

**Training Titles & Descriptions**  
**offered by Dan Johnson, CPC, CNTC**  
 (partial listing, all sessions are customized for your audience)

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All training sessions are experiential in nature and range from half-day to full-day sessions, depending on desired outcomes and client need. Specific content can also be modified to create Keynote Presentations of one to two hours in length. All content is customized for each participant group or audience.

<b>Keynote &amp; Training Subject Area</b>	<b>Page</b>
Leadership . . . . .	2
Trust & Accountability . . . . .	4
Coaching . . . . .	5
Adult Learning, Performance Consulting, & Facilitation . . . . .	6
Feedback, Communication, & Interaction Styles . . . . .	7
Conflict & Difficult Workplace Behaviors . . . . .	8
Teambuilding . . . . .	9
Change & Resilience . . . . .	10
Workplace Productivity . . . . .	11
Career Development . . . . .	12
Mentoring . . . . .	13
Personal Effectiveness . . . . .	14
About Dan Johnson, CPC, CNTC . . . . .	15

## LEADERSHIP

Training Title	Outcomes for Participants
Foundations of Effective Leadership	<ul style="list-style-type: none"> <li>• Describe your role as a (new) supervisor in your organization</li> <li>• Differentiate between leading and managing others</li> <li>• Describe what makes people want to follow a leader</li> <li>• Use techniques to supervise employees who were once your peers (where applicable)</li> <li>• Assess and identify your own supervisory strengths and areas for development through a Supervisory Skills Assessment</li> <li>• Identify your own leadership style and ways to effectively adapt your leadership style through the DiSC profile</li> <li>• Supervise your team more effectively</li> </ul>
From Peer to Leader	<ul style="list-style-type: none"> <li>• Establish your authority as an effective supervisor with your peers</li> <li>• Follow a four step process to gain the commitment, cooperation, and engagement of your team</li> <li>• Re-establish relationships and boundaries with those who were once your peers</li> <li>• Use key competencies of influence, facilitation, and communication to build collaboration and teamwork with your former peers</li> <li>• Assess and identify your own supervisory strengths and areas for development</li> <li>• Avoid the 10 most common mistakes made by those newly supervising their peers</li> <li>• Identify sources of conflict within your team; use conflict as a constructive means to exchange ideas and keep the focus on desired outcomes</li> </ul>
Coaching: Skills for Leadership Success	<ul style="list-style-type: none"> <li>• Explain the difference between mentoring, performance management, and coaching;</li> <li>• State a business case for coaching;</li> <li>• Identify the 11 core competencies of coaching; and</li> <li>• Use key coaching skills of acknowledgement, validation, accountability, strategizing, forwarding the action, and empowering questions to improve the productivity of your work team.</li> </ul>

## LEADERSHIP (continued)

Training Title	Outcomes for Participants
Neuroscience of Effective Leadership & Performance	<ul style="list-style-type: none"> <li>• Differentiate between “Above the Line” and “Below the Line” states of the brain and how each impacts our ability to lead and be effective</li> <li>• Identify actions to assist you in accessing your highest level of functioning</li> <li>• Be a better decision-maker and innovator by accessing both the Task Positive Network and Default Mode Networks of the brain</li> <li>• Use Nine Keys to Neuroplasticity to ensure a healthy brain and effective decision-making</li> </ul>
The Nine Attributes of a Leader	<ul style="list-style-type: none"> <li>• Explain the difference between a manager and a leader</li> <li>• Describe the nine attributes of a leader</li> <li>• Use the nine leadership attributes to inspire and effectively lead a workforce or a team</li> </ul>
Supervision in Action: Strategies for the Real World	<ul style="list-style-type: none"> <li>• Describe your role as supervisor and what is expected of you;</li> <li>• Use coaching skills to sustain and improve the performance of team members;</li> <li>• Use effective communication skills in matters of employee performance and expectations, problem-solving, and decision-making;</li> <li>• Identify your leadership style and how to leverage that style to build an effective team;</li> <li>• Implement techniques to tap into the discretionary effort of employees and influence the behavior of employees (motivation);</li> <li>• Plan and organize your work effectively; and</li> <li>• Use techniques effectively delegate and get work done through others.</li> </ul>
Trust Your Gut: Strategic Intuition for Business Decision-Making	<ul style="list-style-type: none"> <li>• Explain the neuroscience and biology behind “gut instinct” and intuition</li> <li>• Use various methods for accessing and trusting your intuition</li> <li>• Identify when intuition is most useful in helping with business-related decisions</li> <li>• Use intuition to complement critical thinking skills and analysis when making decisions</li> </ul>

