

Conover Online™

PROFESSIONAL



9 MILLION ADMINISTRATIONS

120 MASTER AND DOCTORAL LEVEL RESEARCH PAPERS



Onsite and distance learning
anytime, anywhere and on any device.

Conover Online™ Professional

Conover Online™ Professional is a unique three step research-based process for assessing and teaching soft skills for workplace success:

Emotional Intelligence – The Success Profiler®
Emotional Intelligence – Winning Colors®
Anxiety Management – The Anxiety Management Program™
Anger Management – The Anger Management Program™
Bully Prevention – Bullying Prevention Program™
Self-Determination – Personal Responsibility™
Soft Skills – Workplace Readiness

THE TURNOVER PROCESS

Some companies hire for Reason 1, some companies for Reasons 1 and 2, but most companies lose people because of Reason 3 - they lack critical soft skills.



Why a Conover Credential™?



We are proud to offer a *Conover Credential™* to successful participants for each of the following areas:

- Emotional Intelligence – The Success Profiler®
- Emotional Intelligence – Winning Colors®
- Bully Prevention – Bullying Prevention Program™
- Anger Management – The Anger Management Program™
- Self-Determination – Personal Responsibility™
- Soft Skills – Workplace Readiness

Participants can earn a credential in one or all of the above areas.

Conover Online™ Professional removes the limitations of traditional software systems. Now you can access any part of our Conover® system any time on any computer or mobile device.



At Work

- Any Computer, Anytime
- Supplemental PDFs

At Home

- Accessible from Home
- Viewer Account

In the Community

- Mobile Devices
- Supporting Apps

5 Benefits of Web-Based Assessment Systems

1

Less Expensive

2

Easy to Set Up

3

Easy to Support

4

Easy to Use

5

Easy to Take With You

With the flexibility of our online system, you now have options:

	Delivery:	Self-directed learning Computers – Mac and Windows All mobile devices
	Availability:	Anytime, anywhere, 24/7, 7 days a week
	Accountability:	Real time data tracking on all delivery devices
	Cost:	\$10.00 per credit* (quantity discounts available)

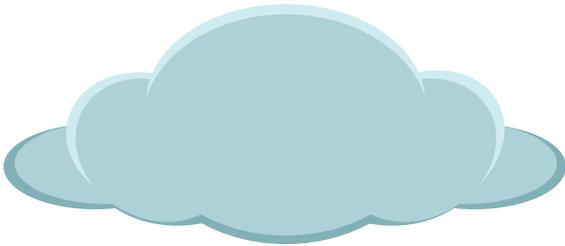
*No installs.
No need for IT support.*

* A credit can be used for one title for one user within Conover Online™ Professional. Users may enter and exit that program as many times as they wish and will have unlimited access to that program until they have completed the entire unit. Conover Online™ Professional credits never expire.



Credits

Credits are how you deliver content to your users in Conover Online™ Professional. They allow you to create customized learning plans for your users that are individualized based on their specific needs.



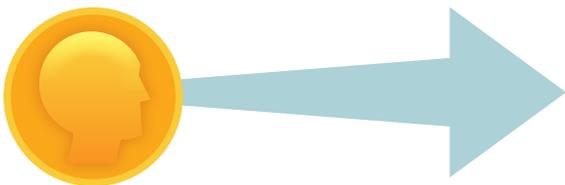
Cloud-Based Convenience

Once an assignment is made, the users have access to that assignment until they fully complete the unit. Because the entire program is cloud-based, it will save users' progress when they exit and pick up right where they left off when they log back in - even if it's on a different computer or device.



Pay Only for What You Use

Think of Conover Online™ Professional as a giant software vending machine. Credits are the currency that buys you the candy bar. This means that you never overpay, because you are only charged for what you actually use. You can buy anything in the machine, but you don't pay just to have access to it - you only pay for what you actually "consume".



Easy on Any Budget

There's no minimum purchase, so it's very easy to get started, even on a limited budget.

Best of all, credits are only \$10 each.

Emotional Intelligence

The Success Profiler®

What is *The Success Profiler*®?

The *Success Profiler*® is a systematic, research-based assessment and skill intervention system designed to improve social and emotional intelligence. Emotional intelligence is a learned ability to identify, explain, understand and express human emotions in healthy and productive ways. Our forty years of research show that emotional intelligence skills are the primary factors for reducing problematic behaviors, increasing motivation, and the gateway to success in school, work, and life.



Meet Abony. Abony is a married, mother of two small children. She works for a large retailer, as a sales clerk. She is currently going to school in business administration to become part of her management team with her present employer. She is dedicated and focused but can easily become overwhelmed by the demands placed on her by family, work and school. She struggles with her decision making and time management skills, which is holding her back from reaching her full potential.



She's an extremely hard worker who could be a star performer if she could just improve in these two critical areas. According to her score on Change Orientation, she is aware of her lack of decision making and time management skills and is open to specific skill training in these two areas. Specific skill training would produce a star performer in a very short period of time.

How It Works

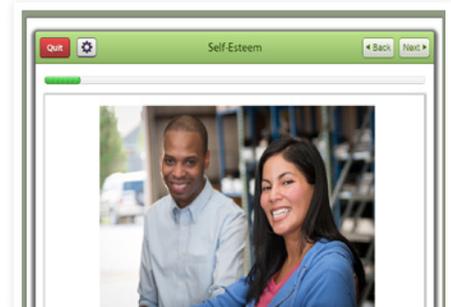
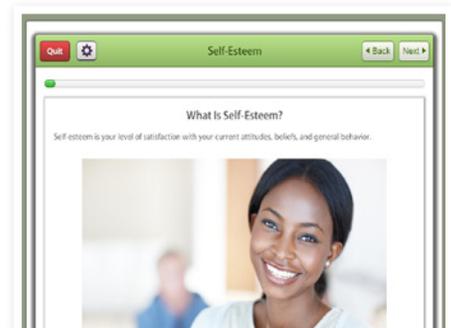
The *Success Profiler*® consists of assessment and skill intervention components.

Assessment Component

There are nine core assessments and over 30 related assessments. Each assessment is designed to build a map of where the person is in relation to the particular success profile. Assessments are electronically scored and all results are presented and explained to the user. Users gain an understanding of where they are and where they need to go.

Skill Intervention Component

The entire Skill Intervention system consists of **over 50 hours of interactive, on-line, learning activities and post assessments.** There are also several off-line individual and group activities.

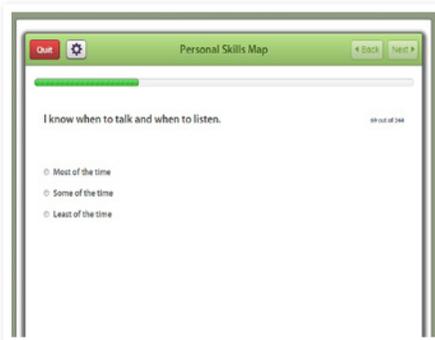


There are currently skill enhancements for the following areas:

- Self-Esteem
- Interpersonal Assertion
- Interpersonal Awareness
- Empathy
- Drive Strength/Motivation
- Decision Making
- Time Management
- Sales Orientation/Leadership
- Commitment Ethic
- Stress Management
- Physical Wellness

Management System

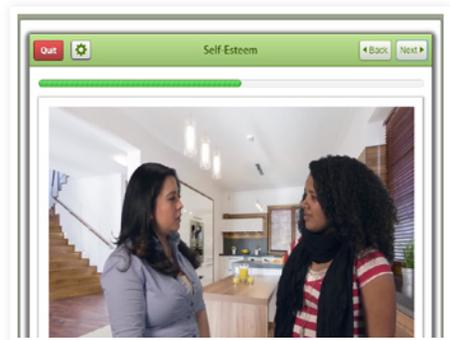
All assessments and instruction are electronically integrated into our management system, eliminating the expensive and time-consuming activities of assigning, scoring and reporting results, and freeing up the program administrator to help where needed. Program accountability is electronically built into the system.



The system assesses user skills...



...then scores, interprets and assigns skill-enhancement activities based on assessment results...



...and finally delivers skill-enhancement activities. Learned skills, if practiced, become habits in 21 days.

