



# ICONS Training Programs

Are you ready to give your training participants an **ENGAGING** and **CHALLENGING** learning experience? Explore the possibilities with ICONS. ICONS training programs and simulations have been successfully used to develop these competencies for a variety of agencies and mid-level to senior officials:

<b>Crisis leadership</b>	<b>Collaborative problem-solving</b>	<b>Cross-cultural communications</b>
<b>Conflict management</b>	<b>Influencing / negotiating</b>	<b>Team building</b>

ICONS programs are built on an **active-learning** model in which participants **problem-solve** within and across teams using a mix of group discussions, case studies, role plays, and a multi-player simulation. The hallmark of ICONS is our simulations. They are based on **real-world issues** that immediately draw in participants. Results are not scripted. Outcomes are determined by participants' efforts and decisions. Participants then discuss the outcomes, share **lessons learned** and determine how these lessons can improve their effectiveness.

ICONS simulations are **unique**. Conducted through a customized **web-based** communication system, ICONSnet®, our simulations support a range of interactions, face-to-face or virtual, synchronous or asynchronous. Whatever setting you choose, the ICONS simulation approach emphasizes the true challenges of collaborations, the crucial importance of how things are stated, and the realities of misperception and misunderstanding – a learning experience that will leave a lasting impression and change behaviors.

To learn what ICONS can deliver for your organization, call us to discuss the possibilities. All of our training is customized to align with your organizational culture and specifically, to meet the learning objectives of your audience. Our programs can be brought to your organization turn-key, delivered on-site, by experienced facilitators and subject matter experts. We can also custom design simulation-based modules to be integrated into existing training programs.

Read the program descriptions below to learn what ICONS has recently delivered for clients and then call us to create your own ICONS experience!

<p><b>Crisis Leadership Workshop</b> (Crisis in Kashmir)</p> <p>How will you lead when plans are insufficient, when the unexpected occurs, and when core values are threatened? Attendees learn how to identify a crisis, assess biases in high-pressure situations, manage overwhelming amounts of information that crises generate, organize for effective decisions, and create and lead an effective crisis team.</p> <p>Length: <b>(5 days)</b></p> <p><b>Past participants include:</b> DHS, DOE, Veteran Affairs, HHS, TSA, FAA, NASA, and the FBI</p>	<p><b>Dynamics of International Negotiations</b> (IWC Working Group)</p> <p>During this workshop, attendees explore the key concepts, processes, and relationships of international negotiations through a mix of case studies and group discussions. They also learn how to analyze ongoing negotiations and negotiation behavior and determine possible outcomes.</p> <p>Length: <b>(2 days)</b></p> <p><b>Past participants include:</b> CIA and NSA</p>	<p><b>Negotiation: An Essential Leadership Skill for a Changing World</b> (Globalization and Nigerian Oil)</p> <p>This workshop introduces participants to negotiation as a key skill for effective leaders, who need to be able to succeed in navigating the bureaucracy of whatever organization they work within. It includes a discussion of the principles of negotiation and effective negotiation techniques.</p> <p>Length: <b>(2 days)</b></p> <p><b>Past participants include:</b> USDA, EPA, Maryland Leadership Institute, State Dept., OPM, NOAA</p>
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