RKA provides a comprehensive suite of personal and team development tools and services including:

**Assessment Reports**
*(Based on DISC instrument)*
- TTI Success Insights™ Management-Staff™ Version
- TTI Success Insights™ Executive Version
- TTI Success Insights™ Team Building Version
- TTI Success Insights™ Customer Service Version
- TTI Success Insights™ Work Environment Version
- TTI Success Insights™ Interviewing Insights Version (Sales)
- TTI Success Insights™ Interviewing Insights (General) Version
- TTI Success Insights™ Communicating with Style Version
- TTI Success Insights™ Time P.L.U.S. Version
- TTI Success Insights™ Sales Strategy Version
- TTI Talent Insights™
- Job Insights™
- Career Planning Insights
- Workplace Motivators

**ODsurveys Plus™**
- Written Comments
- 360° Mean Score
- 360° Favorable vs. Favorable
- 360° Frequency Distribution
- Organizational Mean Score
- Organizational Favorable vs. Unfavorable
- Organizational Frequency Distribution

**RKA can provide your organization:**
- Easy electronic access to all assessments via an electronic “invitation”
- Downloading, compilation and report production in electronic and/or paper copy
- Complimentary Success Discovery Process workbook
- Direct shipment to your home/office
Personal & Team Development Services

Workshops & Personal Debriefings
To maximize the value of your report, RKA’s experienced coaches and facilitator’s can provide:

Customized DISC Workshops
Our powerful two and three hour DISC workshops include review of the actual DISC report results, exploration of the 4 DISC dimensions, their meaning to the individual and the team and personal action planning. Our use of the “Success Wheel” allows us to plot all team members on the wheel – and assess possible conflicts and synergies. Sessions are offered on-site or by teleconference.
- On-site (3 hour)
- Teleconference (2 hour)

Communications/Team Building Workshop
This workshop explores individual team member’s communication styles and their impact on those around them. Leveraging results from the TTI Success Insights Communicating With Style Version, this on-site 2 ½ hour workshop provides insight into the strengths and potential challenges of an individual’s style, and how they can flex that style for greater rapport and relationship building.

360° Workshop
360° assessments are acknowledged world-wide as one of the most effective ways to gather a complete picture of an individual’s work performance. Information is gathered electronically via our ODsurveys Plus™ assessment from the employee, his manager, selected peers, direct reports, suppliers and customers. This full 360° perspective on the individual’s performance provides rich feedback relative to the individual’s strengths and areas for improvement.

Our 360° workshop focuses upon review and interpretation (debriefing) of the 360° report and action planning for positive results. Sessions can be conducted on-site or via teleconference.

Personal Debriefings
RKA provides personalized debriefings of an individual’s Success Insights™ report by a skilled coach, maximizing the value of the report. Personal debriefs include review of the report and an in-depth analysis of the DISC graphs section highlighting the styles of the individual in the natural and the adapted (work) environment. Tips and techniques are shared to help the individual function more effectively in the work environment.

Coaching
To develop their people, organization’s need a way to act upon assessment results, moving beyond the data to providing a more dynamic, personalized development program. Coaching can play an integral role in helping to develop the individual performer or team. A coach can utilize information from the client organization (past reviews, 360° feedback, DISC or other assessment instruments) and the coaching candidate to target key areas blocking the individual from realizing their full potential. As the coach guides the employee from discovery to action, career and personal development blockers can be overcome. Both the employee and the organization experience a win-win.
How Coaching Benefits Individuals

Coaching:

- emphasizes the unique potential of individuals
- provides a structure and a process for individual development
- uses language that is grounded with respect to people and their capabilities
- establishes the focus on the person being coached
- promotes personal discovery and self-responsibility for solving problems
- fosters the development of high levels of self-confidence and mastery
- forms a basis for planning for career advancement
- provides a model for personal leadership development

RKA coaching sessions take place over the phone or in person, with sessions typically scheduled 2 times a month, for 45-60 minutes.

Prior to the start of any individualized coaching, RKA will:

- confer with company representatives to discuss the type of coaching the employee needs, the desired outcomes the company seeks and the method of results measurement
- confer with the individual to assess their willingness to be coached and explain the coaching 5-step process
- review confidentiality considerations with both company representatives and the individual (see note)
- provide the company/individual a welcome packet further detailing expectations, agreements and supporting materials
- update the appropriate company representative of the individual’s progress

RKA also offers team coaching services.

Customized Programs

RKA welcomes the opportunity to better understand your organization’s unique needs. From individual assessments to developing stronger leadership teams (see Figure 1) through a customized design built around your unique developmental needs, we are ready to help.
Sample Leadership Team Communication Improvement Program

**Observe Leadership Team in Action**
- Attend staff meeting; observe behavior & communication patterns of leader and team.

**Conduct Individual/Team Assessments (Collect Data)**
- Completed by all Leadership members
  - Validate natural and adapted workplace style
  - Identify communication and behavior style strengths, areas for improvement
  - Review 360° assessment data Determine next steps, actions, including potential for coaching

**Use Data To Improve Individual/Team Performance**
Conduct a DISC “teambuilding” session to raise awareness of team member behavior/communication styles:
  - Review Team DISC composite – team DISC results mapped to show conflict, synergies
  - Raise awareness of all-team styles, communication and behaviors

Conduct 1-2 Team Improvement sessions to explore DISC and 360 feedback communication implications to team:
  - Identify how the team can work together more effectively, develop ground rules, expectations
  - Begin practice of learnings
  - Begin/continue individual coaching with CEO, others if identified

**Observe Changes In Team**
- Attend several leadership meetings; reinforce learnings where needed

**Measure Progress Toward Established Outcomes**
- Conduct follow-up 360° on leader
- (or) Conduct one-one follow up interviews

- Gather DISC & 360° Feedback
- Conduct Debriefs With Individual Team Members
- Conduct Team Sessions To Increase Awareness & Initiate Change in Behavior/Communication Styles
- Monitor Progress
- Evaluate Individual/Team Leadership/Performance

- Observe Team Behavior
- Gather DISC & 360° Feedback
- Conduct Debriefs With Individual Team Members
- Conduct Team Sessions To Increase Awareness & Initiate Change in Behavior/Communication Styles
- Monitor Progress
- Evaluate Individual/Team Leadership/Performance