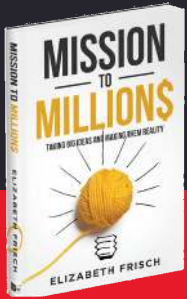
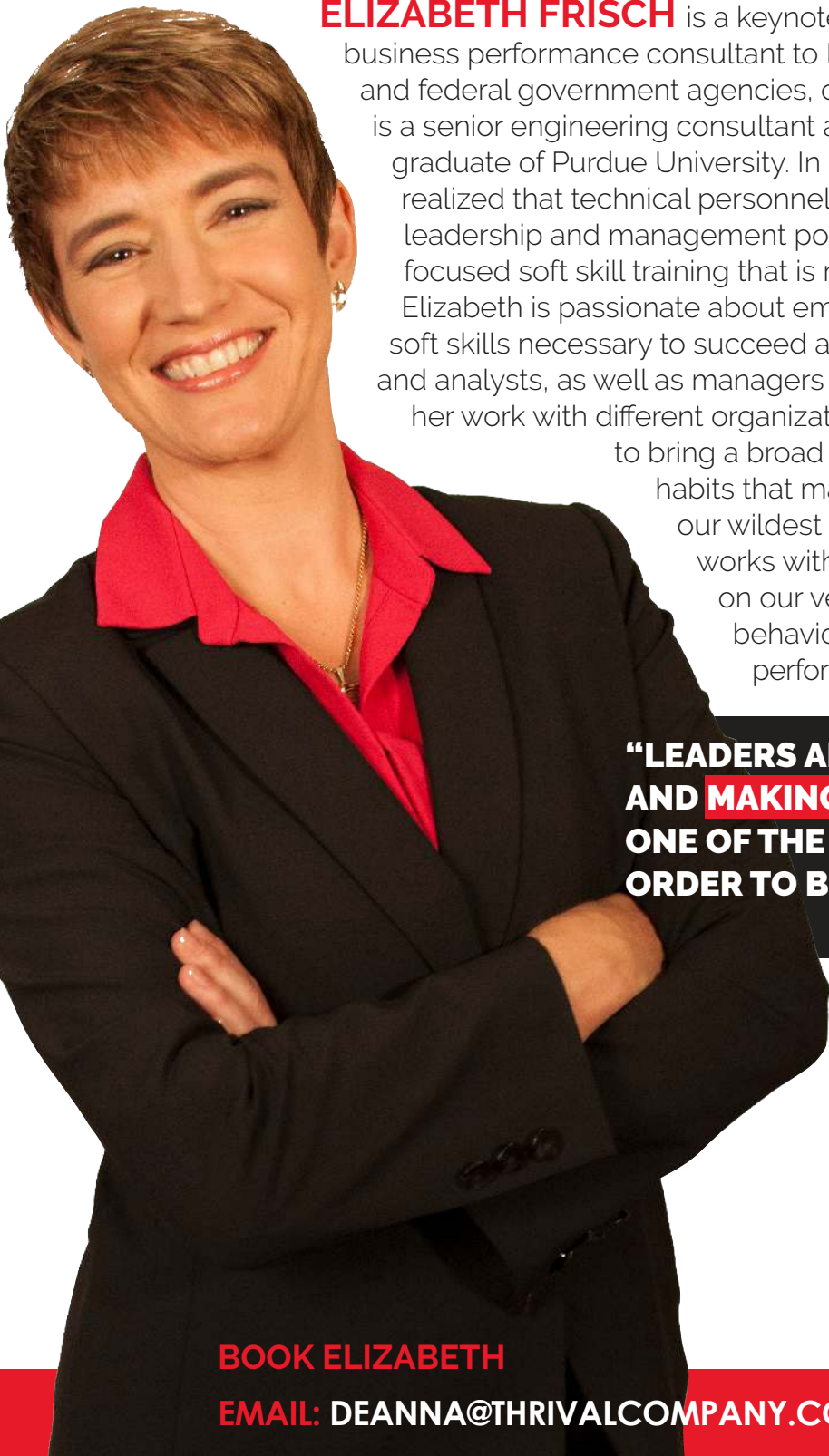


AUTHOR, SPEAKER, HIGH PERFORMANCE BUSINESS CONSULTANT



ELIZABETH FRISCH

MISSION TO MILLIONS
Taking Big Ideas and Making Them a Reality



ELIZABETH FRISCH is a keynote speaker and best-selling author and business performance consultant to Fortune 100 – 1000 companies, local, state, and federal government agencies, cities, non-profits and the U.S. Military. She is a senior engineering consultant and auditor and is a Chemical Engineering graduate of Purdue University. In 2002, she founded Thrival School as she realized that technical personnel were at a significant disadvantage in leadership and management positions because they never have received focused soft skill training that is relevant to their very technical positions. Elizabeth is passionate about empowering technical leaders to master the soft skills necessary to succeed as engineers, scientists, examiners, auditors, and analysts, as well as managers and thought leaders. Fast forward 15 years, her work with different organizations, cultures, and personalities allows her to bring a broad and unique perspective on life and the habits that make us 'sink like a stone' or succeed beyond our wildest expectations. She brings to every group she works with a diverse and often humorous perspective on our very human nature and the unpredictable behaviors that happen in organizations to drive performance (or not).