## TRUST & ACCOUNTABILITY

<b>Training Title</b>	<b>Outcomes for Participants</b>
Agreements & Accountability	<ul style="list-style-type: none"><li>• Model and demonstrate accountability to others</li><li>• Use effective questioning techniques to clearly understand an issue</li><li>• Partner with employees to create clear agreements and generate commitment</li><li>• Provide reinforcement to ensure an agreement is kept</li><li>• Hold others accountable in a way that maintains relationships and trust</li></ul>
Strengthening Trust & Accountability	<ul style="list-style-type: none"><li>• Use key trust-building behaviors to strengthen trust within the department and with other departments</li><li>• Use the 10 Steps for Holding Others Accountable to foster accountability while maintaining healthy relationships.</li></ul>

## COACHING

Training Title	Outcomes for Participants
Coaching: Skills for Leadership Success	<ul style="list-style-type: none"> <li>• Explain the difference between mentoring, performance management, and coaching</li> <li>• State a business case for coaching</li> <li>• Identify the 11 core competencies of coaching</li> <li>• Use key coaching skills of acknowledgement, validation, accountability, strategizing, forwarding the action, and empowering questions to improve the productivity of your work team.</li> </ul>
Coaching: Team Conflict	<ul style="list-style-type: none"> <li>• Implement a simple strategic planning template to create initial strategic plans in 60 minutes or less, getting team members “on the same page”</li> <li>• Use techniques to reduce conflict among team members</li> <li>• Use techniques to improve relationships between team members and create a higher functioning team</li> </ul>
Coaching for Performance  (Performance Management)	<ul style="list-style-type: none"> <li>• Describe the benefits of a coaching approach and how it differs from mentoring and performance management in developing your employees</li> <li>• Provide ongoing feedback that focuses on performance while maintaining healthy workplace relationships with employees</li> <li>• Use key coaching skills of reflecting, validating, open-ended questioning, and reinforcement to develop your employees.</li> <li>• Use reinforcement techniques that engage employees and inspires them to use their discretionary effort to do their best work</li> <li>• Follow the 6 Steps to Creating Performance Agreements to ensure clear and effective coaching with employees</li> <li>• Hold others accountable in a way that maintains healthy relationships and trust using the 11 Steps for Holding Others Accountable</li> <li>• Define organizational and individual performance expectations</li> <li>• Effectively cascade goals to employees you supervise</li> <li>• Collaboratively develop SMART performance goals for employees (Specific, Measurable, Achievable, Relevant, Timely)</li> <li>• Differentiate between different levels of performance (exceeds, meets, does not meet expectations) for the position(s) you supervise</li> <li>• Adapt your coaching to the different levels of performance (exceeds, meets, does not meet expectations)</li> <li>• Use key trust-building behaviors and conversations to strengthen trust within the department and within other departments</li> <li>• Conduct a pay increase conversation with each employee</li> </ul>

## ADULT LEARNING, PERFORMANCE CONSULTING, & FACILITATION

Training Title	Outcomes for Participants
How Adults Learn	<ul style="list-style-type: none"> <li>• Briefly summarize adult learning research that supports adult learning theory</li> <li>• Explain why adult learning principles are important to you ("what's in it for me")</li> <li>• Describe the different learning styles of adults</li> <li>• Describe the difference between presenting and facilitating</li> <li>• Use effective listening and facilitation skills for both one-on-one and group presentations</li> </ul>
From Training Order Taker to Performance Consultant	<ul style="list-style-type: none"> <li>• Distinguish between a wants-based approach, needs-based approach, and results-based approach to improving performance</li> <li>• Identify the key factors that contribute to a gap in leadership or employee performance</li> <li>• Consult with a variety of Performance Improvement Models to help clients identify root causes of performance gaps and effective solutions</li> <li>• Follow the key steps of business analysis, performance analysis, cause analysis, intervention selection, intervention implementation, evaluation planning, formative evaluation, and summative evaluation</li> <li>• Use consulting skills to build relationships, trust, and credibility with clients</li> <li>• Create improved, sustainable change in leadership or employee performance in your organization</li> </ul>
Real World Needs Assessment	<ul style="list-style-type: none"> <li>• Identify the scope for your needs assessment</li> <li>• Use a variety of techniques to gather information and identify needs;</li> <li>• Handle difficult clients and subject matter experts with ease; and</li> <li>• Accurately identify the needs of your client or organization.</li> </ul>
Facilitation Skills for Trainers and Leaders	<ul style="list-style-type: none"> <li>• Assess your audience before a presentation</li> <li>• Use the essentials of successful presentations (content-organization-delivery) to speak more confidently</li> <li>• Incorporate key facilitation skills of soliciting input, active listening, asking open-ended questions to ensure full engagement of your audience</li> <li>• Handle diverse points of view while keeping focused on the goal or outcome for your presentation</li> </ul>
Evaluating the Business Impact of Your Intervention or Program	<ul style="list-style-type: none"> <li>• Determine when an intervention is worth evaluating and</li> <li>• Evaluate your efforts or the efforts of your team at the reaction, learning, application on-the-job, business impact, and return on investment (ROI) levels.</li> </ul>

