

CapacityWare™ Technology Offerings by QWLC

Overview of Basic and Advanced Certification Options.

QWLC or, an organization(s), or individual(s) to which *CapacityWare™ Technology* Certification has been or is extended, are the only official certification providers. Use of these technologies is prohibited by law and is enforceable. All information provided for these topics is compatible with the Classical Cultural Capacity Organization Development (C3OD) Standards. There are four primary categories of certification:

A. Progressive Core RGB Workshops. RGB I the minimum requirement for Certification. The four remaining workshops are optional and require eLearning study. Page 1.

B. Standard Roadshow or Showcase Designs. These designs are used in a public forum or for specific organization's membership and are a means of advancing knowledge as well as increasing broad community awareness. Page 3.

C1. Advanced eLearning Models - Specialized Topics by Category. For ease of selection the Models are arranged within seven convenient categories. Page 3.

C2. Advanced eLearning Models - Specialized Topics by Model Number. The Models listed in category C1 (above) are relisted in numeric order and cross-referenced. Page 4.

D. List of Leadership Twelve Standard Initiative Designs. Our 30-years of C3OD experience concludes that all successful organizations, by one title and method or another, engage in these Twelve Initiative Designs on an annual basis. Page 6.

A. Progressive Core RGB Workshops.

- 1. RGB I – The 2-Hour Foundational RGB Workshop.**
- 2. RGB II – The Language of RGB.**
- 3. RGB III – The RGB C³ Organization Development Approach*.**
- 4. RGB IV – The Politics of RGB.**
- 5. RGB V - The Leadership, Management and Supervisory Legacy of RGB.**

B. Standard Roadshow or Showcase Designs.

- 1. Showcase - Spring.**
- 2. Showcase - Fall.**
- 3. Roadshow – Talent + Skills = Success Edge.**
- 4. Roadshow – The Enduring RGB Leadership Legacy.**
- 5. Roadshow – Three Talent Multipliers – RGB that Engage the Workforce.**
- 6. Workisms: One Foundation for Learning About Diversity.**
- 7. An Organization Change System.**
- 8. Leadership + Followership = Organization Capacity.**
- 9. Things We Need to Know to Better Understand Each Other.**
- 10. The Payoff for ALL-IN Talent is a High Capacity Team.**
- 11. RGB FastTrack Foundational Workshop Certification.**

C1. Advanced eLearning Models - Specialized Topics by Category.

1. **Models and Modeling Overview (M-46).**
 - a. Mental Modeling that Yields Technology.
 - b. Computer Basics and Savvy.
 - c. The Diversity Dozen.

2. **CapacityWare™ Software - Keeping Systemically Linked Records (M47).**
 - a. Simply Systemic versus Processes – (M-46²).
 - b. **CapacityWare™ Technology** and the RGB (M-52).
 - c. Unifying Human Systems Elements (M-63).
 - d. Creating Reports. – Clarity of Outcomes (M-65).

3. **Thinking and Behavior – Learning to Think Before You Behave.**
 - a. Scan, Focus, Act, and React (M-69).
 - b. Cultural Change Cycle - Beliefs, Rules, Evidence, and Stories (M-55).
 - c. Planned Renegotiation (M-57).
 - d. Inclusion, Control and Openness (M-67).
 - e. Maslow's Hierarchy of Needs (M-76).
 - f. Organization Learning Cycle (M-56).
 - g. Visual, Auditory and Kinesthetic (M-68).

4. **The Systemic Approach – Irrefutable Elements Essential to Change.**
 - a. The Unifying Human Systems (M-M63²).
 - b. Systemic Event Evaluations (M-48).
 - c. Organization Transition Productivity (M-53).
 - d. Organization Realignment (M-54).
 - e. Smart Tailoring (M-60).
 - f. Triage and the Situation (M-70).
 - g. 10-Stage Organization Change Process/System (M-58).

5. **Paradigms – The Context Within Which the World Makes Sense.**
 - a. The Basic Paradigms (M-62).
 - b. The Situational Pulse and Leadership (M-75).
 - c. Win/Lose (M-62²).
 - d. Decision Patterns (M-62³).
 - e. Johari Window (M-62⁴).
 - f. **ProZones** (M-51).
 - g. Capacity versus Capability (M-50).
 - h. RGB and Relationships (Influence Patterns) in the **ProZone** (M-51²).
 - i. RGB and Work Relationships in the **ProZone** (M-51³).
 - j. Workforce Banding (M-59).
 - k. SLMSF - The Authority and Responsibility Equation (M-72).
 - l. Work and Priorities - Competition, Collaboration, and Culture (M-73).
 - m. Natural Laws, Truisms and Principles (M-66).
 - n. Diversity (M-51⁴).

6. **Roles – From Organization Citizen to Change Agent and Back.**
 - a. Internal Roles (M-49¹).
 - b. External Roles (M-49²).
 - c. Nested Outcomes (M-64).

7. **Creating and Implementing Plans – It's not the Links, it's the Chain.**
 - a. OMR1 – Results, Measures and Options (M-65¹).
 - b. OMR2 - Outcomes, Methods and Resources (M-65²).
 - c. OMR3 – Resistance, Magnitude and Ownership (M65³).
 - d. OMR4 – Operationalize, Metrics and Realignment M65⁴).
 - e. Return-On-Investments (M-71).

C2. List of Models for Use in Preparation or as Supplements.

