



# **Certified Team Builder and Coach (CTBC) Designation Class**

## **Designing, Developing and Sustaining High Performing Teams**

**Understanding, mastering  
and applying group process  
and social dynamics**

**Frameworks, methods and  
instruments to assess team  
functionality**

**Creating the context, culture  
and enabling mechanisms for  
high performing teams**

**Designing a team for  
creativity, innovation and  
speed**

**Developing tight cohesion  
and collaboration while  
eliminating dysfunctional  
team and member behaviors**

**How to condition a team to  
make winning through  
excellence an enduring habit**

**Self managing team blue  
printing for accelerated  
development, improved  
problem solving and  
outstanding decision making**

**Designing and staging team  
performance improvement  
interventions for certainty of  
lasting beneficial impact**

**Best practices in designing,  
deploying and developing  
virtual teams**

**Shared team leadership and  
transforming each individual  
into a high performing team  
member**



**A highly immersive professional and leadership development program that uniquely equips participants with the deep knowledge and acumen to transform all groups regardless of potential into high performing teams: Teams with the emotional intelligence, energy, inspiration, passion and relentless will to go beyond the expected and consistently deliver superior results**

**November 6-8, 2019  
Boston, MA**

# Everything is Dependent on the Essential Capabilities of Teams

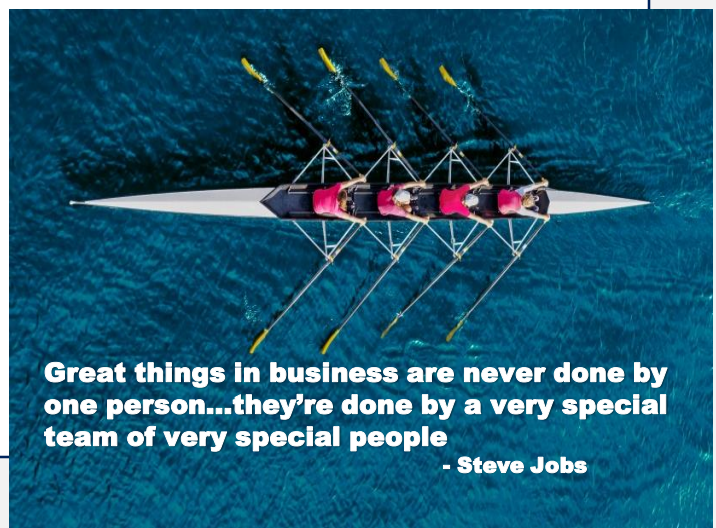
## Transforming Groups Into Future Ready High Performing Teams

Nothing in business equals the promise, potential and enduring benefits of high performing teams. Teams that have the focus, will and passion to achieve those big hairy audacious goals that raise the business to ever increasing levels of success. Teams that take the initiative to quickly solve problems while applying relentless creativity in generating and fulfilling bold new ideas. Teams with a deep reservoir of insights that they continually amplify with new knowledge...and act with focus, discipline and purpose on this knowledge. Teams that hold themselves fully accountable to the highest standards and values. Teams that challenge themselves and their members to continually improve. Teams whose members nurture one another to reach for, grow, and fulfill every teammate's true potential. Teams with a resiliency and character that anticipates, interprets, welcomes and harnesses change as an opportunity. Teams that respect and honor organizational traditions – but are not bound by them. Teams not content with being just a corporate survivor but who strive each day to be a proactive value creator. Teams with the compelling ambition to go beyond what is requested and to pursue what is possible.



**If you want to go fast, go alone. If you want to go far, go together.**  
- African Proverb

The 2019 Certified Team Builder and Coach class will be held at the 9-OFS Executive Conference Center located on the ninth floor of the One Federal Street Building in Boston, MA from 8:30am to 4:30pm Wednesday November 6<sup>th</sup> and Thursday November 7<sup>th</sup>. The Friday November 8<sup>th</sup> session will be conducted from 8:30am to 1:00pm to accommodate afternoon travel



**Great things in business are never done by one person...they're done by a very special team of very special people**  
- Steve Jobs




# Leading and Managing the Transformation to True High Performing Teams

## The Journey to High Performing Teams Requires a Systematic Approach

In these times of disruption, innovation and speed that are reshaping the insurance industry the unfolding path to success is to masterfully develop high performing teams and provide them the insights, resources and freedom to accomplish great things. Just calling a group a team does not make it a team. Likewise, simply calling a team high performing does not make it a true high performing team. There are fundamental ingredients that need to be fully understood and systematically engaged to transform groups into high performing teams. There are new and specific team work processes, disciplines, knowledge and skills that the collective team membership must learn and consistently apply. There are also those critical team social processes to ensure effective team communication, decision making, conflict resolution, continuous feedback, and emotional intelligence that must be learned - as well as the powerful forces of cohesion that must be developed and infused throughout the team. For the forming and maturing of a high performing team, when done right, changes everything. It changes how people work, how they interact, learn and grow. It ignites the group's imagination and capabilities in delivering superior business results while enriching each team member's organizational experience.

