



ChangeBridge Consulting

Engineered for Excellence



The ChangeBridge Collection

Our mission is to bridge critical gaps...
empowering organizations to lead with greater
equity, efficiency, and effectiveness.

The ChangeBridge Collection

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The ChangeBridge Collection

DRIVE CHANGE WITH INTERACTIVE, HIGH-IMPACT PROFESSIONAL DEVELOPMENT

Our approach blends research-based insights, interactive facilitation, and practical tools that inspire immediate application.

Our dynamic, interactive sessions are evaluated using industry-standard Level 1 (Reaction) measures from the Kirkpatrick model and report Top-2-Box (4–5) scores as a clear indicator of favorability.



[Click Here for
Speaker Reel](#)

Under these conventions, our 4.6/5 average with 96% Top-2-Box performance reflects top-tier delivery; placing our results above a typical public-sector benchmark.



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Participant Feedback

“Thank you so much for presenting at our workshop. I had such GREAT feedback about your session and a lot of the team thanked me for bringing such an important topic to them. You really have a gift and I am so glad you could share it with us.”

“This was thought-provoking and engaging, and I truly appreciated the opportunity to discuss the topics with others. The information in the slides was excellent.”



“This put words to some of the feelings and thoughts I’ve been having and unable to articulate. This gave me some tools to address things I’ve been working on.”

“I loved the healthy conversations with other professionals!”

“Great job! These workshops are so inviting and make complicated frameworks seem easy.”

“Good combination of inspirational, actual tools to try, and useful activities - not just time filler.”

“This was great! Very helpful. Can't wait to use it. I especially enjoy all of the theories behind it. Looking forward to the next one.”

“Amazing presentation! Good energy! Very witty and professional. Had my full attention the whole time.”

“Engaging enthusiasm. I felt enlightened and reassured.”



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Session Summaries

From inspirational keynote addresses to skill-building workshops, our sessions provide a full range of learning experiences. More details about each of these summarized sessions are in the expanded menus.



The ChangeBridge Collection

Keynotes

- The Excellence Equation™
- No One Knows What They're Doing™
- Age in Action: How Generations Work (and Sometimes Collide) Towards Innovation



Bridge Builder Menu (alphabetical)

- Age in Action: How Generations Work (and Sometimes Collide) Towards Innovation
- A Path to Understanding: The Basics of DEI
- Backroads to Belonging: Exploring Diversity in Rural America
- Bridging the Gap: Frameworks for Equitable Access to Resources
- Everyday Influence: Encouraging Change Without Authority
- From Fear to Freedom: Creating Psychological Safety in Teams
- Governance with Purpose: DEI Essentials for Boards
- Language Matters: A Practical Approach to Inclusive Language
- Messages that Matter: Elevating Community Voices in Strategic Spaces
- Trauma Informed: An Approach that Strengthens Communities

Bridge to Excellence Menu (alphabetical)

- Beyond Bylaws: A Bridge to Better Boards
- Blueprint to Action: Structuring Goals for Real Results
- Cleaning Up Messy Communication
- Delegate to Elevate: The Art of Letting Go and Unlocking the Talent in Your Team
- Frameworks for Fearless Dialogue
- Knowing Your Teams: Understanding Pathways, Dynamics, and Trust
- Overwhelmed to Organized: Tools for Thriving in a Fast-Paced World
- Recruitment and Retention Reimagined
- The Human Side of Help: De-escalating Tension and Responding with Care for Public-Facing Teams
- The Listening Advantage: An Active Guide to Active Listening
- Willing Hearts and Lasting Impact: Expert Insights for Strengthening Volunteer Engagement



The ChangeBridge Collection

Keynotes

The Excellence Equation™
[Customizable Sub-Title]

No One Knows What They're Doing™
The Courage to Lead, Learn, and Take Flight in Times of *[Growth, customizable]*