“LEADERS ARE MADE, NOT BORN. CAPTURING AND MAKING IDEAS HAPPEN, BIG OR SMALL, IS ONE OF THE ESSENTIAL SKILLS TO MASTER IN ORDER TO BECOME A GREAT LEADER.”

—ELIZABETH FRISCH

As seen on . . .



BOOK ELIZABETH

EMAIL: DEANNA@THRIVALCOMPANY.COM or CALL: 208.991.8264

FEATURED TOPICS

MISSION TO MILLIONS\$

TAKING BIG IDEAS AND MAKING THEM REALITY

Did you know that 99.9% of ideas fail to launch? This high energy keynote gets to the root of the problem and leaves attendees inspired and empowered to go out and make their ideas happen!

CHANGE YOURSELF, CHANGE OTHERS

This fun, engaging keynote provides 8 critical practices to shifting yourself so you can powerfully shift others.

LEAD YOURSELF, LEAD OTHERS

You will come out of this workshop with a whole different view of leadership within yourself, at home, at work, and in your community.

THE MOBILE WORKPLACE IS COMING, ARE YOU READY?

The workplace is changing rapidly. Is your leadership ready? This educational session covers emerging trends and how your organization can evolve to capitalize and thrive in these conditions.

ROOT CAUSE MASTERY FOR SOLVING PROBLEMS ONCE AND FOR GOOD

Master the prize attributes of the best problem-solvers on the planet. Learn how to find the root cause of any issue no matter how long it has been occurring. Solve it once and solve it right.

Elizabeth is available for keynote presentations as well as public and private workshops for your company, community, or conference.

JUST A FEW OF OUR CLIENTS...

Advanced Micro Devices, Toyota, Google, USEPA, US Military, USGBC, eRepublic, Kautex, National Safety Council, Texas State Auditors Office, Vutex, City of Austin, WGBA, SWRI, Dallas Cowboys, Red Robin Restaurants, Anadarko, Port of Houston, ODEQ, NMED, ACME Brick, NextEra

"IT COULD NOT HAVE BEEN A MORE PRODUCTIVE, PIVOTAL AND **INSPIRATIONAL** EXPERIENCE FOR ALL OUR NEW AND OLD LEADERSHIP."

"WE WERE SO **IMPRESSED WITH HER** PERFORMANCE THAT WE RETAINED HER TO BE THE KEYNOTE SPEAKER FOR A HIGH PROFILE SOLD OUT EVENT."

"YOU ARE A **MIRACLE WORKER.** I DON'T SAY THAT LIGHTLY."

"YOUR SESSIONS ARE HUMOROUS, YET YOUR **MESSAGE IS VERY CLEAR** AND THE SKILLS YOU TAUGHT US CAN BE USED IN OTHER PARTS OF OUR LIVES."





THE BIG IDEA EXPERIENCE FOR AUDITORS, EXAMINERS, AND ANALYSTS

COURSE DESCRIPTION

Have you ever had a great idea and it never happened?

Most big ideas never make it out of our heads, much less into our work, home or community. Yet all positive change in our society can be attributed to people fulfilling on big ideas despite failures, resistance, and mistakes. You can be one of those 'idea' leaders!

After 20+ years of working as an auditing leader with people across every level of government, business, and non-profit, Elizabeth Frisch has found that being a person who can take big ideas to reality has nothing to do with where you came from or what education you have had. It has everything to do with mastering simple practices to nurture the idea out of your head, sharing it, and spreading it into the world, whether it takes you 1 month or 100 years.

This course teaches 8 practices to help you become a master at shepherding an idea out of your head and into your home, workplace, community and world. You will get a practical, replicable framework that scales to any size of organization.



THE DEFYING GRAVITY LEADERSHIP SERIES 1

ANCHOR

your ideas and move out of survival mode.

COMMIT

to your ideas and write SMART goals to deliver on that commitment.

COMMUNICATE

your vision and mission statement clearly.

IDENTIFY

your baggage to start producing successful outcomes.

BUILD

your project plan, your right team, and case for action.



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For registration information go to bit.ly/M2M_BIG_IDEA or deanna@thrivalcompany.com,
208.991.8264 • facebook.com/ElizabethFrischAuthor



DETAILED COURSE CONTENT

Module 1 – What is your big idea(s) and why isn't it done yet?