But transitioning to high performing teams, in view of all its promises and opportunities to gain dramatic improvements, presents significant challenges to insurance leaders and professionals.

This is a highly interactive professional development program and seating is very limited by design. For more information or to register for the Certified Team Builder & Coach designation conference please call the CIOP Institute at 866.930.CIOP



**Talent wins games, but outstanding teamwork and intelligence wins championships**

**- Michael Jordan**



**Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has**

**- Margaret Mead**

# Meeting the Challenge in Developing and Sustaining High Performing Teams

## The Science, Skill and Art of Team Coaching

Any insurance organization that intends to thrive in the emerging new insurance industry – where speed, innovation and breakthrough thinking are paramount – must position team coaching as a defining element in its culture. A coaching culture built on helpfulness and creative collaboration as opposed to one defined through internal competitiveness and positional power. A high performing team culture that builds social capital which enables a far better way of working and living. Social capital that generates boundless momentum. Social capital that makes a company robust, that makes a company resilient, that makes a company the best imaginable version of itself.

**What matters is the mortar,  
not just the  
individual bricks**

**- Margaret Heffernan**



The Certified Team Builder & Coach (CTBC) skill building program has been developed to uniquely equip leaders, managers and key professionals with the fundamental knowledge, frameworks and tools to become masterful team coaches. It is a very intense, highly immersive, practical learning experience that participants can apply to the immediate and significant benefit of their organizations. It is a deeply impactful program. An impact that will last a lifetime.

**Comfort and growth –  
whether at the  
corporate, team  
or individual  
level –  
cannot coexist**

**- Mary Barra**



Effective coaching is the only way to create and channel social capital in molding people and groups into high performing teams. Indeed, being trained and conditioned as an outstanding team coach is rapidly becoming essential to being a successful manager – you simply can no longer be an effective leader without being a great team coach. Team coaching is a set of new skills and techniques. It is a radical rethinking of what drives people to do their very best collective work. It is a radical rethinking of what leadership and member performance truly means.

**We continually tell managers  
that learning to build a great  
team is by far their most  
important responsibility**

**- Patty McCord**



# Uniquely Designed Course Content To Propel You Forward

## You Will Emerge Empowered With New Learnings and Insights...

....along with the tools and techniques to act with purpose on this new knowledge.... delivered through course content that will provide you the spark to being a great team coach...along with new energy and strength of character to condition all teams to expand and fulfill their true potential. The topical benefits you will experience in a highly interactive class setting include:



Deep immersion in advanced group social and work dynamics – and how to channel these dynamics into high performing team attributes



Training in all the key team performance assessment survey tools and how to accurately stage and coach corresponding team interventions



Gain a working understanding of the major high performing team building frameworks and how to apply their tools and techniques



Team building instruments; How to choose among these powerful instruments and masterfully apply them as a team coach



Certification training in the Team Emotional Intelligence (TEI) framework and how to apply TEI at the individual and team level



How to create and sustain Team Kata: Training in the seven habits of high performing teams and the respective seven coaching protocols



Coaching development of new teams, project teams, cross functional teams, remote teams, and virtual teams



Coaching for team renewal: How to revive, reenergize and reinvigorate longer standing teams



Creating and applying a high performing team progression blue print: jump starting team development through team accelerators



Anticipating, avoiding and addressing team dysfunctions; Coaching the brilliant loner, the under performer, and team course correcting



Building team trust, improving team meetings, enhancing group problem solving and decision making while honoring diversity



Coaching tools to ignite team creativity and innovation while building unsurpassed team cohesion and mitigating negative conflict

**You don't build a business. You build teams and then the teams build the business – Zig Zigler**



Tuition is \$2,775 for those registering before October 21<sup>st</sup> and \$2,975 afterward. A 20% discount is applied for teams of three or more, 25% for teams of 5 or more and 30% for teams of 10+. There are a number of hotels within easy walking distance of the Certified Team Builder and Coach designation class. Please call the CIOP Institute (866.930.CIOP) for a sample list of hotels.



# A Profound Professional Development Experience

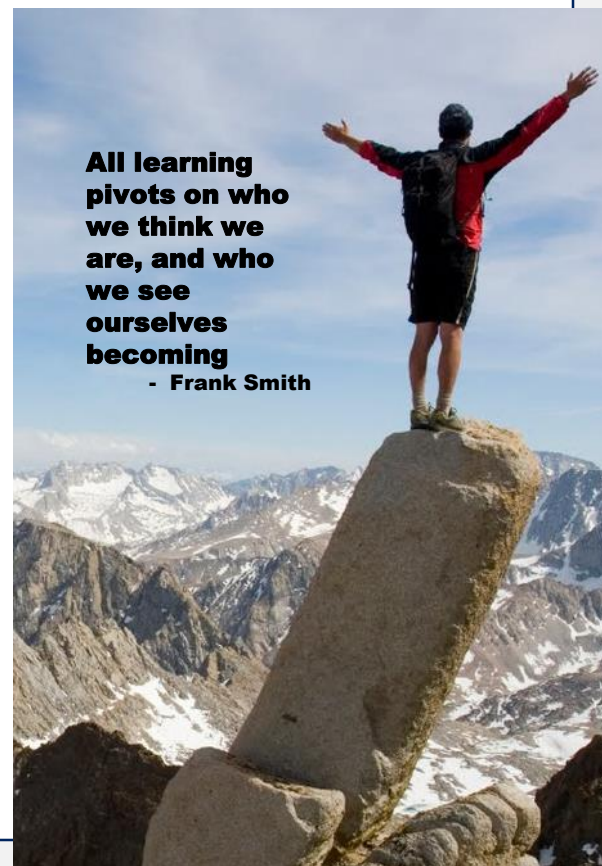


## The CIOP Institute's Professional and Leadership Talent Building Programs are Recognized and Highly Respected Throughout the Global Insurance Industry...