Age in Action: *(*Also available as a workshop)*
How Generations Work (and Sometimes Collide) Towards Innovation

Bridge Builder Menu (Empathy-Building)

Age in Action: How Generations Work (and Sometimes Collide) Towards Innovation

From rotary phones to smartphones, every generation has brought its own quirks, strengths, and styles into the workplace. This workshop takes participants on a nostalgic and humorous journey through the defining moments and mindsets of the Silent Generation, Baby Boomers, Gen X, Millennials, Gen Z, and even the rising Gen Alpha. Along the way, we'll celebrate what makes each generation unique while shedding light on the common points of friction that often spark conflict on teams. Blending humor with evidence-based insights, this keynote explores how cultural touchstones, work habits, and communication styles shape how generations show up at work. Attendees will leave with a deeper appreciation for their own generational identity, and a reminder that when generations collide, they can also create the sparks that fuel innovation.



A Path to Understanding: The Basics of DEI

We know that inclusive approaches can strengthen teams and enhance work with clients. Many people have heard the terms Diversity, Equity, and Inclusion and are curious to learn more, but don't know where to start or go for answers. This session, co-facilitated by individuals of differing racial identities, will provide an opportunity to learn basic concepts, ask questions in a supportive setting, and encourage participants to embrace differences for a deeper sense of belonging.



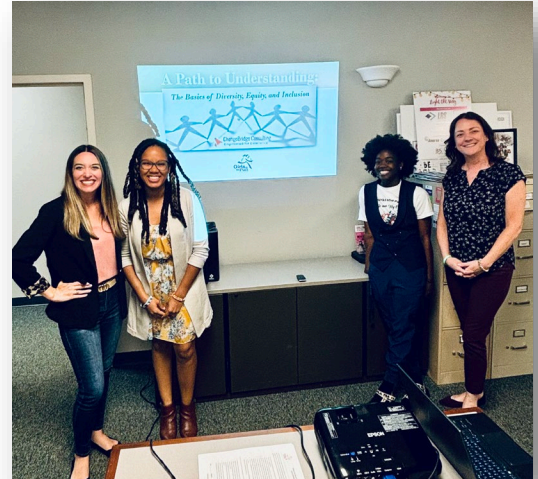
The ChangeBridge Collection

Bridge Builder Menu, *Continued* (Empathy-Building)

Backroads to Belonging:

Exploring Diversity in Rural America

Rural communities are often portrayed as homogenous, but in many cases, it is much more complex. The goal of this workshop is to challenge assumptions of rural sameness by showcasing the diversity present in small towns and agricultural regions across America. Participants will have the opportunity to see different aspects of diversity in these communities and how they shape overall rural life. This session will emphasize how power dynamics, privilege, and systemic barriers influence opportunities and belonging.



Bridging the Gap: Frameworks for Equitable Access to Resources

This course is designed to equip participants with tools and knowledge to ensure equitable access to resources, especially for marginalized groups. Participants will review the concepts of equity, inclusion, and access, introduce various dimensions of access, and provide a comprehensive framework for understanding and addressing barriers at both individual and institutional levels. Participants will gain insights into increasing access in the distribution of resources within their communities.

Everyday Influence: Encouraging Change Without Authority

This session will empower participants to advance meaningful change, regardless of their position in the organizational hierarchy. We will explore practical strategies and frameworks to extend influence and drive progress. Topics will include understanding circles of control and influence, as well as identifying key levers within their organizations, the ethics of storytelling in advocacy, the importance of being a connector, and effective techniques for “managing up”. Equip yourself with the tools to not just participate in the conversation, but to actively shape it and make a lasting impact in your work.



The ChangeBridge Collection

Bridge Builder Menu, *Continued* (Empathy-Building)

From Fear to Freedom: Creating Psychological Safety in Teams

Teams perform at their best when members feel safe to share their ideas without the possibility of being judged or retaliated against. The goal of this workshop is to introduce the concept of psychological safety and demonstrate why it is essential for high-performing, innovative, and resilient organizations. Participants will have the opportunity to see the opposite of psychological safety and behaviors to avoid, as well as strategies to nurture an environment where all voices are valued.