- Why do 99.9% of ideas in your head fail to launch?
- Where did all those good ideas go?
- Your Automatic Vision Paralysis Paradigm
- Your goals are programmed to fail – how to avoid that now and forever!
- Survival vs. Thrival phenomena in all organizations
- Your individual impact on being an Idea Hero or an Idea Zero
- Corporate/organizational level impacts on revenue, profits, innovation and employee satisfaction

Module 2 – The Stages of Idea Growth (or Death) – Achieving Mastery of Idea Leadership

- The Stagnation Model of project/idea development
- The Expansion Model of project/idea development

Module 3 – Shift Your Mind (and your Culture) to Big Idea Mastery

- Cognitive blindness to 360 degree awareness
- Anchoring your idea in reality
- The Secret movie never gave you the 'secret' to making big ideas happen

Module 4 – Most ideas fail at the communication phase

- How we communicate versus how the human mind listens
- How to fertilize your idea through communication
- 5 words that sabotage all ideas/projects and increase chance of failure
- Advocates, allies, and other important support systems
- Mastering your one-minute mission message (Your OM³)

Module 5 – Your (and others) emotional baggage

- The 7 voices in your head that kill your ability to implement
- Overcoming objections (your own and others)

Module 6 – Building and Sustaining your Big Idea Team

- How to build and grow high performing teams
- The Leadership Compass Tool
- Identifying and capitalizing on learning and management styles to drive high performance
- Who people are being is often more important than what they know – building the right team to deliver high performance
- The dynamics of failure and success in your teams
- How do you find the right team? (Internal and external networking)

Module 7 – Building your call to action (Your business case)

- Do you speak the language of leadership, strategy, finances, technology, marketing & sales, human resources?
- The power of the new social media environments to drive change and idea implementation
- Excellence over perfection
- Effective case/project design
- Root cause analysis to solve the right problem the first time!

Module 8 – Building your fan base

- Are you 'donor/people-centric' – Why most change initiatives fail to implement or fail once implemented
- Who are the five personalities that support (or kill) your idea
- Defining your ideal idea avatar(s)
- Building your idea to millions of fans, supporters, customers (or whatever your goal is)

Module 9 – Commit or quit

- How we have been taught to write bad goals, bad plans and therefore, torpedo our execution
- Technology and culture – the intersection to making ideas succeed or fail
- The simple project framework and strategic plan
- Making it last – why most organizations and teams fail in the first five years and how you won't

THE INSTRUCTOR

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started her career in the early 90's as a chemical engineer working on processes and systems; but was frustrated at the lack of sustained performance around those engineered

systems. In 2000, she decided to cross-train in human psychology and behavior change, adult learning, business performance, and change management after realizing "you can't engineer humans."

"I am very grateful for information Ms. Frisch provided. The refresher on some of the tools I have used and the new tools I learned from her have revitalized me. I will use them beginning immediately."

"Getting ideas out into the world is a succession of steps, sometimes linear and sometimes in circles! To succeed, you need a framework and tools to hold yourself accountable. Take this course and shorten your steps and missteps dramatically."

"This is a great course about taking things out of your head and getting in action, but it's so much more! It's part head and part heart and how to create something that makes an impact."

"This course isn't just for people who want to grow an idea and make money really fast, but for people who want to live an amazing life, build teams, serve the world, and live fulfilled lives by making their great ideas a reality!"



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Because survival is not enough

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twitter.com/elizabethfrisch

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CHANGE YOURSELF, CHANGE OTHERS

FOR AUDITORS,
EXAMINERS, AND
ANALYSTS

COURSE DESCRIPTION

This course, designed for technical leaders, is based on best-selling author, Elizabeth Frisch's second book publishing in 2018, Change Yourself, Change Others—Mastering Your Own Behaviors So You Can Shift Others. For engineers expected to manage people and projects, this course teaches what you wished you had learned in college.

We often get frustrated by our lack of control or power to get others to change. Yet, the key to mastering working with others to shift their behaviors is to master shifting your own. This fun, engaging course turns all of your pre-conceived notions of why people do not change on their head and provides 8 critical practices to shifting your own behaviors so you can powerfully shift others.

Using the latest research on adult learning behaviors, human psychology, technology, and organizational dynamics, this course takes amorphous principles and culls them down to key practices every manager and employee can master to ensure they are not ever the victim of circumstance or stuck in a perpetual problem with another person.

Organizationally, building a team that masters these practices ensures an unstoppable, quick-shifting, ever-learning organization that will not stagnate nor fail to innovate in ever-changing economic and cultural times.

This course provide the difference between the leaders and the laggards so simply, that technical personnel from the C-suite to the production floor have been able to make sweeping positive change in their workplaces after taking this course.



THE DEFYING GRAVITY LEADERSHIP SERIES 2

LEARN

why most of the time we cannot or will not change our behavior.