While doing all this, the management system is tracking, scoring, benchmarking, storing and printing information on each user in the system.

Credibility

- **9 million administrations and counting**
- **Norm base of over 35,000 participants**
- **174 Master and Doctoral-level dissertations, research papers, books and articles**
- Validation correlations with: MMPI 16PF EPPS
- Over forty years of research
- Users include hundreds of educational and workforce development programs, government agencies and corporations including:
 - Honeywell
 - Apple Computer
 - Appleton Public Schools (Alternative Education)
 - Austin Community College
 - Boeing
 - Control Data
 - Department of Corrections
 - Workforce Development Programs
 - Ingham Independent School District
 - Michelin Tire
 - Milwaukee Public Schools
 - Dallas Community College
 - 2,000+ U.S. Army J.R.O.T.C. & S.R.O.T.C. Schools
 - McHenry County Community College
 - Skyline Technical High School (Charter School)
 - Spotted Eagle High School
 - Curative Workshop
 - Miami-Dade School District
 - Los Angeles Unified School District
 - Colorado Department of Labor and Employment
 - And more!

Systems Available

The *Success Profiler*® currently consists of the following components.

Use the entire system or select from the following components:



Change – helps people adapt to change.



Customer Service – improves ability to read, understand and service customer's needs. (Corporate Version Only)



Emotional Intelligence – designed to assess key emotional intelligence skills. Results of *The Personal Skills Map*®, which is part of this profile, electronically links to our skill intervention system.



Leadership – develops an openness to accept responsibility to develop the core foundation skills of leadership.



Learning – designed to enhance the learning process so that new skills can be learned.



Sales – designed to build the self-confidence necessary to improve one's ability to sell. (Corporate Version Only)



Sensitivity – increases awareness of self and others and the ability to understand and respect the individual differences in each of us.



Teamwork – designed to increase one's ability to accept responsibility and to become a contributing member of a team.



Violence Prevention – designed to help identify the risk of potential violence and to reduce stress and increase self-restraint.

The Success Profiler®

The Personal Skills Map®

The *Personal Skills Map*® is the core assessment tool and the heart of our system. The assessment is designed to identify social/emotional intelligence skills to allow individuals to become more successful in life, school, and at work, and to eliminate any barriers to change and enhancing personal growth. *The Personal Skills Map*® assesses skills and then assigns skills training and learning experiences meant to foster healthy personal growth and development. This assessment covers the competencies that are most strongly correlated with personal and career success, including *Self-Esteem, Interpersonal Assertion, Interpersonal Awareness, Empathy, Drive Strength/Motivation, Decision Making, Time Management, Sales Orientation/Leadership, Commitment Ethic, Stress Management, Physical Wellness, Interpersonal Aggression, Interpersonal Deference* and *Change Orientation*.

RESISTIVE TO CHANGE

SAMPLE PROFILE of the PERSONAL SKILLS MAP

Skills to:	Develop	Strengthen	Enhance
Self-Esteem	██████████		
Interpersonal Assertion	████████████████████		
Interpersonal Awareness	██████████		
Empathy	██████████		
Drive Strength/Motivation	██		
Decision Making	████████████████████		
Time Management	████████████████████		
Sales Orient./Leadership	██		
Commitment Ethic	██		
Stress Management	██████████		
Physical Wellness	██████████		
	Low	Normal	High
Interpersonal Aggression	████████████████████		
Interpersonal Deference	████████████████████		
Change Orientation	██████████		

This chart is indicative of individuals who seem to have lots of drive and commitment to deliver but are resistant to personal change. The Decision Making and Time Management skill levels imply that these are people who work hard rather than smart. Interpersonal Awareness is not a strong area, and probably the need to have close friendships is not as great as the need to work hard. Persons with this profile most likely believe that, if they just work hard, they can get by without change. They have very little ability to cope with change due to their low Self-Esteem, Stress Management and Physical Wellness levels. The need to change is low and, as a result, no need is seen to make personal change. (Change Orientation includes the degree to which a person is ready for and willing to change.)

POTENTIAL TURNOVER PROBLEM

SAMPLE PROFILE of the PERSONAL SKILLS MAP

Skills to:	Develop	Strengthen	Enhance
Self-Esteem	██████████		
Interpersonal Assertion	██████████		
Interpersonal Awareness	██████████		
Empathy	████████████████████		
Drive Strength/Motivation	██████████		
Decision Making	██		
Time Management	██		
Sales Orient./Leadership	████████████████████		
Commitment Ethic	██		
Stress Management	██████████		
Physical Wellness	██████████		
	Low	Normal	High
Interpersonal Aggression	████████████████████		
Interpersonal Deference	████████████████████		
Change Orientation	██████████		

The major causes of people dropping out usually have nothing to do with the school or job, but rather are centered around their perceptions of reality. When students or employees perceive that they are not liked, feel that they are inadequate, or perceive there is no real reason for staying where they are, they are more likely to quit and look for a place where they will feel accepted, where they feel they can do the job. These three components tend to manifest in the Self-Esteem, Interpersonal Awareness, and Drive Strength scales. Any one of these three can indicate that students or employees may leave their work. It's not what is true that is important, but what is perceived to be true.



Change

The Change program is designed to assist the individual to address change and to learn to adapt to change by:

- Assessing the personal skills, commitment and resistance levels of each participant in the change process—**The Change Map**
- Providing an external (someone who knows the individual) assessment of the individual's skills in the core skills involved in the change process—**The Change Survey**

Assessments

Before groups of people can make needed changes, each individual must become involved. The Change program uses two different assessments to help develop personal skills, commitment and identify the resistance to change. The assessments included in The Change program are:

The Change Map—assesses the personal skills, commitment and resistance level of people in the change process. The assessment is broken in to three sections, personal skills for change, commitment for change and openness to change.

Personal Skills for Change includes eleven key personal skills related to change. The areas included are:

- Self-Esteem
- Time Management
- Stress Management
- Interpersonal Assertion
- Sales Orientation/Leadership
- Physical Wellness
- Interpersonal Awareness
- Commitment Ethic
- Empathy
- Drive Strength/Motivation
- Decision Making

Commitment for Change focuses on fifteen key skills related to commitment for change. The higher the score, the more of a commitment for change. The basic scales are:

- State of Discontent
- Purposes for Change
- Need to Change
- Cultural Impact
- Scope
- Support for Change
- Dedication to Change
- Human Impact
- Resources
- Value of Change
- Evaluation
- Price
- Readiness
- Commitment
- Consistency

Openness to Change includes fifteen key categories for change. The higher the score, the more openness to accept change. The basic scales are:

- Decision
- Communication
- Others
- Acceptance
- Fear
- Design
- Cost
- Threat & Judgement
- Trust
- Anxiety or Stress
- Clear Purpose
- Value or Importance
- Support
- Follow-Through
- Confidence or Belief

The Change Survey is a 360-degree assessment. The Change Survey is also an external (done by someone who knows the individual taking The Change Map well) rating system. It is intended to validate skills of the test taker of **The Change Map**.



Customer Service (Corporate Version Only)

The Customer Service program is designed to assist the individual in assessing and enhancing key emotional intelligence factors for successful customer service. It does this by:

- Identifying eleven key customer service success competencies—**The Customer Service Map**
- Providing an external (someone who knows the individual) assessment of the individual's skills in the eleven key customer service success skills—**The Customer Service Survey**

The Customer Service program helps to identify and eliminate the root causes of failure in the customer service process. By gaining an understanding of individuals' present levels of functioning in those key customer service success skills, individuals can begin to develop new skills that will enhance their customer service success.

Assessments

The Customer Service Map was developed from research which identified common characteristics and the resulting behaviors of high-achieving customer service professionals. By completing, scoring, and profiling the results of the Customer Service Map, individuals will gain an understanding of how they see themselves currently applying skills that are known essentials to a high-achieving customer professional. The scales are divided into two major categories—Personal Skills Dimensions and Customer Service Skills Dimensions.