Governance with Purpose: DEI Essentials for Boards

This session is designed to equip boards of directors, governance bodies, and advisory committees with the essential knowledge and strategies to lead their organizations with an equitable approach. This session will explore key definitions related to Diversity, Equity, and Inclusion, the importance of increasing representation without tokenization, addressing disparities, and fostering purpose-driven leadership. Participants will gain a clear understanding of how DEI principles can enhance governance and drive impactful decision-making within their organizations.

Language Matters: A Practical Approach to Inclusive Language

This course will help participants navigate the complexities of language in today's diverse world. We will debunk the myth that inclusive language is merely political correctness, and instead, explore how it plays a crucial role in fostering inclusivity and belonging. Participants will gain practical tips for using more inclusive language, understand why language evolves, and access comprehensive toolkits for deeper learning. Participants will also have an opportunity to anonymously submit questions to clarify any uncertainties about potentially insensitive terms.



The ChangeBridge Collection

Bridge Builder Menu, *Continued* (Empathy-Building)

Messages that Matter: Elevating Community Voices in Strategic Spaces

Trust is not built only by what we say, but how we say it. This workshop gives participants the tools to introduce themselves and their work authentically to others in the form of ethical storytelling allowing meaningful communication across diverse audiences. By exploring the foundations of trust, credibility, inclusive language, and non-violent communication, participants will learn to deliver messages that resonate while honoring the dignity and experiences of those they serve.

Trauma Informed: An Approach that Strengthens Communities

Join us for an introduction to the essential concept of being trauma-informed, provided by a Certified Trauma-Informed facilitator. This training will help participants understand what psychological trauma is and how it can affect individuals in all areas of life and work. We will explore secondary trauma and learn about Adverse Childhood Experiences (ACEs). You'll also become aware of the six core principles of trauma-informed care and identify ways to incorporate these principles into your personal and professional life.

Bridge to Excellence Menu (General Professional Development)

Beyond Bylaws: A Bridge to Better Boards

This interactive workshop equips board members, executive leaders, and nonprofit professionals with the foundational tools, insights, and templates found in the Beyond Bylaws handbook, developed by ChangeBridge Consulting. Participants will explore actionable practices in board structure, meeting preparation, financial stewardship, and equity-focused decision-making. The session includes interactive exercises, peer discussion, and real-world applications to strengthen governance practices and align with purpose-driven leadership principles.



The ChangeBridge Collection

Bridge to Excellence Menu, *Continued* (General Professional Development)

Blueprint to Action: Structuring Goals for Real Results

Good ideas are only as strong as the plans that bring them to life. This workshop equips participants with practical tools to move from vision to implementation by setting clear, equitable goals and ensuring accountability. Through frameworks like SMARTIE goals and the RACI model, participants learn to define priorities, anticipate barriers, and structure projects for success. This session can help teams achieve meaningful outcomes while building credibility and momentum.



Cleaning Up Messy Communication

Unlock the power of effective communication and appreciation for different styles in your professional life with this interactive workshop. You will discover the critical role communication plays in fostering collaboration, explore a variety of communication styles to better understand yourself and others, and learn practical techniques to enhance your communication skills.

Delegate to Elevate: The Art of Letting Go and Unlocking the Talent in Your Team

Effective delegation is not about shoving off work on others, but rather empowering them to take ownership, grow skills, and aid in overall team success. This workshop helps participants understand common issues seen with delegation, and how to identify tasks and structures that enable people to be accountable without being micro-managed. Through practical tools and interactive exercises, participants will learn to “let go” in ways that elevate both their leadership and their team’s potential.