## FEEDBACK, COMMUNICATION, & INTERACTION STYLES

Training Title	Outcomes for Participants
Strengthening Workplace Interactions Using DiSC	<ul style="list-style-type: none"> <li>• Describe what motivates you, stresses you, and how your priorities and preferences influence your workplace interactions with others</li> <li>• Describe the four basic workplace interaction styles and the major characteristics of each style</li> <li>• Flex your interaction style to establish and maintain strong relationships with team members, co-workers, and your supervisor</li> </ul>
FLEX Your Communication Style	<ul style="list-style-type: none"> <li>• Define the four main communicating styles</li> <li>• Describe your own communication style under everyday circumstances as well as stressful conditions</li> <li>• Describe the communicating style of those on your workplace team</li> <li>• Effectively flex your communication style to improve message clarity, rapport, and relationships with others</li> </ul>
Giving & Receiving Effective Feedback for Supervisors	<ul style="list-style-type: none"> <li>• Describe the benefits of a feedback approach and how it differs from mentoring and performance management in developing your employees</li> <li>• Provide ongoing feedback that focuses on performance while maintaining healthy workplace relationships with employees using the Behavior-Impact-Results and "If-Then" techniques</li> <li>• Use key feedback skills of reflecting, validating, open-ended questioning, and reinforcement to develop your employees.</li> <li>• Use reinforcement techniques that engage employees and inspire them to use their discretionary effort to do their best work</li> <li>• Follow the Six Steps to Creating Performance Agreements to ensure clear and effective feedback and understanding with employees</li> <li>• Hold others accountable in a way that maintains healthy relationships and trust using the 11 Steps for Holding Others Accountable</li> <li>• Define organizational and individual performance expectations</li> <li>• Effectively cascade goals to employees you supervise</li> <li>• Collaboratively develop SMART performance goals for employees</li> <li>• Differentiate levels of performance (On Track, Developing, Low) for the position(s) you supervise</li> <li>• Adapt your feedback to the different levels of performance</li> </ul>
Speak Out! Public Speaking for Leaders	<ul style="list-style-type: none"> <li>• Assess your audience before a presentation</li> <li>• Use the essentials of successful presentations (content-organization-delivery) to speak more confidently</li> <li>• Formulate your thoughts more quickly and respond with confidence when asked to speak impromptu</li> <li>• Use proper stance, breathing techniques, and eye contact for public speaking</li> <li>• Use descriptive language and gestures in your presentations to ensure your audience "stays with you"</li> </ul>