Personal Skills Dimensions:

- Achievement Drive
- Contact Initiation
- Time Management
- Self-Esteem

Customer Service Skills Dimensions:

- Rapport
- Empathy
- Presentation
- Impact
- Feedback Management
- Closing
- Service Management

The Customer Service Survey—is a 360-degree assessment. The Customer Service Survey is also an external (done by someone who knows the individual well) rating system. It is intended to validate skills of the test taker of **The Customer Service Map**.



Emotional Intelligence

The Emotional Intelligence program is the foundation of the Success Profiler. It is the core upon which all other profiles are built upon. The Emotional Intelligence program is a component that identifies and enhances emotional intelligence skills related to personal success.

The Emotional Intelligence program is designed to assist individuals in becoming aware of their current level of emotional intelligence and providing skill intervention where needed. It does this by:

- Assessing the emotional intelligence of each participant—**The Personal Skills Map®**
- Providing an external (someone who knows the individual) assessment of the individual's current skills in the eleven emotional intelligence competencies – **The Personal Skills Survey**

Assessments

The Personal Skills Map is the heart of The Success Profiler. It is designed to break down emotional intelligence into specific skills that can be learned in order for the user to be more successful at school, work and life. It is also designed to identify and remove defensiveness to change as well as to create a “buy-in” attitude in order to make personal change and growth possible. The Personal Skills Map assessment approach is a positive and person-centered guide that suggests possible directions for skills training and learning experiences that foster healthy personal growth and development. The competencies covered in this assessment have been identified as the key emotional intelligence competencies needed in a high-functioning individual within a high-performance learning organization. They are:

- Self-Esteem
- Interpersonal Assertion
- Interpersonal Awareness
- Empathy
- Drive Strength/Motivation
- Decision Making
- Time Management
- Sales Orientation/Leadership
- Commitment Ethic
- Stress Management
- Physical Wellness
- Interpersonal Aggression (Anger Management)
- Interpersonal Deference (Fear Management)
- Change Orientation (Comfort Level)

The Personal Skills Survey is a 360-degree assessment. The Personal Skills Survey is also an external (done by someone who knows the individual) rating system. It is intended to validate skills of the test taker of **The Personal Skills Map**.



Leadership

The Leadership program is designed to assist the individual to develop the core foundation skills of leadership. It does this by:

- Identifying core personality factors for leadership—**The Leadership Skills Map**
- Providing an external (someone who knows the individual) assessment of the individual's skills in the fifteen leadership skills—**The Leadership Skills Survey**

Assessments

The Leadership Skills Map—There are many reasons why people like to lead. Usually it is to satisfy some personal need. The Leadership Skills Map is a positive approach to the self-assessment of skills that are important in leading a group of people. The Leadership Skills Map helps to make individuals aware of their personal strengths as leaders as well as to identify potential areas of possible growth. Results may be considered in planning personal growth experiences that will assist individuals in developing or enhancing leadership potential. Scales are:

- Character
- Charisma
- Attitude
- Competence
- Courage
- Accomplishment
- Problem Resolution
- Conflict Resolution
- Vision
- Focus
- Assertion
- Empathy
- Influence
- Motivation
- Nurturance

The Leadership Skills Survey—is a 360-degree assessment. The Leadership Skills Survey is also an external (done by someone who knows the individual taking the Leadership Skills Map well) rating system. It is intended to validate skills of the test taker of **The Leadership Skills Map**.



Learning

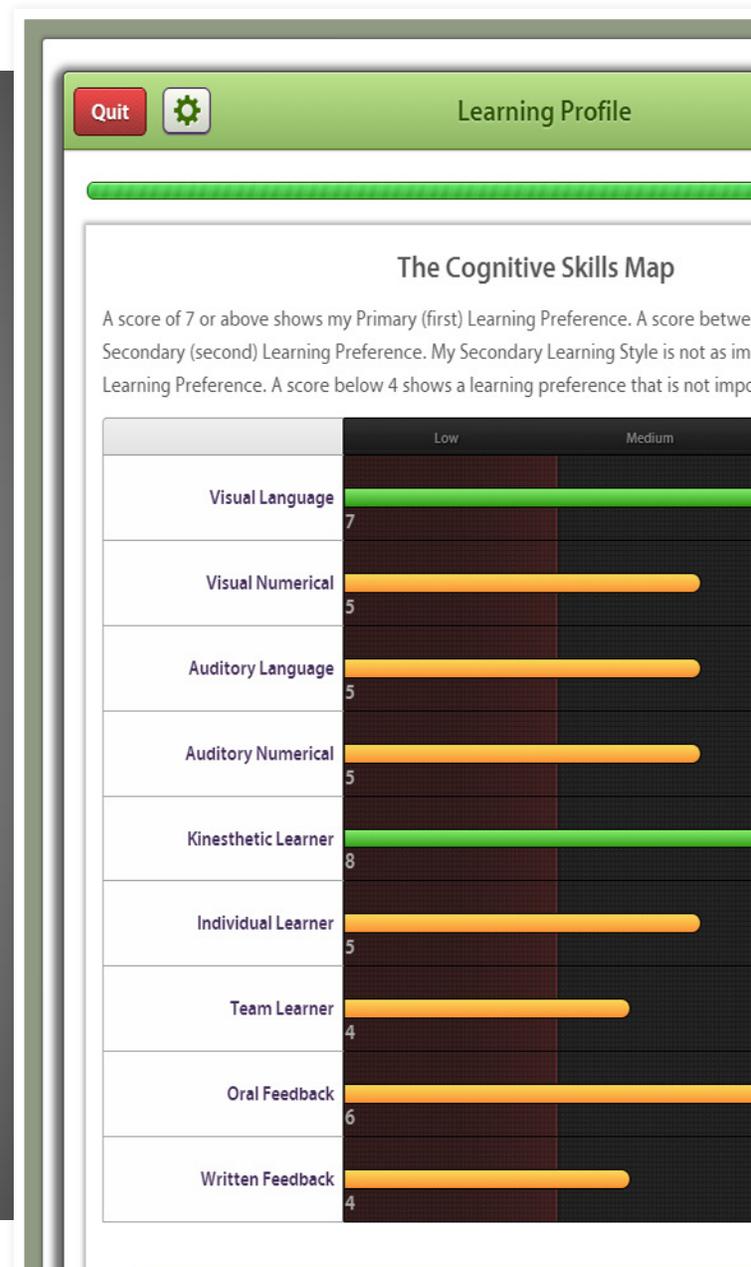
The **Learning program** is designed to identify the primary and secondary learning styles.

- Determining the personal cognitive learning preferences—**The Cognitive Map**

Assessments

The Cognitive Map—all behavior is learned just like anything else. However, there is no right or wrong way to learn. The Cognitive Map will help learners to sort out how they learn best so that new behaviors can be learned and habits can be changed. Knowing one's preference of learning greatly enhances the ability to learn. The scales from the assessment are:

- **VISUAL LANGUAGE**—an ability to learn most effectively when the learning is presented in a print form.
- **VISUAL NUMERICAL**—an ability to learn when numbers are presented on paper.
- **AUDITORY LANGUAGE**—an ability to learn from the spoken word.
- **AUDITORY NUMERICAL**—an ability to learn from numbers given in an oral form.
- **KINESTHETIC LEARNER**—an ability to learn best by experience, doing, or self-involvement.
- **INDIVIDUAL LEARNER**—an ability to learn by doing work and to receive instructions by oneself without assistance from others.
- **TEAM LEARNER**—an ability to learn by doing work and to receive instructions as part of a team.
- **ORAL FEEDBACK**—an ability to learn effectively by giving feedback and by talking to others.
- **WRITTEN FEEDBACK**—an ability to learn by writing things down and putting thoughts on paper.





Sales (Corporate Version Only)

The Sales program is designed to assist the individual in assessing and enhancing key factors for successful selling. It does this by:

- Identifying eleven key sales success competencies—**The Sales Success Map**
- Providing an external (someone who knows the individual) assessment of the individual's skills in the eleven key sales success skills—**The Sales Success Survey**.

Assessments

The Sales Success Map was developed from research which identified common characteristics and the resulting behaviors of high-achieving sales professionals. By completing, scoring, and profiling the results of The Sales Success Map, individuals will gain an understanding of how they see themselves currently applying skills that are known essentials to high-achieving sales professional. The scales are divided into two major categories—Personal Skills Dimensions and Sales Skills Dimensions.