Frameworks for Fearless Dialogue

This course is designed to equip participants with the tools and strategies needed to prepare for and structure difficult conversations with confidence. In this session, we will explore the natural responses our bodies have to conflict, identify common tendencies to avoid challenging topics, and introduce practical frameworks for navigating these discussions effectively. Through small group discussions, participants will have the opportunity to reflect on their own conflicts and receive guidance on how to approach these conversations with clarity and composure.



The ChangeBridge Collection

Bridge to Excellence Menu, *Continued* (General Professional Development)

Knowing Your Teams: Understanding Pathways, Dynamics, and Trust

This course is designed to equip current and aspiring leaders with the insights and skills to effectively understand and lead their teams. This session will explore leadership pathways, the impact of management on team dynamics, and the role of trust in successful leadership. Participants will learn about the 13 high-trust behaviors and the principles of servant leadership, empowering them to foster stronger relationships, improve team performance, and establish a culture of trust within their organizations.



Overwhelmed to Organized: Tools for Thriving in a Fast-Paced World

This training is designed to help individuals transform chaos into clarity by equipping them with practical tools and strategies for staying organized in today's fast-paced work environment. This session will help participants learn how to manage emails, calendars, notes, and projects efficiently. Attendees will leave with actionable solutions to streamline their workflow and reduce workload anxiety.

Recruitment and Retention Reimagined

This module will equip you with innovative recruitment and retention techniques that emphasize the importance of equitable, transparent practices to build a culture people won't want to leave. You'll learn why pay transparency matters, discover non-monetary strategies to foster a supportive work environment, and will gain practical insights into creating a recruitment and retention strategy that prioritizes the well-being of your employees.



The ChangeBridge Collection

Bridge to Excellence Menu, *Continued* (General Professional Development)

The Listening Advantage: An Active Guide to Active Listening

This is a comprehensive session designed to help participants learn the power of active listening in both personal and professional settings. We will explore why active listening matters, the difference between speaking and truly hearing, and the key elements that contribute to understanding others. Participants will learn how active listening can transform conversations, create deeper connections, and prevent frustration by ensuring others feel heard and valued.

The Human Side of Help: De-escalating Tension and Responding with Care for Public-Facing Teams

Frontline staff often interact with clients in moments of stress, crisis, or frustration. These conversations can be difficult, but they are also opportunities to build trust and strengthen relationships. This interactive workshop equips client-facing teams with trauma-informed strategies to handle challenging interactions with empathy and professionalism. Participants will explore the five types of difficult clients, learn practical tools for de-escalation and conflict resolution, and practice the art of active listening and strong apologies. Through real-world scenarios, roleplays, and reflective discussion, staff will leave better prepared to navigate tense conversations, repair relationships, and support clients with dignity and care.

Willing Hearts and Lasting Impact: Expert Insights for Strengthening Volunteer Engagement

Volunteers are the heartbeat of many organizations, but sustaining their enthusiasm and commitment takes intentional strategy. Drawing from years of experience leading hundreds of volunteers and achieving measurable gains in recruitment, satisfaction, and impact, this session offers practical insights for organizations seeking to elevate their volunteer programs. Participants will explore the full volunteer journey - from attraction and onboarding to engagement, recognition, and retention – while uncovering the systems and culture that foster long-term loyalty and purpose.



The ChangeBridge Collection



Keynote Addresses

Sparking inspiration and collective momentum, our keynotes deliver high-impact messages that connect purpose with practical action.



The ChangeBridge Collection

Keynote Addresses

The Excellence Equation™ [Customizable Sub-Title]

Excellence isn't about flawless execution. It's about balance. In this keynote, Becky Gabany introduces her signature framework, *The Excellence Equation™*, a fresh approach to leadership that embraces both high performance and imperfection. Drawing from personal stories, Becky illustrates how the 95% - the discipline of peak performance - creates stability, credibility, and results. But it's the 5% - the pivot - that unlocks innovation, resilience, and lasting impact. Teams who lean into both are able to navigate change with confidence, repair when they fall short, and inspire trust through transparency.