MASTER

finding the root cause of why others cannot change theirs.

UNDERSTAND

why but why behavioral practice delivers long-term mastery.

DETERMINE

how to find hidden viewpoints that are holding you and others back in your organization and how to shift them.

BECOME

a drama free high performing workplace.



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DETAILED COURSE CONTENT

MODULE 1 – The power of hidden views

At the end of the day, your organization's culture is just a collection of individual behaviors driving to a predictable outcome called 'The Cycle of Self-Fulfilling Prophecy'. Learn how to identify these views, their impact, and how to shift them and break that cycle.

MODULE 2 – The power of being uncomfortable

All high performing people and organizations have mastered using discomfort to stay in the high performing zone. Done incorrectly, this tool can create horribly toxic work environments and done correctly highly innovative and high performing teams. We will teach you how to do it the right way.

MODULE 3 – The toxic cycle of failure

What happens in your organization when something (or someone) fails? High performing organizations, regroup quickly, thrive and deliver even better success out of failure in a fraction of the time that other organizations do. In this module we teach you a powerful model for handling failure and coming out of failure to success.

MODULE 4 – Creating a 'no drama' work environment

Are you exhausted by the drama at work? Do you feel like everything is a roller coaster ride from crisis to crisis or issue to issue? What if in one powerful practice, you could eliminate that tomorrow? This module teaches one of the most effective crisis/personnel management tools used by the most effective leaders and change agents worldwide.

MODULE 5 – Fault is your friend

Why is it common to blame the other person for something? What is our fear and others fears of 'owning it' when it comes to problems or breakdowns? This module dissects that culturally pervasive phenomena and delivers an easy solution to start changing your culture to one of accountability and ownership.

MODULE 6 – The Emotionally Resilient Employee

A search on Google can show a lot of theories on why emotional resilience is important, how it is important to be emotionally resilient and how emotionally resilient people are more successful in life. But what does that look like in your day-to-day work and home life? How do you develop emotional resilience. This module answers that question and provides a framework to build this skill in every employee at your organization.

MODULE 7 – Procrastination kills Productivity (and satisfaction and health)

We all do it. We are all guilty of it. Yet it grows and pervades in most organizations until someone consciously routes it out. In these section we help you design your plan to eliminate procrastination from your organization.

MODULE 8 – Committing to the Infeasible and Unreasonable

Every great organization knows the power of this practice. Yet few do it...this section breaks down the barriers culturally, socially and organizationally to allow you to shift your organization to master this practice and reap the benefits of it.

THE INSTRUCTOR

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started her career in the early 90's as a chemical engineer working on processes and systems; but was frustrated at the lack of sustained performance around those engineered

systems. In 2000, she decided to cross-train in human psychology and behavior change, adult learning, business performance, and change management after realizing "you can't engineer humans."

"She was very knowledgeable on the subject and got the audience involved... She was exciting and able to keep the audience engaged."

"Elizabeth is one of the best CPE instructors we have had in here. She used real-life exercises on a topic of interest to all participants. She structured the class so that we had hands-on learning that was not odious or contrived."

"Excellent class, one of the best if not the best class I have attended in a very long time. I think every [person] in our office would benefit and should attend the class. This class impacts all the work we do."


"Ms. Frisch is experienced and knowledgeable of this subject area. The course is full of hands-on exercises with the various tools discussed. The pace of the course allowed the participants to perform the exercises and receive feedback, without feeling rushed."

3 COURSE OPTIONS

- 1 1, 2, or 3 day versions in person
- 2 On-line live with instructor
- 3 Virtual training

Ready to take a course that will sky-rocket your abilities and make things happen? Email deanna@thrivalcompany.com or call 208-991-8264.





LEAD YOURSELF, LEAD OTHERS

FOR AUDITORS,
EXAMINERS, AND
ANALYSTS

COURSE DESCRIPTION

In these rapidly evolving times, 'playing it safe' is the new risky way to run an organization as an auditing leader. Technical teams, in both public and private organizations, that want to adapt and succeed in today's economy, need to build effective leadership and teams that identify opportunities and execute ideas quickly, while operating efficiently and on limited resources. Failures are not only an option for you, but a normal part of any organizational structure. Therefore, your leaders and team members must re-bounce, re-group and learn quickly to get to their ultimate success and goals.

The course will teach you how to thrive as a leader despite the many difficult circumstances that may be challenging your organization. We believe that leaders are 'made' not 'born', so this course will teach you the skills to empower you to turn your big visions for the future into reality.



THE DEFYING GRAVITY LEADERSHIP SERIES 3

MASTER

the prized attributes of highly effective leaders.

ENHANCE

your role as a leader and improve the performance of your team.

LEARN

a project management framework to successfully lead any program.