No superficial lectures. No generic speakers. No vendor showcases or talking heads. Each topical tutorial is covered in a deep and thorough manner. And delivered in a highly engaging style. New knowledge and new ways of thinking are conveyed by bridging the gap between theory and practice ... and enlivened through actual insurance case studies. The presentations are charged with intense interaction, lively discussion and the imagination to fire up new possibilities. Course content is always fresh and compelling; delivering a highly relevant robust and fast paced adult learning experience. Participants leave the CTBC designation class not only informed but also equipped with a powerful portfolio of tools, techniques and instruments to masterfully coach and develop high performing teams throughout their organization.

## Who Should Attend

More than ever before being an effective team coach is essential to being an effective manager and key professional. Just as simply calling a group a team does not make it a team – calling a manager a coach does not make that manager a coach. Team coaching is not only a calling but a very specific skill set anchored in new knowledge and learnings. With the trend to making high performing teams the building block of forward thinking organizations, training in both the science and art of team coaching is central to the success of the enterprise. Whether you manage a function, division or unit. Whether you are a project manager or participate in a customer facing process. Whether you are a contributing member of a new or existing group. Whether you collaborate with third parties. Whether you are collocated with your peers or geographically dispersed. You will find the Certified Team Builder and Coach program a singular rewarding professional development experience; making you better in your current position while preparing you for the higher levels of responsibility you aspire to.



**All learning  
pivots on who  
we think we  
are, and who  
we see  
ourselves  
becoming**

**- Frank Smith**

# CERTIFIED TEAM BUILDER and COACH (CTBC) DESIGNATION CLASS

**November 6-8, 2019 – Boston, MA**

## HOW TO REGISTER



Phone: 866.930.CIOP



Fax: 866.308.9686



Mail: CIOP Institute  
243 5<sup>th</sup> Ave.  
Suite 705  
New York, NY 10016

## CLASS LOCATION



9-OFS Executive  
Conference Center  
located on the  
9<sup>th</sup> Floor of the  
One Federal Street  
Building in Boston

One Federal Street, 9<sup>th</sup> FL  
Boston, MA 02110  
617.482.9338



## HOTEL ACCOMMODATIONS

There are numerous hotels  
within easy walking distance  
of the CTBC Designation Class.  
Contact the CIOP Institute for  
a sample list of hotels. Please  
note that hotel charges are  
not included in the class  
tuition



## ATTIRE

The dress code for  
conference related  
activities is business casual



## REGISTER EARLY!

Seating is intentionally limited  
to support the highest degree  
of interactive learning. Please  
register early to avoid being  
wait-listed

## APPLICATION & REGISTRATION FORM

NAME

TITLE & DEPARTMENT

COMPANY NAME

PHYSICAL BUSINESS MAILING ADDRESS

CITY, STATE, ZIP/POSTAL CODE

TELEPHONE

E-MAIL

**TUITION:** \$2,775 before October 21<sup>st</sup> – \$2,975 after October 21<sup>st</sup>

**DISCOUNTS:** 5% for CIOP Designees; 20% for teams of 3-4;  
25% for teams of 5-9; 30% for teams of 10 or more

## PAYMENT METHOD

CREDIT CARD PAYMENT FOR \$\_\_\_\_\_

Credit Card Number (VISA, MC, AMEX only)      Expiration Date

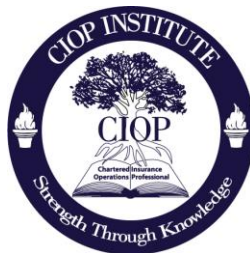
☐ I prefer to pay by check. Please use the credit card information  
above to guarantee my registration. I understand that if my check is  
not received within four weeks prior to the conference the CIOP  
Institute will charge my credit card. Please make payable to the  
CIOP Institute, 243 5<sup>th</sup> Ave. – Suite 705, New York, NY 10016

## TERMS & CONDITIONS

- Cancellations and transfers can be accommodated up to  
September 21<sup>st</sup>. An administrative charge of \$500 will be  
assessed cancellations
- Payment must accompany registration and payable in US Dollars

**The CIOP Institute**  
**243 5<sup>th</sup> Ave. - Suite 705**  
**New York, NY 10016**

**FIRST CLASS**



**CIOP Institute**  
**866.930.CIOP**  
**[www.CIOPInstitute.com](http://www.CIOPInstitute.com)**