Engaging, practical, and grounded in both humor and humility, *The Excellence Equation™*, empowers you to embrace your own 5% as the secret ingredient for creating organizations - and outcomes - that truly excel.



The ChangeBridge Collection

Keynote Addresses

No One Knows What They're Doing TM: **The Courage to Lead, Learn, and Take Flight** *[in Times of Growth, customizable]*

We've all felt it... the uneasy turbulence of leadership, growth, or change, when it seems like everyone else has it all figured out. The truth? No one really knows what they're doing — we're all just “winging it.” Today's most effective leaders and organizations understand that no one has all the answers, but the ones who thrive are those willing to admit it, stay curious, and embrace change.

In this inspiring and humorous keynote, Becky Gabany blends personal stories and practical frameworks to remind us that success isn't about perfection — it's about courage, curiosity, and resilience. With a balance of laughter and learning, participants will leave feeling lighter, more connected, and ready to soar.



The ChangeBridge Collection

Keynote Addresses

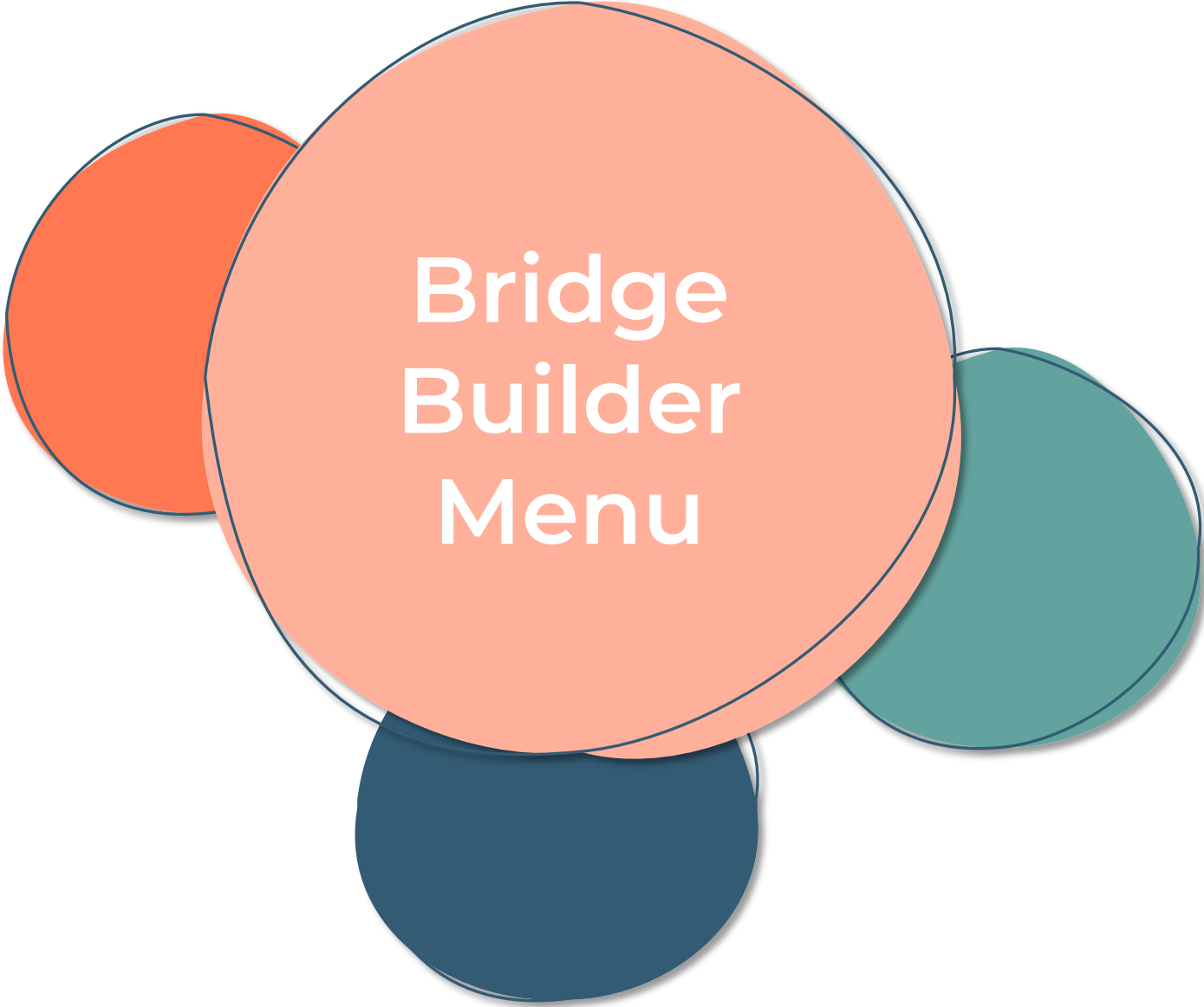
Age in Action: How Generations Work (and Sometimes Collide) Towards Innovation