## CONFLICT & DIFFICULT WORKPLACE BEHAVIORS

Training Title	Outcomes for Participants
Effective Conflict Management: Tools & Techniques	<ul style="list-style-type: none"> <li>• Identify the factor(s) that contribute to conflict in the workplace</li> <li>• Describe each of the five approaches (modes) to conflict</li> <li>• Identify your own approach to conflict</li> <li>• Identify the advantages and disadvantages of your conflict mode</li> <li>• Use key skills of reflecting content, naming emotions, and feedback during conflict conversations</li> <li>• Use any combination of more than 20 strategies to approach conflict effectively</li> <li>• Follow the Steps for Healthy Conflict when engaged in conflict</li> </ul>
Coaching: Team Conflict	<ul style="list-style-type: none"> <li>• Implement a simple strategic planning template to create initial strategic plans in 60 minutes or less, getting team members “on the same page”</li> <li>• Use techniques to reduce conflict among team members</li> <li>• Use techniques to improve relationships between team members and create a higher functioning team</li> </ul>
Working with Difficult Workplace Behaviors	<ul style="list-style-type: none"> <li>• Explain why it is difficult to work with some people</li> <li>• Identify your own people interaction style and the style of others</li> <li>• Flex your interaction style for a more harmonious and productive work relationship.</li> <li>• Use tools, techniques, and approaches to work successfully with some of the more common “difficult behaviors”</li> </ul>
Accountability and Commitment	<ul style="list-style-type: none"> <li>• Identify where your organization stands on the compliance to commitment continuum</li> <li>• Model and demonstrate accountability to others</li> <li>• Partner with employees to create agreements and generate commitment</li> <li>• Use a three-step formula to inspire desired performance, reward success, change undesired behavior, and tap the discretionary effort of employees</li> <li>• Use effective techniques to hold others (peers, clients, boss) accountable</li> </ul>



# TEAMBUILDING

Training Title	Outcomes for Participants
Teambuilding	<ul style="list-style-type: none"> <li>• Define the aspects of an effective team</li> <li>• Identify your team’s strengths and opportunities to further enhance your team’s effectiveness</li> <li>• Manage conflict more effectively within the team and with others outside of the team</li> <li>• Work better with other departments in a “boundaryless” way (no silos)</li> <li>• Use the five building blocks for team effectiveness to strengthen your team</li> <li>• Strengthen your relationships with team members and with those outside of your team</li> <li>• Work more cooperatively and collaboratively with your own team and with other teams and departments</li> <li>• Use appropriate feedback to tap on the discretionary effort of others</li> <li>• Strengthen your own contribution to your team</li> </ul>
Coaching: Team Conflict	<ul style="list-style-type: none"> <li>• Implement a simple strategic planning template to create initial strategic plans in 60 minutes or less, getting team members “on the same page”</li> <li>• Use techniques to reduce conflict among team members</li> <li>• Use techniques to improve relationships between team members and create a higher functioning team</li> </ul>
Strengthening Workplace Interactions Using DiSC	<ul style="list-style-type: none"> <li>• Describe what motivates you, stresses you, and how your priorities and preferences influence your workplace interactions with others</li> <li>• Describe the four basic workplace interaction styles and the major characteristics of each style</li> <li>• Flex your interaction style to establish and maintain strong relationships with team members, co-workers, and your supervisor</li> </ul>

## CHANGE & RESILIENCE

Training Title	Outcomes for Participants
Leading Change	<ul style="list-style-type: none"> <li>• Describe what change means in your organization</li> <li>• Differentiate between temporary, transitional, and transformational change and explain the importance of transitional change in creating a change culture at West</li> <li>• Differentiate between intentional versus imposed change</li> <li>• Identify the strength of opposing and supporting forces of a change</li> <li>• Explain the four phases of how people respond to change (“Emotional Journey”)</li> <li>• Identify your own response to change</li> <li>• Identify how your team members typically respond to change</li> <li>• Respond effectively to the resistances people have to change</li> <li>• Leverage a step-by-step model for leading change throughout the four phases of change</li> <li>• Follow the “Four What’s” to help employees navigate through change successfully</li> <li>• Develop resilience in those affected by change</li> </ul>
Riding the Wave of Change	<ul style="list-style-type: none"> <li>• Explain the four phases of response to change</li> <li>• Identify your own response to change</li> <li>• Respond effectively to the resistances people have to change</li> <li>• Identify what you can do to thrive during times of change</li> <li>• Be the "captain of your own ship" and make the most of changes at work or at home</li> <li>• Be an effective change leader within your organization.</li> </ul>
Developing Resilience During Change and Uncertainty	<ul style="list-style-type: none"> <li>• Identify the key qualities of a resilient leader</li> <li>• Describe the thoughts, feelings, and behaviors that hinder resilience within yourself and your team</li> <li>• Utilize the 12 core strengths of resilience to strengthen resilience within yourself and your team</li> <li>• Navigate constant change with less stress</li> <li>• Persevere with more positivity, energy, and strength in the face of setbacks or constant change</li> </ul>