Personal Skills Dimensions:

- Achievement Drive
- Contact Initiation
- Time Management
- Self-Esteem

Customer Service Skills Dimensions:

- Rapport
- Empathy
- Presentation
- Impact
- Feedback Management
- Closing
- Service Management

The Sales Success Survey is a 360-degree assessment. The Sales Success Survey is an external assessment instrument intended to rate the individual who completes The Sales Success Map. It was designed to help the individuals who took The Sales Success Map obtain a better understanding of where they presently are in relation to the eleven skills included in **The Sales Success Map**.



Sensitivity

The Sensitivity program is designed to assist individuals in enhancing ability to become more sensitive to self and others by:

- Understanding how individuals relate to some of the core traits of sensitivity—**The Sensitivity Map**
- Providing an external (someone who knows the individual) assessment of individuals' abilities to be sensitive to self and others—**The Sensitivity Survey**

Assessments

The Sensitivity Map is a tool to help individuals understand how they relate to some of the core traits of sensitivity. It focuses first on individual sensitivity (intrapersonal sensitivity) and then on sensitivity to others (interpersonal sensitivity). It also provides a basic overall rating of sensitivity. The scales are:

PART I: SELF

- SELF-ESTEEM—this scale indicates a self-perceived level of personal worth. Our research shows that this skill is the most fundamental of all the skills and relates to all major aspects of mental health and healthy personality.
- INTRAPERSONAL AWARENESS—this scale indicates individuals' evaluations of their abilities to be aware of thoughts, feelings, and emotions, and how those thoughts, feelings, and emotions affect behavior.

PART II: OTHERS

- INTERPERSONAL AWARENESS—this scale indicates individuals' evaluations of their abilities for appropriate social, emotional, and physical distance in verbal and non-verbal interactions with others.
- EMPATHY—this scale indicates individuals' abilities to sense, understand, and accept another person's thoughts, feelings, and behaviors. Empathy is a primary characteristic of skilled communicators. Persons with strong empathy tend to be sociable and outgoing.
- SPONTANEITY OF EMOTIONS—this scale indicates the freedom to spontaneously express emotions and feelings. These emotions could be either personal emotions or the perception of emotions from an encounter with another individual.
- INTIMATE CONTACT—this scale indicates the ability to create open, meaningful, close relationships with others. It addresses ability and comfort in developing warm, tender, personal relationships with other human beings.

PART III: OVERALL RATING OF SENSITIVITY

- OVERALL RATING OF SENSITIVITY—this scale represents individuals' overall perceptions of sensitivity toward self and others. Sensitivity is defined as an ability to accurately sense what others feel and think.

The Sensitivity Survey—is a 360-degree assessment. The Sensitivity Survey is an external (done by someone who knows the individual taking The Sensitivity Map well) rating system. It is intended to validate skills of persons taking **The Sensitivity Map**.



Teamwork

The **Teamwork program** is designed to assist individuals in becoming a better team member by:

- Assessing an individual's core competencies for functioning as a team member—**The Teamwork Map**
- Providing an external (someone who knows the individual) assessment of individual's abilities to function as a successful team member—**The Teamwork Survey**

Assessments

The Teamwork Map assesses key traits necessary for successful leadership/team building. They are:

- Trust
- Consistency
- Commitment
- Responsibility
- Confidentiality
- Teamwork
- Sharing
- Honesty
- Adaptability
- Collaborative
- Resiliency
- Results-Driven

The Teamwork Survey is a 360-degree assessment. The Teamwork Survey is also an external (done by someone who knows the individual taking The Teamwork Map well) rating system. It is intended to validate skills of the test taker of **The Teamwork Map**.

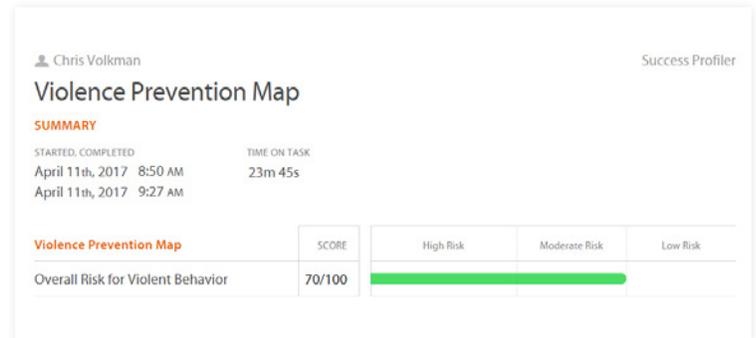


Violence Prevention

The **Violence Prevention program** is a tool to help staff and students identify how they feel about the potential for violence in their school or organization. This practical information can be used to help administrators develop plans to avoid occasions of violence and to help make members feel safe. The Violence Prevention program consists of two assessments and one survey.

Assessments

The **Violence Prevention Map** is a tool to help users better understand themselves in relation to the triggers that may lead to stress and violence. The total score shows individuals how they view their ability to control emotions and behavior and to get along with other people around them, especially in potentially stressful, hostile, or threatening situations. The lower the score, the greater the risk.



The **Violence Prevention Survey** is a 360-degree assessment. The survey is an external rating system done by individuals who know the person taking the Violence Prevention Map and is intended to validate the skills of that individual.

The **Violence Prevention Group Map** is a tool to help gauge how a group views its feelings of safety and security. The results will give program administrators a picture of how all those completing the Violence Prevention Group Map feel about the potential for violence, as well as ideas to help reduce stress and avoid the occasion of violence within their organization. The scales are divided into three major categories: Physical Facilities and Procedures is the easiest area in which to implement change.

PART I : PHYSICAL FACILITIES & PROCEDURES

- Screening Procedures
- Physical Facilities
- Culture
- Policies
- Training and Preparedness

PART II : PEOPLE

- Management Skills
- Co-Workers
- Stress Within the Organization

PART III : OVERALL FEELINGS OF SAFETY AND SECURITY

- A Summary Of How Individuals Feel About Their Safety And Security

Comprehensive summary results will assist the organization in getting a quick read on how their members feel about their safety and security within the organization and the individual scale scores provide a road map for positive change. The results provide data to improve policies and procedures for your anti-violence program. Test takers results remain anonymous.

The Success Profiler®

Skill Invention Component

Each skill intervention contains approximately twenty-five short videos introducing key concepts with five hours of online instruction, and individual and group activities. Our instructor-led version can be used for more intense intervention. The skill interventions include:

- **Self-Esteem** – covers step-by-step instructions on how to improve self-esteem—a perceived level of personal worth. Our research on this skill indicates that it is the most fundamental of all the skills and it relates to major aspects of mental health and a healthy personality.
- **Interpersonal Assertion** – teaches how to effectively use direct, honest, and appropriate expression of thoughts, feelings and behaviors in dealings with others. It also covers how to be direct and honest in communicating with others without violating the rights of the other person.
- **Interpersonal Awareness** – improves ability for appropriate social, emotional, and physical distance in verbal and non-verbal interactions with others.
- **Empathy** – covers how to sense, understand, and accept another person's thoughts, feelings and behaviors. Empathy is a primary characteristic of a skilled communicator. Persons with strong empathy tend to be sociable and outgoing.
- **Drive Strength/Motivation** – teaches core motivation and goal-setting abilities. Drive strength includes an ability to marshal energy and motivation toward the accomplishment of personal goals.
- **Decision Making** – improves skills in formulating and initiating effective problem-solving procedures. The ability to make decisions is a key ingredient of self-acceptance and positive self-regard.
- **Time Management** – covers how to organize and use time to further individual and career goals. Ability to manage time is an ingredient in self-regard, sensitivity to needs and perseverance in completing tasks.
- **Sales Orientation/Leadership** – teaches the basics of how to positively impact and influence the actions of other people. The ability to influence others in a positive way is an important aspect of leadership/sales.
- **Commitment Ethic** – teaches how to complete projects and job assignments dependably and successfully. Persons with strong commitment ethic are usually perceived as dependable and committed by others, are inner-directed and persevere in completing projects regardless of difficulties encountered.
- **Stress Management** – teaches how to manage stress and anxiety. Persons with skills in managing stress positively are competent managers of time and are flexible, self-assured, stable and self-reliant.
- **Physical Wellness** – covers step-by-step procedures to improve healthy attitudes and living patterns that are important to physical health and well being. Physical wellness is highly correlated to positive stress management and high self-esteem. Persons with high scores have developed high levels of self-control of potentially harmful behavior patterns.



