Lincoln & Moore
CONSULTING

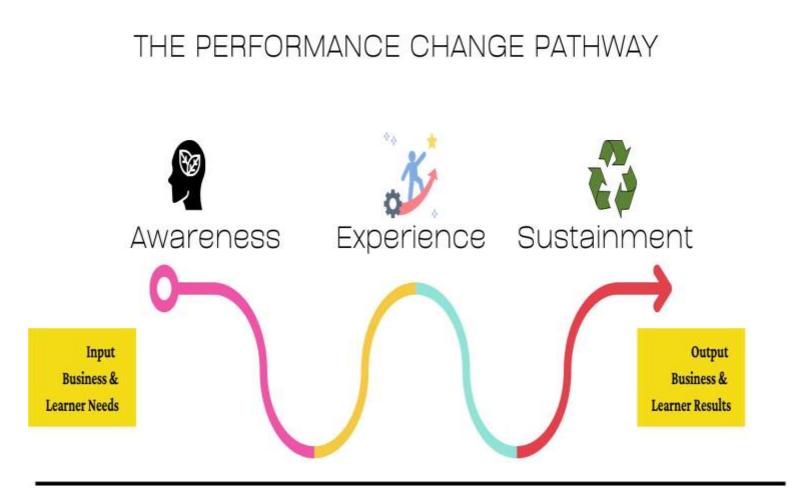# LEARNING
LIBRARY

Overview

This blended learning framework provides common language for Organizations, Salespeople, Leaders, and in house Trainers to talk aboutwhat makes our programs so impactful.

It also helps us focus on the entire learning path from the moment oneregisters for our Learning Journey until they are using what they've learned. The following is a list of ideas that can be or is used in each phase.

THE PERFORMANCE CHANGE PATHWAY

Awareness   Experience   Sustainment

Input
Business &
Learner Needs

Output
Business &
Learner Results

Awareness	Experience	Sustainment
• Send Welcome Email	• Facilitate Live F2F or Live Online Learning event	• Conduct Web-Ex sustainment calls
• Conducting Web-Ex Awareness Meet	• Discuss Learning Principles	• Application Reports
• Complete Pre Call Sheets	• Use Unique delivery methodology	• Revisit Commitments
• Send Goal Setting preparation sheet	• Use Cycle of performance improvement	• Use of insights post assessment
• Calls to discuss goals with immediate manager	• Use in the moment coaching	• Follow up with immediate managers
• Using Insights and Pre Assesments	• Emphasize of practical applications	• Email required guidebooks
	• Conduct mid point feedback Assessment	

LEADERSHIP

Sr.No	Module
1	Building the Leadership Team
2	Change Management
3	Client Discovery and Interviewing
4	Conflict - Managing Emotional Control
5	Conflict - A Growth Opportunity
6	Conflict Management 1
7	Conflict Management 2
8	Conflict to Collaboration
9	Creating Organizational Impact
10	Developing Inter Personal & Organizational Skills
11	Developing Personal Leadership
12	Ethical Leadership
13	Facilitate for Group Results
14	Goal Increase Productivity, Decrease Stress
15	How to Create Reports
16	Innovation
17	Internal Conflict Resolution
18	Lead Change without Authority
19	Lead Effective Meetings
20	Leadership Basics
21	Leadership Communication
22	Leadership Communication & Problem Solving
23	Leadership Styles and Tendencies

Sr.No	Module
24	Leading Strong Teams
25	Leading Virtual Teams
26	Manage Change Effectively
27	Manage Customer Expectations
28	Managing Across Generations
29	Motivational Leadership
30	Performance Appraisal
31	Performance Defined
32	Process Improvement
33	Retail Leadership
34	Senior Leadership Training
35	Skills for Team Success
36	Strategic Planning
37	Strategy to Execute Excellence
38	Team Building
39	Team Change Management
40	Team Member Engagement
41	Team Problem Solving & Decision Making

BEHAVIORAL

Sr.No	Module
1	Adapting to Change
2	Agree Disagreeably
3	Analyze Problems and Make Discussions
4	Attitudes for Service
5	Behavioral Interviewing Skills
6	Being a Contributing Team Member
7	Bringing Conflict into Open
8	Build Trust Credibility & Respect
9	Business Communication Excellence
10	Business Professionalism 101
11	Communicate to Lead
12	Communicate with Tolerance and Respect
13	Communicate with Diplomacy and Tact
14	Communicating across Generations
15	Communicating with Different Personality Styles
16	Complaint Resolution
17	Confrontational Questions
18	Creating a Professional Demeanor
19	Dealing with Difficult Team Members
20	Define the Performance Process
21	Delegation
22	Effective First Impression Face to Face
23	Effective Interviewing Skills

Sr.No	Module
24	Feedback - Supportive and Corrective
25	Foundation for Success
26	Generating Interest
27	Emotional Intelligence
28	Handling Mistakes
29	Interpersonal Competencies - Best Practices
30	Interpersonal Competencies - Connect with Others
31	Interpersonal Competencies - Enhance Teamwork
32	Interpersonal Competencies - Influence Change
33	Interviewing & Coaching Skills
34	Keep Stress and Worry in Perspective
35	Listening Skills for Boosting Communication
36	Managing Stress
37	Motivation
38	Motive and Commitment
39	Planning
40	Planning & Presentations
41	Present to Gain Input
42	Present to Inform
43	Present to Persuade
44	Presenting with Impact
45	Problem Solving and Decision Making
46	Professional Development Workshop Series

SALES

Sr.No	Module
1	Adapting to Change
2	Agree Disagreeably
3	Analyze Problems and Make Discussions
4	Attitudes for Service
5	Behavioral Interviewing Skills
6	Being a Contributing Team Member
7	Bringing Conflict into Open
8	Build Trust Credibility & Respect
9	Business Communication Excellence
10	Business Professionalism 101
11	Communicate to Lead
12	Communicate with Tolerance and Respect
13	Communicate with Diplomacy and Tact
14	Communicating across Generations
15	Communicating with Different Personality Styles
16	Complaint Resolution
17	Confrontational Questions
18	Creating a Professional Demeanor
19	Dealing with Difficult Team Members
20	Define the Performance Process
21	Delegation
22	Effective First Impression Face to Face
23	Effective Interviewing Skills
24	Feedback - Supportive and Corrective
25	Foundation for Success
26	Generating Interest
27	Emotional Intelligence
28	Handling Mistakes
29	Interpersonal Competencies - Best Practices
30	Interpersonal Competencies - Connect with Others

Sr.No	Module
31	Interpersonal Competencies - Enhance Teamwork
32	Interpersonal Competencies - Influence Change
33	Interviewing & Coaching Skills
34	Keep Stress and Worry in Perspective
35	Listening Skills for Boosting Communication
36	Managing Stress
37	Motivation
38	Motive and Commitment
39	Planning
40	Planning & Presentations
41	Present to Gain Input
42	Present to Inform
43	Present to Persuade
44	Presenting with Impact
45	Problem Solving and Decision Making
46	Professional Development Workshop Series
47	Project Planning
48	Rapport Building
49	Rapport - Become a trusted Advisor
50	Solution Implementation
51	Stress Reductions through Work Habits
52	Sustaining Learning through Coaching
53	Time Control
54	Time Management
55	Time Management - 2
56	Vision, Mission, Values
57	Working with difficult People
58	Work - Life Balance