0. **Models Overview.**
 1. **Systemic versus Process Models Overview (M-46).**
 2. **Systemic Event Evaluations (M-48).**
 3. **Mental Modeling that Yields Technology (M-?).**
 4. **Action Modules – The Input, Storage and Output (M-46²).**
 5. **Internal Roles (M-49¹).**
 6. **External Roles (M-49²).**
 7. **Capacity versus Capability (M-50).**
 8. ***ProZones* (M-51).**
 9. **RGB and Relationships (Influence Patterns) in the *ProZone* (M-51²).**
 10. **RGB and Work Relationships in the *ProZone* (M-51³).**
 11. ***CapacityWare*TM Technology and the RGB (M-52).**
 12. **Organization Transition and Productivity (M-53).**
 13. **Organization Realignment (M-54).**
 14. **Cultural Change Cycle - Beliefs, Rules, Evidence, and Stories (M-55).**
 15. **Organization Learning Cycle (M-56).**
 16. **Planned Renegotiation (M-57).**
 17. **10-Stage Organization Change Process/System (M-58).**
 18. **Workforce Banding (M-59).**
 19. **Smart Tailoring (M-60).**
 20. **Place Holder (M-61).**
 21. **The Basic Paradigms (M-62).**
 22. **Win/Lose (M-62²).**
 23. **Decision Patterns (M-62³).**
 24. **Johari Window (M-62⁴).**
 25. **Unifying Human Systems Elements (M-63).**
 26. **The Unifying Human Systems (M-M63²).**
 27. **Nested Outcomes (M-64).**
 28. **Creating Reports. – Clarity of Outcomes (M-65).**
 29. **OMR1 – Results, Measures and Options (M-65¹).**
 30. **OMR2 - Outcomes, Methods and Resources (M-65²).**
 31. **OMR3 – Resistance, Magnitude and Ownership (M65³).**

32. OMR4 – Operationalize, Metrics and Realignment M65⁴).
33. Natural Laws, Truisms and Principles (M-66).
34. Inclusion, Control and Openness (M-67).
35. Visual, Auditory and Kinesthetic (M-68).
36. Scan, Focus, Act, and React (M-69).
37. Triage and the Situation (M-70).
38. Return-On-Investments (M-71).
39. SLMSF - The Authority and Responsibility Equation (M-72).
40. Work Priorities - Competition, Collaboration, and Culture (M-73).
41. The Situational Pulse and Leadership (M-75).
42. Maslow's Hierarchy of Needs (M-76).
43. The Human Body, Brain and Behavior (M-77).
44. Classical Cultural Capacity Organization Development (M-78).
45. Universal Handouts (M-79.001 through 999).

D. List of Leadership Twelve Standard Initiative Designs.

1. Organization Change Driven by Continuous Data Collection.

- a. RGB Workstyles.
- b. Workforce Surveys.
- c. Event Evaluations.
- d. Implementation Metrics.
- e. Vendor Surveys
- f. Customer/Client Surveys.
- g. Multi Source Feedback.

2. Diversity (See also above at: Diversity Dozen Models – C2., 1., c.).

- a. Common Isms.
- b. Choices, Decisions and Assumptions.
- c. Politics.
- d. Physicality.
- e. Wealth, Poverty and Zip Codes

3. Organization Learning.

- a. Clinic.
- b. Trends and Forecasts.
- c. Evaluations.
- d. Comparison and Composite RGB Profiles.
- e. Culture – Capacity and Capability.

4. Routine Meetings.

- a. Daily Grounding.
- b. Weekly Recap.
- c. Quarterly – All Personnel.
- d. Seasonal Socials.
- e. Annual Celebration.

5. Team Development.

- a. RGB Tells and Responses.
- b. Compatibility Scores.
- c. Unity of Priorities.

6. Planning and Implementation.

- a. Project Planning and Execution.
- b. Plan of the Month.
- c. Quarterly Achievements and Challenges.
- d. Annual Audit (Metrics).
- e. Cycle Adjustments.

7. Matching Tasks with Talent.

- a. Matching Tasks with Talen Clarity Session.
- b. Task List Creation Session.
- c. Task Selection Compatibility.
- d. Developing Team Compatibility.
- e. Transfers and task Trading.

8. Retreats.

- a. Change-of-Authority Retreat.
- b. Spring [Timeline Creation] Retreat.

- c. Fall [Metric] Retreat.
- d. Special Circumstance Retreat.

9. Best Practice Management.

- a. Within a Chain-of-Authority Progressive Collaboration Sessions.
- b. Cross-Departmental Progressive Collaboration Sessions.

10. Realignment.

- a. Current Documentation Review Session(s).
- b. Synchronizing Beliefs Set.
- c. Synchronizing Strategy Bridge.
- d. Synchronizing Work Regimen
- e. Implementing Change Sessions

11. Leadership Transitions.

- a. Workforce.
- b. Change in Authority – Leadership Transitions.
- c. Technological Change Implementation.

12. Mediation.

- a. Within and Across the Chain-of-Authority Agreements.
- b. Issues and Outcomes Clarifications Sessions(s).
- c. Seeking Agreement Session(s).

*C3OD – Classical, Cultural, Capacity Organization Development.

Note. Information is available for those interested in further exploration can be located online at one or more of the following web sites:

Ltodi.com – Original site established for what would become the *CapacityWare™* network.

QualityofWorkLife.com – single data collection web site for all users and associates.

CapacityWare.com – reserved for current *CapacityWare™ Technology*.

TheRGBPeople.com – reserved for those who practice the use of *CapacityWare™ Technologies* that focus on the RGB Work Preference Inventory or its many derivatives.

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