## WORKPLACE PRODUCTIVITY

Training Title	Outcomes for Participants
Performance Management	<ul style="list-style-type: none"> <li>• Explain your company's performance management process and timeline</li> <li>• Follow the steps of the performance management process (prepare, conduct, and follow-up a performance review)</li> <li>• Define organizational and individual performance expectations;</li> <li>• Develop SMART performance goals</li> <li>• Use active listening skills (reflect content, validate emotions, ask open-ended questions, summarize discussion points) to both give and receive feedback</li> <li>• Provide ongoing feedback to employees and document feedback throughout the year</li> <li>• Avoid the three most common rating errors—halo effect, central tendency, and single incident rating.</li> </ul>
Coaching: Skills for Leadership Success	<ul style="list-style-type: none"> <li>• Explain the difference between mentoring, performance management, and coaching</li> <li>• State a business case for coaching</li> <li>• Identify the 11 core competencies of coaching</li> <li>• Use key coaching skills of acknowledgement, validation, accountability, strategizing, forwarding the action, and empowering questions to improve the productivity of your work team.</li> </ul>
Accountability and Commitment	<ul style="list-style-type: none"> <li>• Identify where your organization stands on the compliance to commitment continuum</li> <li>• Model and demonstrate accountability to others</li> <li>• Partner with employees to create agreements and generate commitment</li> <li>• Use a three-step formula to inspire desired performance, reward success, change undesired behavior, and tap the discretionary effort of employees</li> <li>• Use effective techniques to hold others (peers, clients, boss) accountable</li> </ul>
Fat-Free Meetings	<ul style="list-style-type: none"> <li>• Determine when a meeting is necessary</li> <li>• Develop meaningful objectives for a meeting</li> <li>• Build a meeting agenda that will help you accomplish your objectives</li> <li>• Keep participants focused and involved</li> <li>• Create a climate for open communication</li> <li>• Get more done in less meeting time</li> </ul>

## CAREER DEVELOPMENT

Training Title	Outcomes for Participants
Navigating Your Career Within Your Organization	<ul style="list-style-type: none"> <li>• Look inward to identify your career interests and values</li> <li>• Look outward within your organization to possible careers, networks, or inventing a career that may not even exist yet</li> <li>• Look forward by using a step-by-step approach to making your next step in career a reality</li> </ul>
Navigating the Transition to a Team-Oriented Workplace	<ul style="list-style-type: none"> <li>• Describe what motivates you, stresses you, and how your priorities and preferences influence your workplace interactions with others</li> <li>• Flex your interaction style to establish and maintain strong relationships with team members, co-workers, and your supervisor</li> <li>• Collaborate in solving problems using key skills of brainstorming, reflecting, validating, and open-ended questions</li> <li>• Use specific techniques to quickly become a valued member of a workplace team</li> </ul>
Now What? Identifying & Living Your New Life Direction	<p>Each person has a unique imprint on his or her soul, a Life Blueprint. This is the essence of who you are. The Now What? Experience will help you if you are asking yourself these questions:</p> <ul style="list-style-type: none"> <li>• What's the next step or phase in my life?</li> <li>• What career would be most fulfilling for me?</li> <li>• Can I really do what I want to do and make enough money at it?</li> <li>• How can I make my desired life a reality?</li> </ul> <p>By participating in this series, you will be able to:</p> <ul style="list-style-type: none"> <li>• Clarify your life purpose</li> <li>• Identify ways to express that life purpose, including career</li> <li>• Get unstuck</li> <li>• Give form to your life purpose and make it a reality</li> </ul>
Encore! Navigating Your Career Toward Work That Matters	<ul style="list-style-type: none"> <li>• Look inward to identify your career interests and values</li> <li>• Look outward to possible careers, networks, or inventing a career that may not even exist yet</li> <li>• Look forward by using a step-by-step approach to making your desired career a reality</li> </ul>