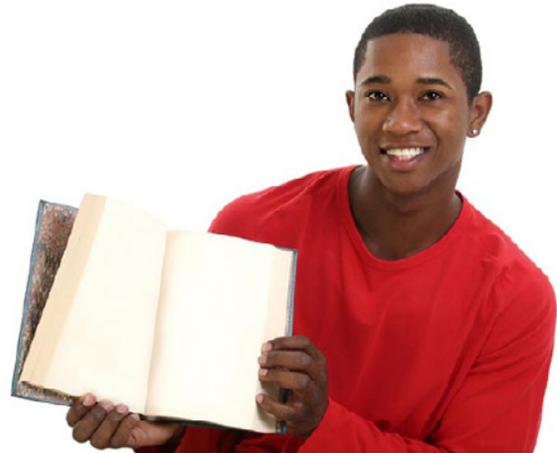
Supplemental Materials

The Supplemental Materials are intended to reinforce learning in the skill intervention units of the Success Profiler®. The Supplemental Materials are PDFs that are broken into **User Workbooks** for an instructor-led course. **Individual and Group Activities** to reinforce key concepts covered in the skill intervention units.

Some Basic Facts About Making a Commitment

- Every commitment is a choice.
- Every commitment requires or needs personal responsibility.
- Every commitment requires honesty.
- Every commitment is a promise.
- Every commitment requires choice.

In fact, most people view commitment as the giving up of freedom rather than a choice of action. All of these ideas get in the way of our ability to freely commit to something. But, as you will see, although we give up certain things when we commit, we usually gain much more in return.



List a commitment you recently made.

What freedoms did you give up, if any, in order to fulfill your commitment?

What did you gain from following through on your commitment?

Emotional Intelligence

Winning Colors®

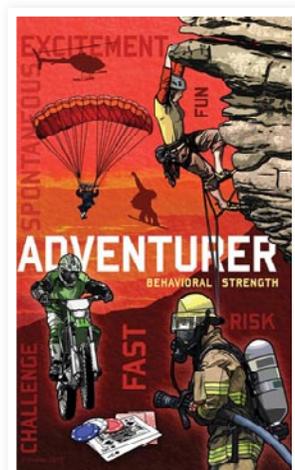
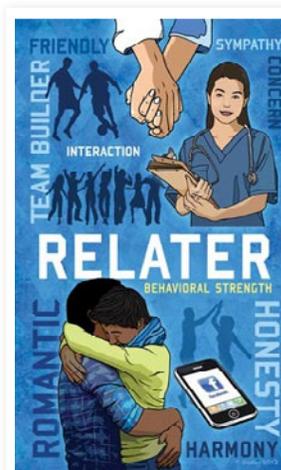
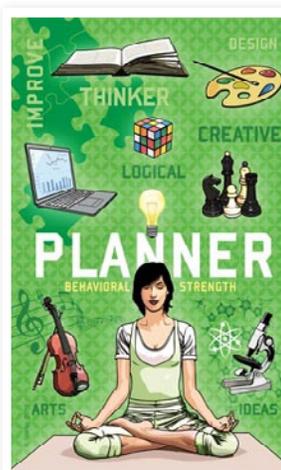
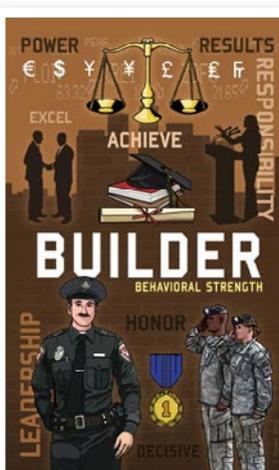
For a better understanding of both self and others, *Winning Colors*® considers behaviors in terms of developing the four parts of self: the leadership part of self (Builder), the thinking part of self (Planner), the team-building part of self (Relater) and the action part of self (Adventurer). Mature, good communicators are able to call upon and use those clusters of behaviors or parts of self as required by the situation. Most people are a combination of at least two of these behavioral strengths—one dominating and one supporting—with at least some aspects of the others as well. Most assessments and personality inventories are focused on “type” casting based on heredity. *Winning Colors*®, instead, identifies present behavioral communication strengths and shows how others may be nurtured and developed.

Brown, or Builder, is like earth and shows leadership and decisiveness. Browns usually enjoy leading and being up front with people by expressing themselves openly and directly.

Green, or Planner, is like the ocean, with deep, hidden, changing currents. Planners enjoy planning new and better ways of doing things. They know the underlying details are important and they make sure that everything is brought into consideration before making an important decision.

Blue or Relater, is like the sky and shows openness and feeling. Relaters usually enjoy being with people and have a high regard for emotions. Relaters know that feelings are important and will bend their needs to accommodate others.

Red, or Adventurer, is like the fire of the sun and shows excitement and action. Adventurers usually enjoy being where the action is and bringing fun and thrills into the routine of daily life. Adventurers are at their best in a time of crisis.



People who have learned these behavioral trends and how to identify them in the people they work with will have a better understanding of what drives another person's behavior and how to better work with that individual by avoiding conflict. Successful people have learned that all four behavioral trends are important to possess to obtain a specific goal or objective.

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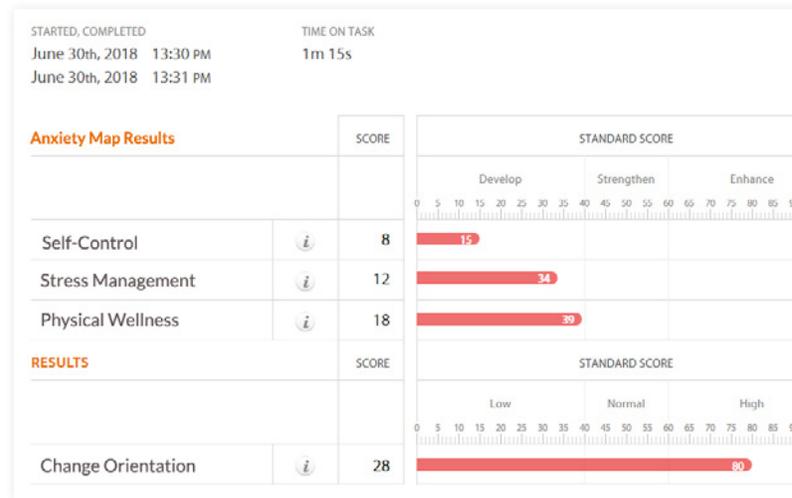
The Anxiety Management Program™

If fear and worry are left unchecked, the result is anxiety. Anxiety is a feeling of fear and worry, typically about an event or uncertain outcome. When anxiety and resulting depression overtake our lives, it can impact our health, our relationships and even our personal success in school and the workplace. *The Anxiety Management Program* teaches how to manage anxiety through learning self-control, managing stress and improving physical wellness.

The Anxiety Management Map

The Anxiety Management Map is the core assessment in this program. This map looks at self-control, stress management and physical wellness, and shows individuals their current level of skill in these areas.

In addition to these three key abilities, the Anxiety Management Map emphasizes the importance of change orientation, which is the degree to which one is motivated for change. This scale is a reliable predictor of the potential for success through training.



Fear and worry are the building blocks of anxiety and depression.

Skill Intervention System

The Anxiety Management Map tells individuals their starting points on their journey to managing anxiety. Once individuals know their strengths and weaknesses, they can begin to build these skills through the *Skill Intervention System* included in the program.



Self-Control – The battle between the cognitive (thinking) and the emotional (feeling) brain. Logic and reason are part of the cognitive brain, while fear and worry are part of the emotional brain. This intervention unit covers the psychology of self-control, emotions, assertion, how to develop self-control, develop your habits, and the impact of self-control.