HONE

your communication skills, both oral and written, and find new ways to help your team members reach their highest potential.



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DETAILED COURSE CONTENT

Day 1 – Why Can't We all Just Get Along? The 8 Essential Practices of Leaders

Day 1 focuses heavily on soft-skills development that all managers must master to maintain high performance for themselves and their teams. This mini-workshop is adapted from Ms. Frisch's highly reviewed Defying Gravity Leadership Workshop and is also soon to be available as two books on leadership publishing in 2016 (Change Yourself/Change Others and Lead Yourself/Lead Others).

- The Illusion of Management Control in the Modern Workplace
- Which direction do you and your team point? The Leadership Compass
- The 7 Baggages that Sink Managers (and everyone else) in Organizations
- No body Nobody
- It's Your Fault (And that's a good thing!)
- The Emotionally Resilient Manager
- The Power of Commitment
- Excellence Over Perfection – Making Peace with the "F" Word
- What, me worry?
- Swallow the Frog
- What you Speak You Create

Day 2 – Who's in Charge Here? The Leader/Project Manager

Day 2 focuses on project management from both a Strategic and Tactical standpoint using our 10-Step Framework for Success. Topics covered in Day 2 include:

- The 10-Step Framework for Success
- Planning Memos
- Fraud Prevention
- Staffing Plans and Work papers (Standards and Review)
- Quality Control
- Introduction to Root Cause Analysis

Day 3 – What Did You Say? Critical Communication (Written/Verbal)

Day 3 focuses on the various modes of communication involved in managing a team and how the manager can ensure they and their team have mastered communication tools and techniques that work for internal communication within the team and external communication to clients and partners. Topics covered in Day 3 includes:

- Motivational Interviewing
- Neuro-linguistic Programming (NLP)
- Conflict Resolution & Mediation
- Team Communication
- Team Performance (giving and receiving positive and negative feedback and appraisal of leader/team)
- Essential Strategies for Reporting Findings (Exit Interviews/Written Reports/Management Briefings)

Day 4 (OPTIONAL FACILITATED WORKDAY WITH INSTRUCTOR)– So Now What? Tying it All Together (Leadership Skills Practice)

If time is an issue, we can eliminate Day 4 scenario enactment.

Day 4 is a ½ - day session where each person in the course will be the Leader, work with a team and work scenarios and real life situations where they will be expected to apply skills gained in the class. They will receive coaching from the trainer and peers to gain comfort and confidence in their roles.

THE INSTRUCTOR

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systems. In 2000, she decided to cross-train in human psychology and behavior change, adult learning, business performance, and change management after realizing "you can't engineer humans."

"The ideas presented are easy to replicate and put into action. The instructor was able to answer all questions about why, how, and when to implement the techniques."

"The presenter engages the class and is very knowledgeable of the subject matter."

"I believe what was taught and learned will be useful to me in the workplace and at home. These skills will assist me in being an overall better resource to any organization I work for."

"The class was very interesting and contained a lot of good information. While it was 3 days, it kept my interest and was not boring."

3 COURSE OPTIONS

- 1 3 day live in-person course
- 2 On-line live with instructor
- 3 Virtual training

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ROOT CAUSE MASTERY

FOR AUDITORS,
EXAMINERS, AND
ANALYSTS



COURSE DESCRIPTION

The ability to conduct effective root cause analysis is an essential tool to have as a skill set. Yet, root cause analysis methods are rarely taught nor practiced leading to thousands of wasted hours solving the wrong problems on large scale auditing projects. This course is an intensive 8-hour or 12-hour hands-on, experiential learning course. We will teach the six most common methods of root-cause analysis that can be used powerfully by any personnel, project manager, or organizational leader. Mastery will be achieved by breaking into teams and practicing each method based on scenarios provided.

You will leave this course with a practical, experiential basis to start incorporating root cause analysis into your own position at your organization.

This course includes significant break-out time to build skill; therefore, participants must be ready to master the content and spending 70% of their time building their mastery in finding and solving the root cause issues.

THE DEFYING GRAVITY LEADERSHIP SERIES 4

CLARIFY

what the problem is and is not.

MAP

a trail from the symptom to the root cause(s).

GENERATE

ideas to solve the root cause problem and select the most appropriate solution using decision matrices.

IDENTIFY

the root cause using the appropriate RCA investigative tools.

RECOGNIZE

common barriers to root cause analysis and apply techniques to overcome those barriers.



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DETAILED COURSE CONTENT

(Please note: One of the feedbacks received was in regards to having additional time for skills building above and beyond the levels for the one-day course; therefore; the 1.5 day session includes additional breakout time to practice skills building and additional breakouts in other sessions.

