



Pathways to Performance, Inc.

13911 Ridgedale Drive, Suite 404-C
Minneapolis MN 55305

Directions
for Business
Success

Phone: 800-661-8767 or 763-745-7907
Fax: 763-473-0083
E-mail: info@pathways-to-performance.com

Creating Work Environments Where Talent, Energy & Commitment Merge

Postmaster: Return Service Requested

Visit us on the
Web!
www.pathways-to-performance.com

Interested in Sharpening your DiSC Training Skills?

Our ever-popular **DiSC Train-the-Trainer seminars** continue! We will be coming to a city near you in 2006:

- January 24-25 - San Diego, CA
- February 15-16 - Orlando, FL
- April 18-19 - Minneapolis, MN
- May 17-18 - Las Vegas, NV
- June 14-15 - Seattle, WA
- August 2-3 - Bethesda, MD
- September 19-20 - San Antonio, TX
- October 25-26 - Chicago, IL
- December 6-7 - San Diego, CA

This training empowers trainers and consultants to learn the DiSC model, administer the DiSC

learning tools, and then utilize the model and tools to meet their personal and organizational objectives. This training also includes the new **Everything DiSC Facilitation System and DVD**.

Prefer a Virtual Train-the-Trainer?

Participate using your telephone and Internet access! One on one telephone coaching with independent DiSC learning activities. This training also includes the Everything DiSC Facilitation System and DVD.

How About On-Site Training?

An in-house DiSC Train-the-Trainer Seminar may be conducted at your organization. Call us at 763-745-7907 or 800-661-8767 for more information.

For a detailed description of our DiSC Classroom or DiSC Virtual Train-the-Trainer, please visit our web site at www.pathways-to-performance.com and click on 'Services.'



Directions
for Business
Success

Special points of interest:

- Customer Appreciation Discount offered again in December!
- DiSC Train-the-Trainer calendar expanded in 2006!
- **NEW!** EPIC enhancements offered!
- **NEW!** Team Dimensions 2.0 profile and Team Group Culture Report!
- **NEW!** Vital Learning Supervision Series has added new classes!

Have a Success Story to Share?

We'd love to highlight you, our customers, in upcoming newsletter issues and describe a 'case study' of what you've done with our training materials.

What do you say? Would you be willing to share a success story?

The PTP Navigator

Creating Work Environments Where Talent, Energy, and Commitment Merge

Happy Holidays to our Valued Clients!

Each year, we count our blessings because we have a thriving business. In honor of our clients and as part of our thankfulness, we dedicate \$1,000 to be divided equally among different charities recommended by our clients.

About ten years ago, we started making these donations in lieu of sending out holiday cards—we knew that even the most expensive card couldn't adequately express the appreciation we have for our customers, and frankly, we felt the money could be put to better use if spent on those less fortunate.



This year our donations will be sent to:

- Caring and Sharing Hands, a local food shelf.
- Opportunity Village, a place where training and work exists for the mentally and physically challenged
- Heaven Can Wait, a 'no-kill' animal shelter

As our valued client, we thank you. It is our honor to work with each of you, and we look forward to

continuing the relationship in 2006!

10% Customer Appreciation Discount

Any Product Order Placed Between December 1-31 Gets an Additional 10% Discount!

This year again, we have been recognized as one of the largest distributors of Inscape and Vital Learning training products, and this is our way of saying **THANKS TO YOU** for helping us grow!

Any Inscape, Vital Learning, PTP Custom or CRK Interactive product orders placed between December 1 and December 31 will receive an **additional 10% discount** - and

that's in addition to existing quantity purchase discounts!

We offer a wide variety of management and employee development topics in traditional classroom, online, or blended formats.

Visit our website to learn more about all we offer and take advantage of these additional savings as you plan for 2006!

Phone your orders to
1-800-661-8767!

10%
Additional Savings in December!





“EPIC (Electronic Profile Information Center) acts as an electronic warehouse that allows for 24/7 distribution of Inscape profiles across the globe.”

New EPIC 2.5 Updates on December 7!

We have witnessed phenomenal growth of EPIC this year. **Thank you** to all of our EPIC customers! And now, to make this already easy-to-learn and easy-to-use system even better, several new features and options have been added!!!!

Among these new features are:

- The ‘From’ name or ‘Friendly’ name used on the Assign Access Codes email is now customizable. The system email address used when assigning access codes is now tied to your EPIC User ID. The access code will now display the ‘From’ name you assign as well as show the following email address userid@inscape-epic.com.
- Incorrect email addresses that are found when assigning access codes are now returned immediately to the EPIC Administrator associated with the account.
- A Custom Email Message Library feature has been added giving the Administrator the ability to create and retrieve custom messages anytime the custom email option is displayed in the system.
- The Resend Log-in feature has been enhanced to allow the Administrator to resend access codes to a group of respondents, rather than one at a time.
- The Un-assign Access Code feature allows access codes to be unassigned for a group of respondents, rather than one at a time. An option to ‘not send’ an email notification when un-assigning access codes has also been added.
- A second DiSC report can now be generated from an existing DiSC Report stored in EPIC. Instead of printing and entering tally box scores from an existing DiSC profile, a new feature allows for automatic generation of the new report using the Edit Existing Record function.
- There are 11 new ways to sort the Search results.
- You can now create personalized sample reports to show others in your organization what the feedback of a particular profile report will look like..
- You may now order EPIC Credits 24/7.
- And, of course, all of the new features will be fully documented in updated User Guides, Quick Start Guides and animated tutorials on the EPIC site.