Stress Management – Stress is the trigger for anxiety. Stress management teaches how to manage stress and anxiety. It covers the importance of stress management, destructive thinking, constructive thinking, self-control and how to conquer and harness stress.



Physical Wellness – Taking care of one's body through proper diet, rest and exercise. Self-control and stress management involve thinking while physical wellness involves action. Physical wellness is a critical key to managing anxiety and is often overlooked. It includes self-responsibility, elements of exercise, wellness pitfalls, the side effects of physical wellness, diet, and how to increase your chances of success.

Anger Management Program™



Road rage, murder, rape, and child abuse are just a few of the many tragedies our society suffers as a result of violence. Violent behavior is often the result of stressful events that trigger the inability to control an overwhelming sense of anger. *The Anger Management Program* teaches a positive alternative to violence, and in turn helps to develop a healthy personality.

The Anger Management Map is the core assessment in this program. The map looks at empathy, the ability to put oneself in someone else's shoes. Assertion, the skill that helps people communicate effectively, honestly and appropriately is ranked, along with the opposite traits of aggression (anger) and deference (fear). Since stress is usually the trigger for anger, stress management is assessed. The map also emphasizes the importance of change orientation, which is the degree to which people are motivated for change. This scale is a reliable predictor of the potential for success through training.

Skill Intervention Units:

- Interpersonal Assertion
- Empathy
- Stress Management

- **Interpersonal Assertion** – teaches how to effectively use direct, honest, and appropriate expression of thoughts, feelings and behaviors in dealings with others. It also covers how to be direct and honest in communicating with others without violating the rights of the other person.
- **Empathy** – covers how to sense, understand, and accept another person's thoughts, feelings and behaviors. Empathy is a primary characteristic of a skilled communicator. Persons with strong empathy tend to be sociable and outgoing.
- **Stress Management** – teaches how to manage stress and anxiety. Persons with skills in managing stress positively are competent managers of time and are flexible, self-assured, stable and self-reliant.

Each skill enhancement module consists of approximately 4-5 hours of interactive learning activities, listening activities, and post-assessments (total 15 hours).

What Is Stress?

To conquer and control such a powerful force, we must first learn more about it. So, what is stress?

Stress is an unwanted response that is felt when our mind cannot deal with a challenge.

Where do these unwanted psychological (of the mind) and physical (of the body) reactions come from?





Assessment – Intervention – Post Assessment

There are many programs addressing the issue of bullying prevention but most programs focus on the knowledge or cognitive side rather than the affective or emotional side of the bullying process. The Bullying Prevention Program focuses on developing a healthy personality (emotionally competent) in which personal needs are met outside of the bullying process.

Our assessment will help identify the key social/emotional factors related to a healthy personality. It will also help identify individuals who might become part of the bullying cycle either as a bully (The Giver) or as a target of the bully (The Receiver). The primary focus is to help users understand their own social/emotional needs and learn how to meet those needs in a positive way that does not violate their rights or the rights of others.

Assessment

The Bullying Prevention Map™

The Bullying Prevention Map is the core assessment in our system and looks at the following scales:

Interpersonal Communication Styles Under Stress. Interpersonal Assertion addresses how to effectively use direct, honest and appropriate expression of thoughts, feelings and behaviors in dealing with others. This is the desired communication style for both The Giver and The Receiver. In contrast are the problematic styles of **Interpersonal Aggression** which is anger (The Giver) and **Interpersonal Deference** or fear (The Receiver). **Self-Esteem** is a perceived level of self-worth. The Giver uses the bullying process to bolster feelings of inadequacy while The Receiver's Interpersonal Deference is highly correlated to low levels of self-esteem. **Empathy** is the ability to sense, understand and accept another person's thoughts, feelings and behaviors. A lack of empathy allows Givers to avoid the negative effects of their bullying behavior. **Self-Control** is the ability to handle personal feelings and emotions in difficult life situations. This is a critical skill for both The Giver and The Receiver. **Resiliency** includes the ability to proactively work through processes and activities and cause bottom-line results to happen. Research shows that those participating in the bullying process are more likely to participate again. Resiliency helps one recover from those negative effects and stops the bullying process from repeating itself. **Conflict Resolution** is the process of resolving or finding a solution for some sort of disagreement, fight, or form of oppression. Conflict resolution includes the ability to help opposing parties or opposites agree on some common action. This is also a critical skill for both The Giver and The Receiver. **Change Orientation** is the degree to which one is motivated to change and learn new skills, and an indication of our comfort zone for our present set of skills. This scale is a reliable predictor of the potential for success using the skill intervention process.

Intervention

The skill intervention system consists of the following six programs:

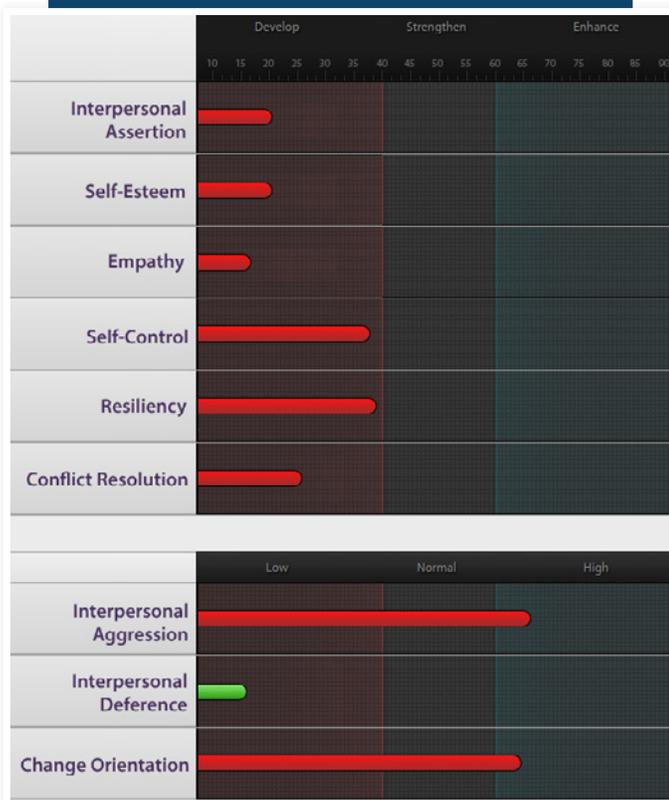
- Interpersonal Assertion
- Self-Esteem
- Empathy
- Self-Control
- Resiliency
- Conflict Resolution

Post Assessment

Each intervention program has a post assessment.

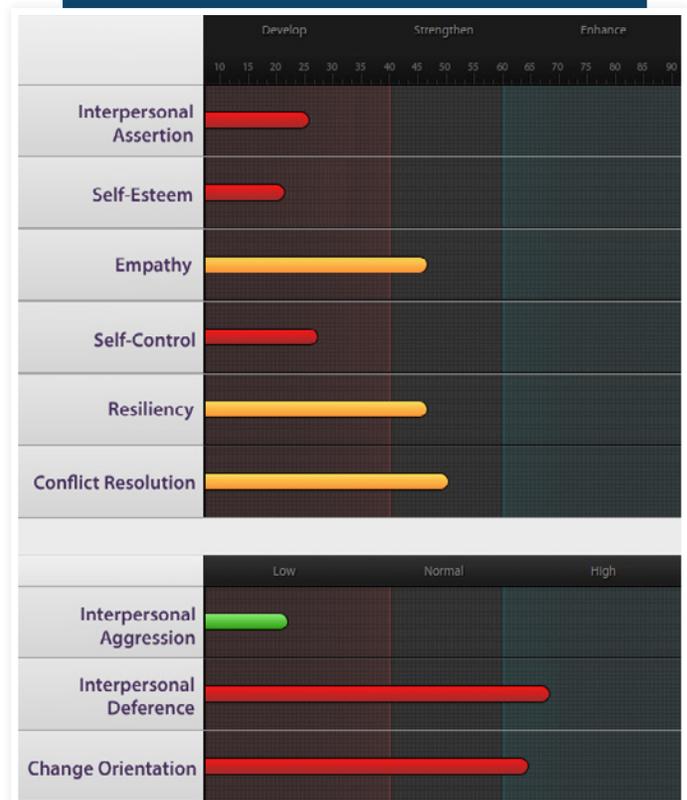
The Bullying Prevention Map

The Giver



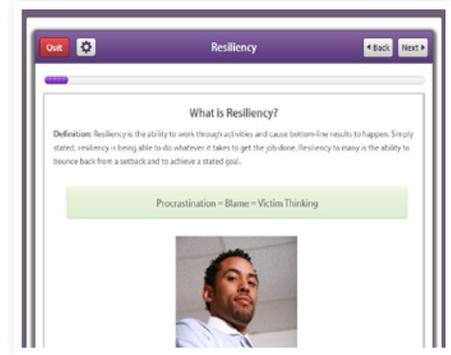
The Bullying Prevention Map

The Receiver



Skill Enhancement Component

The entire skill enhancement system consists of **over 60 hours of interactive, multimedia learning activities, listening activities, and post-assessments.** There are also several individual/group activities.