Introduction: Root Cause Analysis Overview

- Overview of Root Cause Analysis
- Problem Types
- Problem Definitions
- Case Studies, Method Selection

Lesson 2: Forming the Team

- Identifying key personnel
- Group problem solving
- Building root cause analysis into projects
- Problem solving simulation

Lesson 3: Finding the Root Cause

- Methods of completing root cause analysis
- Explore chains of causes, cause and effect charting
- Study interrelationships and the need for evidence
- Use data analysis & investigative tools
- Identify root causes
- Breakout sessions by team to practice choosing the appropriate root cause method

Lesson 4: Fix the Root Cause

- Propose potential solutions
- Solution brainstorming
- Solution qualification
- Develop action plan to implement solution
- Recommending effective solutions
- Breakout sessions by team to practice problem solving using the appropriate root cause method

Lesson 5: Overcoming Barriers

- Barriers to Root Causes Analysis
- Solutions to Barriers
- Real world simulation of crisis requiring immediate solution

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systems. In 2000, she decided to cross-train in human psychology and behavior change, adult learning, business performance, and change management after realizing "you can't engineer humans."

"This class taught useful and concrete tools that can be easily and quickly applied in audit environments."

"The instructor was very engaging. She was able to keep my attention throughout the day in a very fast paced course. She was very knowledgeable and brought a lot of practical examples to make the information more relevant. Excellent instructor!"

"For once I didn't feel like the instructor was trying to stretch out material to fit the time; I felt that I got a lot of information and practice in those 8 cpe."

"Totally fresh, new look at the profession."

3 COURSE OPTIONS

- 1 8 or 12 hour versions in person
- 2 On-line live with instructor
- 3 Virtual training

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POWERFUL PRESENTATIONS

FOR AUDITORS,
EXAMINERS, AND
ANALYSTS

COURSE DESCRIPTION

Are you responsible for communicating complex or technical information to diverse audiences, from the C-suite to operational level support during auditing or business performance review engagements?

Learn how to present complex information in an impactful manner and also manage anxiety, engage the audience, create rapport, and keep people interested in what you are saying throughout the whole presentation.

Everyone has a unique style, level of expertise, comfort with presenting and a personality type which is critical to identify and capitalize on if they are going to be successful doing presentations—empowering everyone to be a good presenter is not a ‘one size fits all’ solution.

Our powerful presentations training, for personnel presenting technical information, addresses the three core elements to achieve these goals in a three-part approach: the psychological aspects, the technical aspects, and the empowerment aspects of you becoming a powerful and impactful presenter consistently and under any circumstance.



THE DEFYING GRAVITY LEADERSHIP SERIES 5

LEARN

what makes you fascinating as a presenter and how to identify your audience and interact with them to engage and build rapport.

MANAGE

the three learning types and five personalities that sit in every audience as well as use a consistent template to deliver key information.

BUILD

skills needed to feel confident to say, “I’ve got this!” when your next presentation opportunity comes up.



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DETAILED COURSE CONTENT

Part 1: The Psychology of Presenting

The goal of part 1 is to allow the presenter to gain understanding of themselves and their audiences. It is critical that every presenter master how to leverage their own unique personality and style as well as understand the dynamics of presentations from the audience standpoint. In part 1 we discover:

- **What your core default is in any presentation** situation and how to use that to your advantage.
- **What is fascinating about you** and your unique personality type and style.
- **How to remove your 'baggage' that everyone has** no matter how 'great' of a presenter you are. We teach the 7 Baggage's that Presenters (and everyone else) in the room during presentations.
- **How to define your audience** from understanding the three learning types to the dynamics of consenters and disruptors and everyone in-between.
- **Mastering your one-minute message** (your OM²) and ensuring that everyone in your presentation takes home exactly what you intended to communicate.

Part 2: Building Powerful Presentations

Part 2 focuses on how to consistently deliver powerful presentations no matter the topic or audience by understanding and applying key adult learning behavior and visual, auditory and kinesthetic triggers.

- **Good presentations are memorable.** We provide the best tactics from neuro-linguistics programming to the psychology of using photos and graphics to engage and build rapport with your audiences.
- **Good presentations contain valid information that is useful to the audience (hopefully).** We clarify how to present with each piece of data in a way that is thoroughly fact-checked, accurate, and never misleading.
- **Great presentations contain minimal information.** We teach you how to do that and master your core message. What is left for your audience to engage in is only that information that drives toward a decision, goal, outcome, and/or result.
- **Great presenters are great story-tellers.** We explain how to weave a story into the presentation to ensure people stay for not just the beginning but the middle and the end.
- **Powerful presenters know how to engage all personality types for maximum impact.** We show you how!

Part 3: Empowerment

Training is great, but if you cannot understand how to apply what you have learned moment by moment in real world presentation situations and with your presentation materials, theory never becomes practice. This is our favorite part of the workshop where you work through with your classmates how to apply each part of the content using your own specific ideas, topics, and challenges.