## MENTORING

Training Title	Outcomes for Participants
Mentoring Others for Success	<ul style="list-style-type: none"> <li>• Describe the four steps to mentoring</li> <li>• Explain the differences between managing, mentoring, and coaching</li> <li>• Name the benefits of being a mentor</li> <li>• Use key skills of listening, feedback, and questioning during conversations with protégés</li> <li>• Use keys to effective mentoring to avoid common pitfalls of mentors</li> <li>• Define goals, success measures, and confidentiality with your protégé</li> <li>• Identify opportunities for growth to help protégés gain expertise in a competency</li> <li>• Use the Mentoring Conversation outline to hold meaningful and effective conversations with a protégé</li> </ul>
Get the Most from Being a Protégé	<ul style="list-style-type: none"> <li>• Describe the four steps to mentoring process</li> <li>• Identify the benefits of being a protégé</li> <li>• Describe the responsibilities of the mentor, protégé, and supervising manager</li> <li>• Build an effective relationship with your mentor</li> <li>• Use key skills of awareness, reflective listening and feedback during conversations with your mentor and others</li> <li>• Define goals, success measures, and confidentiality with your mentor</li> <li>• Set ground rules with your mentor for an effective partnership</li> <li>• Hold conversations with your mentor that accelerate your progress toward achieving your job rotation objectives</li> </ul>

## PERSONAL EFFECTIVENESS

Training Title	Outcomes for Participants
Time Management: Time-saving Techniques for the Overwhelmed	<ul style="list-style-type: none"> <li>• Leverage your daily energy cycle to get more things done</li> <li>• Use the “three tests of a task” to determine if a task is really necessary</li> <li>• Make more time in your day</li> <li>• Avoid common time wasters</li> <li>• Address your procrastination with practical techniques</li> </ul>
Get Out of Your Own Way	<ul style="list-style-type: none"> <li>• Identify the 12 ways we self-sabotage</li> <li>• Follow an action plan to reduce or remove each way we self-sabotage</li> </ul>
7 Steps for Achieving Balance for the Busy Professional	<ul style="list-style-type: none"> <li>• Describe the myths and truths about balance</li> <li>• Assess which area(s) of your life are asking for more balance</li> <li>• Determine your ability to take care of yourself and your needs</li> <li>• Apply seven techniques that will bring more balance into your life</li> </ul>
Now What? Identifying & Living Your New Life Direction	<p>Each person has a unique imprint on his or her soul, a Life Blueprint. This is the essence of who you are. The Now What? Experience will help you if you are asking yourself these questions:</p> <ul style="list-style-type: none"> <li>• What’s the next step or phase in my life?</li> <li>• What career would be most fulfilling for me?</li> <li>• Can I really do what I want to do and make enough money at it?</li> <li>• How can I make my desired life a reality?</li> </ul> <p>By participating in this series, you will be able to:</p> <ul style="list-style-type: none"> <li>• Clarify your life purpose</li> <li>• Identify ways to express that life purpose, including career</li> <li>• Get unstuck</li> <li>• Give form to your life purpose and make it a reality</li> </ul>

## **Daniel A. Johnson, CPC, CNTC**

### **Performance Mastery**



Dan Johnson is a Performance Consultant and Certified NeuroTransformational Coach who specializes in leadership development, talent management, training, and workplace performance improvement. Over the past 25 years Dan has worked with clients in large financial institutions, insurance companies, manufacturers, not-for-profits, and healthcare organizations throughout North America, South America, Europe, and Asia.

As an executive and team coach, Dan coaches entry-level through senior-level leaders on leadership effectiveness, employee engagement, change management, resilience, career transitions, and high-functioning teams. He also coaches teams on team effectiveness, productivity, and workplace relationships.

Dan's consulting work includes partnering with client organizations to improve employee engagement, lead and implement change effectively, and increase workplace productivity. An award-winning speaker and facilitator, Dan has trained international audiences on communication skills, conflict management, leadership development, navigating the peer to leader transition, and working with difficult workplace behaviors. He has also taught courses on coaching and leadership at the university level. Dan's recognitions include "Presenter of the Year" award from the Association for Talent Development - Central Indiana Chapter as well as the "Instructor of the Year" award from Indiana University.

Dan graduated Phi Beta Kappa with a Bachelor of Science degree from Purdue University in Financial Planning and a Master of Science degree from Indiana University in Instructional Systems Technology. He earned the Certified Professional Coach designation from the Institute for Professional Excellence in Coaching, the Certified NeuroTransformational Coach designation from BeAbove Leadership, and completed graduate coach training in Relationship and Organizational Systems from the Center for Right Relationship.

Dan is a frequent presenter at professional conferences and has given back to his profession by serving as president of the local chapters of the International Society for Performance Improvement (ISPI), the Association for Talent Development (ATD), and The International Coach Federation (ICF).

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