The skill enhancements include:

Goal Achievement Potential

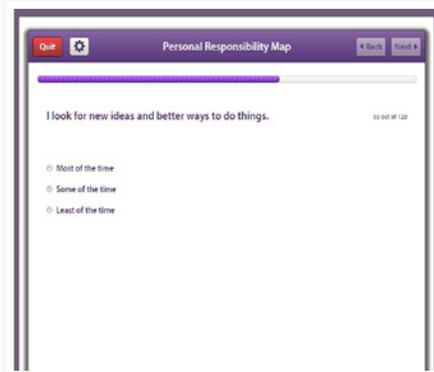
- Goal Setting
- Self-Efficacy
- Values Congruence
- Achievement Drive
- Supportive Environment
- Self-Esteem

Self-Management Related to Goal Achievement

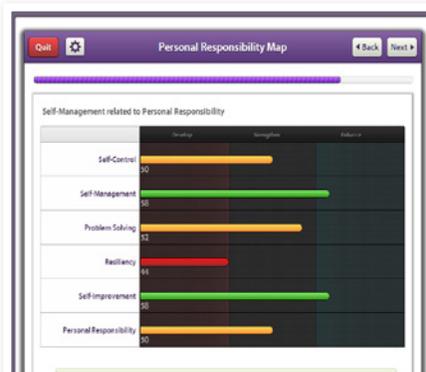
- Self-Control
- Self-Management
- Problem Solving
- Resiliency
- Self-Improvement
- Personal Responsibility

Management System

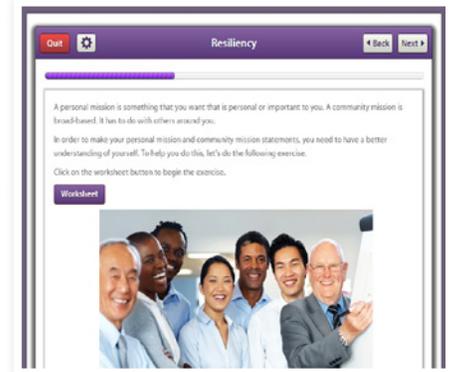
All assessments and instruction are self-administered and electronically integrated into our management system, eliminating the expensive and time-consuming activities of assigning, scoring and reporting results. Program accountability is electronically built into the system.



The system assesses user skills...



...then scores, interprets and assigns skill-enhancement activities based on assessment results...



...and finally delivers skill-enhancement activities. Learned skills, if practiced, become habits in 21 days.

While doing all this, the management system is tracking , scoring, benchmarking, storing and printing information on each user in the system.

Credibility

- Over 30 years in research and development
- Built off of the initial research and development of our Personal Skills Map® (The Success Profiler®)
- Initial norm base of 2,000 participants
- Users include corporations, government agencies, education and workforce development programs.

Use the entire system or select from the following components:

Personal Responsibility Map

Personal Responsibility Survey

Skill Enhancements

Skill Enhancements include over 60 hours of interactive, multimedia learning activities, listening activities, and post-assessments. There are also 88 hours of individual/group activities.

The skill enhancements include:

Goal Achievement Potential

- **Goal Setting** – teaches how to create clear, specific, written goals or objectives with plans and target dates for reaching them.
- **Self-Efficacy** – covers how to improve view of possibilities or extent to which people’s goals are internally viewed as within their possibilities, given their individual knowledge, skills and environments.
- **Values Congruence** – teaches how to develop a healthy balance between personal values, beliefs and desired goals.
- **Achievement Drive** – covers how to increase the level of desire, effort and commitment exerted toward individual goals.
- **Supportive Environment** – explains how the extent to which friends, family or peers have impact on an individual’s achievement and how they can positively encourage people in their goals.
- **Self-Esteem** – teaches how to increase the degree to which people have confidence in and value themselves and feel worthy to enjoy goal achievement.

Self-Management Related to Goal Achievement

- **Self-Control** – teaches the ability and self-discipline to handle personal feelings and emotions in difficult life circumstances.
- **Self-Management** – teaches how people learn to manage their own individual time, talents and abilities and focus these on clear objectives.
- **Problem Solving** – covers how to improve the ability and willingness to objectively work through roadblocks and use creative thinking skills to arrive at desirable goal solutions.
- **Resiliency** – teaches the steps to proactively work through processes and activities and cause bottom-line results to happen.
- **Self-Improvement** – helps people learn to be open to change and to learning and to constantly look for ways to improve themselves.
- **Personal Responsibility** – improves the level of individual commitment people are willing to make in setting clear goals and then assuming full responsibility for their achievement.

Each skill enhancement includes the Make It Work section (see pages 26-27).

PROCRASTINATION = BLAME = VICTIM THINKING

Soft Skills

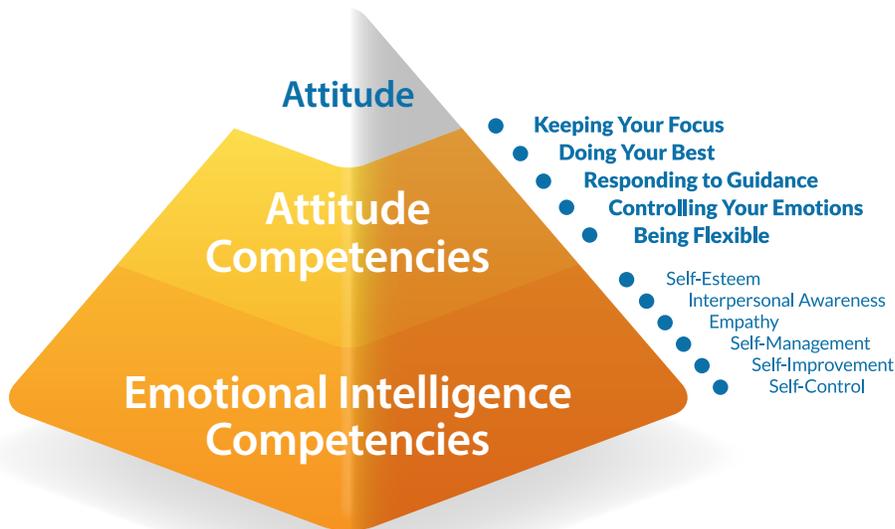
Conover® Workplace Readiness

Research conducted by Harvard University, the Carnegie Foundation and Stanford Research Center has all concluded that 85% of job success comes from having well-developed soft and people skills, and only 15% of job success comes from technical skills and knowledge (hard skills). (1918) That is not a typo, soft skills has been identified as critically important for workplace success for almost 100 years. Our *Workplace Readiness* system was developed to address these critical workplace skills.

Soft skills refers to a group of personal qualities that enable someone to interact effectively and harmoniously with other people, personal qualities such as a positive attitude, the ability to communicate, to think critically, to organize and plan, to work with a team, and more. Our *Workplace Readiness* system is the culmination of almost 40 years of research and development in the area of emotional intelligence. What we have learned is that soft skills are difficult to teach because there are many emotional intelligence competencies that form the foundation for soft skills.



Many people say that soft skills cannot be assessed and then taught. We disagree! With 40 years of experience to back us up we know that in order to successfully assess and teach soft skills you have to dig deep into the foundation emotional intelligence skills as well.