- You receive one-on-one coaching from Elizabeth Frisch, who is a best-selling author and high performance business consultant who has helped empower entrepreneurs starting their first company, to public servants creating broad social change, to Fortune 500 executive leadership seeking to transform how their company does business.
- You will walk away with confidence and feeling empowered to take what they have learned and apply it as soon as they get back into the 'real world'.

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systems. In 2000, she decided to cross-train in human psychology and behavior change, adult learning, business performance, and change management after realizing "you can't engineer humans."

"Excellent command of the material and an excellent instructor. I was highly impressed. Learning by doing with guided instruction is a great recipe for learning and (hopefully) retention."

"She was an amazing facilitator who tied a lot of what we learned to her real life applications"

"The ideas presented are easy to replicate and put into action. The instructor was able to answer all questions about why, how, and when to implement the techniques."

"Ms. Frisch is an excellent instructor. She kept the class on course but still gave useful commentaries from real situations. Questions from attendees was encouraged and part of the learning."

3 COURSE OPTIONS

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- 3 Virtual training

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NEURO-LINGUISTIC PROGRAMMING FOR BUSINESS

FOR AUDITORS,
EXAMINERS, AND
ANALYSTS



COURSE DESCRIPTION

This hands-on Business Immersion Course focused on auditors, examiners, and analysts takes the best and most powerful Neuro-linguistic Programming (NLP) techniques available and specifically targets those methods that can be used for success in the auditing realm to build relationships, strong teams, powerful audit managers, and inspiring leaders to resolve issues in the organizations you are auditing/examining.

- How would you like to be able to quickly build strong relationships of trust and support during an audit?
- What would it be like if you could avoid the drama of the 'storming' phase of audit team development?
- What if you could communicate in a compelling fashion and rally a community, customers, and even bosses and supervisors readily to help you achieve your strategic goals and objectives?
- Imagine what it would be like to achieve your audit strategic goals with less time, effort, and frustration?

NLP for Business is taught in an interactive and experiential atmosphere to ensure mastery of the core techniques. You will leave empowered to take these scientifically proven techniques and produce success in the business realm. This is not your typical corporate leadership, effectiveness, or team training!

THE DEFYING GRAVITY LEADERSHIP SERIES 6

BUILD

strong relationships of trust and support.

AVOID

the drama of the 'storming' phase of team development.

COMMUNICATE

in a compelling fashion and rally others to help you achieve your strategic goals and objectives.

IMAGINE

what it would be like to achieve your strategic goals with less time, effort, and frustration.



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DETAILED COURSE CONTENT

Core concepts will include NLP techniques that:

- Build strong relationships through interpersonal effectiveness
- Allow you to lead your team, your community, your company to peak performance
- Improve your bottom-line business results and organizational effectiveness

CURRICULUM CONTENT

Part 1 – Achieving business excellence through NLP

- Identifying barriers
- Basic principle that work at work

Part 2 – Building relationships that work

- Communicating using NLP
- Understanding your coworkers and managers
- Building rapport
- Using words to achieve high performance from yourself and others
- Anchoring as a tool to build strong teams

Part 3 – Leading People to Performance

- Managing your emotions and others emotions
- Giving and receiving feedback
- Inspiring and motivating
- Coaching employees
- Dealing with difficult dynamics

Part 4 – Achieving strategic plans

- The power of visions
- Setting and achieving goals
- Using change to catalyze performance and success
- Creating models of performance

Part 5 – Practicum

- Building NLP into your organization
- Your NLP plan

AUDIENCE AND SKILL LEVEL: This course is intended for people who are new to NLP and seeking to practice key techniques with an auditing/examing focus.

ADVANCED LEARNING: This course is also available as a longer immersion experience to achieve long-term mastery as well as become certified in NLP.

THE INSTRUCTOR

Elizabeth Frisch is a keynote speaker and the author of *Mission to Million\$ - Taking Big Ideas and Making Them Reality*. She



started her career in the early 90's as a chemical engineer working on processes and systems; but was frustrated at the lack of sustained performance around those engineered

systems. In 2000, she decided to cross-train in human psychology and behavior change, adult learning, business performance, and change management after realizing "you can't engineer humans."

"Elizabeth was extremely good at developing us as confident speakers and presenters. Her insight was very valuable to my career."

"Amazing! Best facilitator ever. Couldn't imagine anyone else to teach this class. So much valuable information."

"Elizabeth is extremely knowledgeable. She shared valuable experiences with us, as well as gave us key tools for a successful future. Her energy kept the group going all week, and she honed in on some key takeaways that we will keep with us for our careers."


"Elizabeth was super energetic. She always picked up the room's energy when we were in a lull."

3 COURSE OPTIONS

- 1 8 or 12 hour versions in person
- 2 On-line live with instructor
- 3 Virtual training

Ready to take a course that will sky-rocket your abilities and make things happen? Email deanna@thrivalcompany.com or call 208-991-8264.