EPIC QUICK START SPECIAL:

Due to the popularity of our EPIC Quick Start Special, we will be extending this offer through January 31, 2006:

Purchase 250 Epic Credits (250 @ \$2.50 = \$625.00) and we will set up your Epic Sub-Account FREE (a \$100.00 value).

Immediate Distribution

You will be able to assign Access Codes anytime of day or night to your participants for all Inscape Online Profiles (DiSC Classic, PPSS, or Indra, Diversity, Time Mastery, Team Dimensions, Listening and Work Expectations).

Get on board now by calling us at 800-661-8767, emailing us at nancy@pathways-to-performance.com, or ordering online at www.pathways-to-performance.com

Pathways to Performance, Inc. Office Addresses:

In Minneapolis:

Judy Zitzloff and Nancy Hartwig

Pathways to Performance, Inc.
13911 Ridgedale Drive, Suite 404-C
Minneapolis, MN 55305-1782

Tel. 800-661-8767 or 763-745-7907
Fax 763-473-0083

Web: www.pathways-to-performance.com

In Las Vegas:

Dee Clarke

Pathways to Performance, Inc.
7907 Villa Salsa Avenue
Las Vegas, NV 89131-1675

Tel 877-636-3301 or 702-870-8702
Fax 702-953-9406

Emails: (First name)@pathways-to-performance.com



We want to be sure you know how to contact us!

Dee and Judy are “Certified DiSC® Trainers”

Dee Clarke and Judy Zitzloff are among the first independent consultants to earn a **Certified DiSC® Trainer** designation from Inscape Publishing.

Inscape’s certification program is based on the *Everything DiSC® Facilitation System*. This just-released modular system helps trainers, coaches, and consultants address organizational needs using a broad range of DiSC tools in a wide variety of training applications.

Dee and Judy achieved their *Certified DiSC® Trainer* status by completing extensive coursework on the DiSC® behavioral model, demonstrating capability of applying this knowledge in working with clients, and successfully completing a rigorous one-on-one practical examination.

“I commend Dee and Judy’s commitment to professional development,” remarked Jeffrey Sugerman, president and CEO of Inscape Publishing. “In a confusing, competitive marketplace, we felt the need to

offer a professional designation of competence, and these two individuals continue to set themselves apart by earning additional credentials that authenticate their in-depth understanding of DiSC® and its applications.”



Inscape Publishing is an international publisher of research-based learning instruments that improve individual and organizational performance. The company is best known for its DiSC® learning resources, a

behavioral model and set of tools that have been used for nearly three decades by more than 40 million people worldwide. Inscape Publishing is a privately-held organization of The Riverside Company, the largest private equity firm specializing in investments at the smaller end of the middle market.

Dee Clarke Honored at Vital Learning National Conference



At the recent Vital Learning National Conference held in Baltimore in November, 2005, Dee Clarke was recognized for being the highest sales producer in the United States in the Customer Service product category and the Productivity Series product category and also placed in the top 5 in the U.S. for the Supervision Series product category.

“Dee continues to succeed because she is a competent facilitator of our training materials herself; plus she cares about her customers and is willing to go the extra mile to be sure that they have a successful training implementation when using our materials,” remarked Dave Erdman, President of Vital Learning.

Meet Nancy Hartwig, our Customer Service Super Star!

Many of you talk to her or email her and you know what a great addition she is to our PTP staff, but we thought it would be fun if you had a chance to ‘meet’ her!

Nancy Hartwig joined our staff in September, 2003, and we are so delighted that she did!

Prior to joining PTP, Nancy worked in hospitality in the resort industry of Northern Minnesota and before that she ran her own business—that’s why she possesses the great customer service and business skills that she does.

She recently celebrated a birthday but we aren’t telling any secrets





Adds New Courses!

Newly Updated!

Leading Successful Projects

This program that teaches basic Project Management principles was recently updated based on participant feedback and includes even more tools and resources!

PMI Certification!

And with these changes, it now qualifies for 14 Professional Development Units (PDUs) towards acquiring or maintaining the Project Management Professional (PMP) certification from the Project Management Institute!

Coming in Q1, 2006!

Retaining Winning Talent

The corollary to hiring winning talent is keeping the best employees on board once they are hired. This program will teach the latest and proven employee retention strategies.

Motivating Team Members

“Why can’t I seem to motivate my team?”

The answer is complex and simple at the same time, and the solution is unique for each team member.

Motivating Team Members (MTM) opens each leaders’ thinking about the answers to those, and other questions. It explores what motivation truly is and how it works. It helps leaders understand what they can do to create an improved work environment that will motivate members of their team.