Our products represent the best of both worlds.

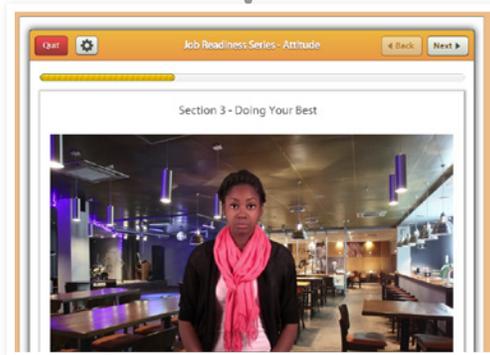
How it Works



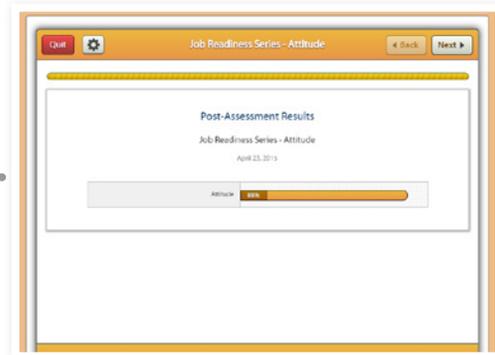
The system begins with a comprehensive pre-assessment of workplace readiness (*Job Readiness Map™*, *Job Seeking Map™*, and *Job Keeping Map™*)



Results are then scored and stored. *Conover Online™* then assigns follow-up activities based upon scores below 70th percentile or your selected cut-off score...



...and then delivers all assigned activities. Includes over 350 30-60 second videos that run on all computers and mobile devices such as a cell phone, iPad® or Chromebook™.



Upon completion of each skill intervention activity a post assessment is administered to document skill acquisition. If the pre- and post-assessment scores are 70% or above, or your selected cut-off score, the skill area will be added to the credential.

User Name	Version	Completed At	Report
Sara Overstreet sara@conover.com	CONG	October 31, 2014 09:44	Details
Alice Wilson awilson@conover.com	SHCRT	October 22, 2014 19:17	Details
Harold Bradley hbradley@conover.com	SHCRT	November 06, 2014 08:03	Details
Art Zabal azabal@conover.com	SHCRT	November 06, 2014 08:11	Details
Olivia Laramie olaramie@conover.com	SHCRT	November 06, 2014 08:15	Details
Judy Anderson janderson@conover.com	SHCRT	November 06, 2014 08:21	Details

Meanwhile a comprehensive post-assessment report of all user data is stored in the system, making program accountability a reality for all users in the system.

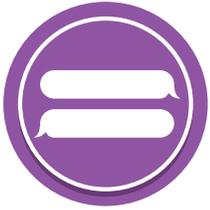


Upon successful completion, a Conover Credential™ in Job Readiness, Job Seeking, and/or Job Keeping is printed. Participants have the option to retake skill intervention units to obtain a better score.

Skill Intervention Systems



ATTITUDE - is where it all begins. This program addresses: The Importance of Having a Positive Attitude, Keeping Your Focus, Doing Your Best, Responding to Guidance or Direction, Controlling Your Emotions, Being Flexible
DELETE



COMMUNICATION - is something we often take for granted. This program covers: Listening Skills, Verbal Communication, Non-Verbal Communication, Emotional Awareness, Written Communication, Communicating in Difficult Situations



PLANNING & ORGANIZING - leads to success if given the proper amount of time and effort. This program covers: Prioritizing, Time Management, Coordinating Resources, Delegating, Creating Systems, Being Proactive by Planning Ahead



CRITICAL THINKING - is an essential skill that all employers agree is critical for success in any workplace. This program covers: Gathering Information, Analyzing Information, Applying Information, Forming a Hypothesis, Problem Solving, Decision Making



INTERPERSONAL/SOCIAL SKILLS - teaches users how to interact with other people and present themselves in an acceptable manner by covering the following topics: Interpersonal Skills, Controlling Your Emotions, Socializing at Work, Networking, Responding to Conflict, Helping Customers



TEAMWORK - is not just about sports, it is about succeeding in the workplace. Topics include: Respecting Others, Active Listening, Being Reliable, Participating, Communicating Constructively, Solving Problems

Skill Intervention Systems (Continued)



PROFESSIONALISM - teaches employees the high standards of professionalism and how to live up to those standards. Includes: Following Workplace Rules and Expectations, Personal Responsibility, Workplace Ethics, Physical Appearance, Appropriate Language, Minding Your Manners



MEDIA RULES - teaches the new, seldom-taught guidelines on how to properly and safely use technology. The rules covered include: Cell Phone Rules, Email Rules, Laptop and Tablet Rules, Internet Use, Internet Safety, Video Conferencing Rules, Social Media



GETTING OFF ON THE RIGHT FOOT - covers the basics of job keeping. Includes: Being Punctual, Taking Responsibility, Accepting Consequences, Doing Your Job Well, Following Company Rules, Avoiding Gossip



GETTING ALONG WITH OTHERS - covers basic interpersonal skills for three critical areas: supervisors, co-workers and customers. Includes: Responding to Criticism and Complaints, Dealing With Anger, Being Helpful, Being Polite, Being Respectful, Break Room Etiquette



PERFORMANCE REVIEWS - teaches how to effectively handle performance reviews. Covers: Know and Exceed Expectations, Handling Constructive Criticism, Responding to Compliments, Using Feedback to Improve Performance, Evaluating Your Performance, Making Improvements

i Each program takes approximately 1-2 hours to complete.

Conover Resources

Instructor-led Courses for Our Workplace Readiness Credential

Now you can take advantage of our 350 plus motivational instructional videos from our *Job Readiness Series* in an instructor-led format to teach critical soft skills for life and workplace success. All you need is an account for Conover Resources, a computer connected to the internet and a projector. Use the videos to instruct and the pdfs for either group discussion or participant worksheets on teaching the following skills:

-  **Attitude** This course will teach the importance of having a positive attitude and how it impacts your performance.
-  **Communication** In this course we will cover the importance of communication and developing good communication skills.
-  **Planning & Organizing** In this course we will cover the importance of proper planning and teach fundamental organizational skills.
-  **Critical Thinking** In this course we will cover critical thinking skills and how to apply them to problem solving and decision making.
-  **Interpersonal/Social Skills** In this course we will cover how to interact with others in an appropriate and professional manner.
-  **Teamwork** In this course we will cover the importance of working within a team environment and how to do so successfully.
-  **Professionalism** In this course we will cover the high standards of professionalism and how to live up to those standards.
-  **Media Rules** In this course we will cover the seldom taught guidelines on how to properly use technology in the workplace.
-  **Getting Off On The Right Foot** In this course we cover the basics of keeping a job including such things as showing up on time, taking responsibility and more.
-  **Getting Along With Others** In this course we cover getting along with customers, co-workers and supervisors.
-  **Performance Reviews** In this course we cover how to effectively handle performance reviews including handling constructive criticism and more.

After completion of the course use the Workplace Readiness Online version to assess participant knowledge and to issue a Conover Credential™ for Workplace Readiness. All scores above 70% (or your selected cut-off score) will appear on the credential, scores below will not appear and can be repeated.



Conover Online™ Professional Changes the Game



Assessment & Skill Building
Anytime. Anywhere.

SCHEDULE A **FREE** ON-LINE WEBINAR TO LEARN MORE ABOUT THESE EXCITING AND AFFORDABLE PROGRAMS!

One of the best ways to receive additional information on our products and services is to sign up for a free webinar.

Our webinars are structured to fit your time frames and needs. All you have to do is email us, call us, or go to our website and let us know the dates and times you have available. **We do the rest. Here is how it works:**

STEP 1

Select a date and time and sign up for a webinar.



STEP 2

On the date and the time you choose, we will send you an email with a link to our computers.



STEP 3

Click the link. It will automatically connect with us. We can connect up to 15 sites.



That's all there is to it. It is like having a professional sales consultant on-site without the hassle and commitment inherent in that process.

FOR MORE INFORMATION:

PHONE: 800-933-1933

FAX: 800-933-1943

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Appleton, WI 54914

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Conover®