal time drains and productivity blockers • Apply a simple framework for prioritizing tasks by urgency and importance • Reduce the cost of context-switching and distraction • Build a realistic daily and weekly planning habit • Say no, or not now, to low-value requests without guilt • Leave with one productivity habit to start immediately	2 Hours	All Audiences.

LEARNING LAB	DESCRIPTION	OBJECTIVES	DURATION	TARGET AUDIENCE
Think It Through: Critical Thinking & Problem Solving	This session gives participants a practical framework for evaluating information, questioning assumptions, and working through problems systematically rather than jumping to the first solution or reacting on instinct. Using real workplace scenarios, participants practice separating fact from assumption, spotting bias in their own thinking, and building a repeatable process for tackling ambiguous problems.	• Distinguish between assumptions, facts, and inferences in everyday decision-making • Recognize common cognitive biases that distort judgment, such as confirmation bias and anchoring • Apply a structured framework for breaking down complex or ambiguous problems • Evaluate information sources for credibility and relevance before acting on them • Generate and weigh multiple possible solutions before committing to one • Practice applying critical thinking tools to real workplace scenarios	Half Day	All Audiences.
SPECIALTY LEARNING LABS *Focused sessions addressing culture, inclusion, and nonprofit governance.*				
The Tapestry of Cultural Competency: Building an Inclusive Workplace	This training offers a comprehensive exploration of the importance of fostering inclusivity and cultural competency in the workplace, learning strategies to cultivate an environment that values and celebrates all members.	• Recognize unconscious bias and its effect on workplace decisions • Build strategies for creating and sustaining an inclusive culture • Communicate effectively across culturally diverse teams • Practice empathy and active listening across differences • Foster allyship, advocacy, and inclusive leadership	Half Day	All Audiences.
Organizational Retreats	This retreat brings your team, department, or leadership group together outside the day-to-day to step back from daily operations, reconnect, and realign on shared goals. Whether the focus is team building, strategic alignment, or working through specific group dynamics, content and format are customized to the group and its goals.	• Reconnect as a group outside the pressure of daily operations • Realign on shared goals and priorities • Strengthen trust and communication across the group • Address specific dynamics or challenges identified in advance • Celebrate wins and build morale • Leave with clear, shared commitments for moving forward together	Half Day or Full Day (customized to your organization's needs)	Staff teams, departments, executive or management groups.

LEARNING LAB	DESCRIPTION	OBJECTIVES	DURATION	TARGET AUDIENCE
NONPROFIT & BOARD GOVERNANCE				
🤝 **Board Leadership Lab: Governance Essentials for Nonprofit Organizations 3-Part Series**	This training equips board members with the fundamental knowledge, skills, and tools necessary to excel in their roles and contribute to the strategic direction and oversight of the organization.	• Day 1: Foundations, covering the board's role, fiduciary duties, and governance fundamentals • Day 2: Strategy and Financial Stewardship, covering strategic thinking, financial oversight, and the board and executive relationship • Day 3: High-Performing Boards, covering board dynamics, effective meetings, and board self-assessment • Strengthen board and staff relationships through clearer roles and expectations • Build a culture of continuous improvement across the board	3 half-days, or 1-day Retreat	Board members, Executive Directors, and nonprofit leaders.
Board Retreats	This facilitated retreat brings your board together outside the regular meeting cadence to focus on the big picture: revisiting mission and strategic priorities, strengthening relationships among board members, and assessing how the board is functioning as a governing team. Content is customized to the organization's specific stage and needs.	• Revisit and reaffirm the organization's mission, vision, and strategic priorities • Strengthen relationships and trust among board members • Assess current board dynamics and governance practices • Align on priorities and next steps for the year ahead • Identify and address any gaps in board engagement or participation • Leave with a clear, shared set of commitments for the year ahead	Full Day (customized to your organization's needs)	Board members, Executive Directors, and nonprofit leadership.

GO DEEPER

🤝 Learning Labs marked with this icon can be paired with one-on-one executive coaching to reinforce key concepts with your leadership team long after the Lab ends. Executive coaching is also available as a standalone service. Ask us about pairing a Learning Lab with coaching, or about coaching on its own.

WANT TO BUILD A UNIVERSITY INSIDE YOUR ORGANIZATION?

Contact us. We'll build it around your goals and company values.

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