Motivating Team Members helps managers learn the four stages to influence a team member to perform a task, while creating a work environment that will motivate higher performance.

The 4-hour workshop is designed for 6-18 participants and includes the following:

- A Powerful Self-Assessment of Your Motivational Practices
- An Insightful Evaluation and Diagnostic Debrief of your Self Assessment
- Practical Background on Theories of Motivation
- A Clear Plan of Action for Creating A Work Environment to Motivate Performance
- Skill Practice to Build Confidence and Competence

Hiring Winning Talent

“It’s really critical that our new hires ‘hit the ground running.’ We invest a lot of time and energy to make that happen. So why do we still end up with hires that don’t perform or fit in? There must be a better way.”

A successful hiring process does not start with the job posting and doesn’t end when a candidate has been selected. Before an open position is advertised, an efficient and consistent hiring process must be in place that enables a manager to identify the job competencies, build the interview questions, and develop the hiring strategy required to win a really-qualified new employee who performs well and fits in from day one.

Without a process in place managers devote too much time to interviews and too little time to interview preparation and the selection process itself.

Hiring Winning Talent (HWT) provides the processes and tools required to master the art and science of identifying and winning great new employees - those that will perform in the top 20%.

- Determine competencies needed for performance
- Plan for an effective interview
- Conduct an effective interview
- Make a qualified selection

Solving Workplace Problems

“What seems to be the problem????”

Many people view a problem as a deviation from an expected outcome – results are wrong, procedures were faulty, or some other aspect of the project is not successful.

In the workplace, solving problems is not only addressing issues and problems as they arise but also involves looking at the way things are currently being done to find better ways of doing them. The major problem encountered when solving problems occurs if the root cause is not properly defined or identified. In the rush to finish a project, people often jump to conclusions and take action on the first solution that appears, when most times there are multiple solutions. Determining the best solution requires a problem solving process.

Solving Workplace Problems teaches managers a five-step process that combines a variety of methods to provide an effective approach to solving simple to complex organizational problems. Each step of the process is explained in detail. Participants have the opportunity to be involved in group discussions, apply the process learned using a case study, and finally apply the solution to their own problem. Managers leave the workshop with implementation tools, forms, and additional resources to help them apply the skills learned back on the job.

To preview the Leader Guide and Participant Workbook materials for any of these courses, please contact Nancy Hartwig, PTP Customer Service, 800-661-8767 or nancy@pathways-to-performance.com

Just Released in EPIC!

Team Dimensions 2.0 & Team Group Reports!

Team Dimensions Profile 2.0 Report.

We are pleased to announce this new, value-added version which hasn't strayed from the Team Roles and "Z" Problem Solving Process you've come to know, but now includes a number of enhancements and richer personal feedback interpretations:

- A more accurate rating-scale response
- A new, more intuitive two-dimensional model
- Expanded feedback including information on strengths, challenges, and working with the other roles
- Commentary on the respondent's **flexibility** in his or her role
- Details about what might cause the respondent stress at work
- Expanded information on the "Z" process
- Applied information on team communication, meetings, and time management
- A one-page comparison of all four team roles

Even though Inscape Publishing's additional research and development has expanded the report, it's even simpler and easier to understand than the original. For example, instead of getting combination roles, respondents will get one primary role, with a focus in one of three directions. This will help people remember and apply role information more readily. Inscape has also enhanced the model so that it tells a story visually - again making it easier to remember and reinforce learning.

Team Dimensions Group Culture Report

This composite report helps build effective teams. This report supplies:

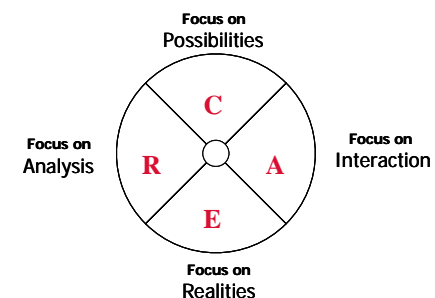
- Composite snapshot of team members' roles,
- Brief overview and review of the five team roles,
- Percentages of group members in each role,
- Team Dimensions Map showing the role distribution of team members,
- Graphic summary of the group's priorities,
- Discussion of the group's strengths and limitations in the context of the "Z" Problem Solving Process.

Viewing Samples of these Two Team Reports

To view sample copies of these two exciting new profile reports, please visit our website at www.pathways-to-performance.com

Click on Solutions then Online Assessments and Courses then EPIC to view, print or save these 2 Sample Reports.

The Updated Team Dimensions Model:



Some Inscape Publishing Prices Increase February 1, 2006

Three Inscape Publishing products will see price increases on February 1, 2006:

EPIC Credits will increase from \$2.50 to **\$2.75** each

DiSC PPSS Software 'Clicks' will increase from \$5.45 to **\$6.15** each

DiSC Previews (set of 25) will increase from \$150.00 to **\$175.00**



Plan ahead and save before prices increase on February 1!