LEADERSHIP IN AUDITING

FOR AUDITORS,
EXAMINERS, AND
ANALYSTS

COURSE DESCRIPTION

What are the essential skills for people management versus project management? How does the project manager's role as applied to an auditing function differ from the every-day management of a business division?

Leadership in an organization's auditing division is far more challenging than most people realize. While external auditors come and go, internal auditors must be aware of, navigate, and maintain their personal and professional relationships in the organization each and every day. Audit managers must be highly effective at their job, finding weaknesses of the organizational systems and culture, while still maintaining high performing working relationships with their organization leaders and their audit team members. All of these dynamics must be managed while communicating what can be at times incredibly difficult and confronting findings and failures of the organization to leadership and teams on a routine basis.



THE DEFYING GRAVITY LEADERSHIP SERIES 7

MASTER

the prized attributes of highly effective audit managers.

ENHANCE

your role as a leader and improve the performance of the audit team.

LEARN

a project management framework to successfully lead any audit program.

HONE

your communication skills, both oral and written, and find new ways to help your team members reach their highest potential.



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DETAILED COURSE CONTENT

Day 1 – Why Can't We all Just Get Along? The 8 Essential Practices of Leaders

Day 1 focuses heavily on soft-skills development that all managers must master to maintain high performance for themselves and their teams. This mini-workshop is adapted from Ms. Frisch's highly reviewed Defying Gravity Leadership Workshop and is also soon to be available as two books on leadership publishing in 2016 (Change Yourself/Change Others and Lead Yourself/Lead Others).

- The Illusion of Management Control in the Modern Workplace
- Which direction do you and your team point? The Leadership Compass
- The 7 Baggage's that Sink Managers (and everyone else) in Organizations
- No body Nobody
- It's Your Fault (And that's a good thing!)
- The Emotionally Resilient Manager
- The Power of Commitment
- Excellence Over Perfection – Making Peace with the "F" Word
- What me worry?
- Swallow the Frog
- What you Speak You Create

Day 2 – Who's in Charge Here? The Audit Leader/Project Manager

Day 2 focuses on project management and successfully executing an audit as the Audit Manager from both a Strategic and Tactical standpoint using our 10-Step Framework for Success. Topics covered in Day 2 include:

- Standards Review (What are the basic you must do by standards as an Audit Leader)
- The 10-Step Framework for Success
- Surveying and Planning Memos
- Audit Tools
- Audit Controls and Fraud Prevention
- Staffing Plans and Work papers (Standards and Review)
- Supervising in Audits
- Quality Control
- Introduction to Root Cause Analysis

Day 3 – What Did You Say? Critical Communication (Written/Verbal)

Day 3 focuses on the various modes of communication involved in a successful audit and how the audit manager can ensure they and their team have mastered communication tools and techniques that work for internal communication within the audit team and external communication to the groups being audited. Topics covered in Day 3 includes:

- Motivational Interviewing
- Neuro-linguistic Programming (NLP)
- Conflict Resolution & Mediation (Within team and with auditees)
- Team Communication (per-audit, during audit, post-audit)
- Team Performance (giving and receiving positive and negative feedback and appraisal of leader/team)
- Essential Strategies for Reporting Findings (Exit Interviews/Written Reports/Management Briefings)

Day 4 (OPTIONAL FACILITATED WORKDAY WITH INSTRUCTOR)– So Now What? Tying it All Together (Leadership Skills Practice)

If time is an issue, we can eliminate Day 4 scenario enactment.

Day 4 is a ½ - day session where each audit manager in the course will be the Leader, work with a team and work scenarios and real life situations where they will be expected to apply skills gained in the class. They will receive coaching from the trainer and peers to gain comfort and confidence in their roles.

THE INSTRUCTOR

Elizabeth Frisch is a keynote speaker and the author of *Mission to Million\$ - Taking Big Ideas and Making Them Reality*. She



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systems. In 2000, she decided to cross-train in human psychology and behavior change, adult learning, business performance, and change management after realizing "you can't engineer humans."

"The instructor was enthusiastic, energetic, and committed to the training. She was also genuinely interested in this subject, which was beneficial to the participants"

"Elizabeth is very passionate and knowledgeable about leadership. The group exercises were very helpful in reinforcing the information to attendees. She kept the class fun and enjoyable all three days!"

"Elizabeth made all the material easy to understand and replicate. I feel like I can incorporate her teachings to make my work better for myself, my coworkers, and my clients"

"Elizabeth is an engaging, personable presenter. She presents her expert opinion in an open/honest method. She knows her audience well."

3 COURSE OPTIONS

- 1 3 day live in-person course
- 2 On-line live with instructor
- 3 Virtual training

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