[Also available as a workshop]

Every generation has brought its own quirks, strengths, and styles into the workplace. This keynote takes the audience on a nostalgic and humorous journey through the defining moments and mindsets of the Silent Generation, Baby Boomers, Gen X, Millennials, Gen Z, and even the rising Gen Alpha. Along the way, we'll celebrate what makes each generation unique while shedding light on the common points of friction that often spark conflict on teams. Attendees will leave with a deeper appreciation for how multi-generational teams can fuel innovation.



The ChangeBridge Collection

The graphic consists of four overlapping circles. A large light orange circle is in the center, containing the text 'Bridge Builder Menu'. To its left is a smaller solid orange circle. To its right is a smaller teal circle. Below the large orange circle is a smaller dark blue circle. All circles have a thin dark blue outline and a slight drop shadow.

Bridge Builder Menu

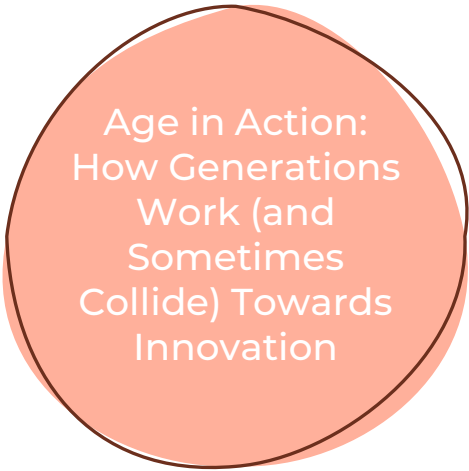
Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



Age in Action: How Generations Work (and Sometimes Collide) Towards Innovation

Objectives

- ▶ Identify generational values and communication styles
- ▶ Recognize areas of tension
- ▶ Provide practical strategies to balance perspectives and reduce generational conflict



Description

Every generation has brought its own quirks, strengths, and styles into the workplace. This workshop takes participants on a nostalgic and humorous journey through the defining moments and mindsets of the Silent Generation, Baby Boomers, Gen X, Millennials, Gen Z, and even the rising Gen Alpha. Along the way, we'll celebrate what makes each generation unique while shedding light on the common points of friction that often spark conflict on teams. Attendees will leave with a deeper appreciation for how multi-generational teams can fuel innovation.

Topics Covered

- ▶ Overview of Generations
- ▶ Workplace Engagement Strategies
- ▶ Common Sources of Conflict
- ▶ Approaches to Reduce Tension

Intended Audience

This session is designed for organizations and leaders who have generational differences in the workplace or community. Particularly, those who want to improve collaboration and reduce misunderstandings across age groups.

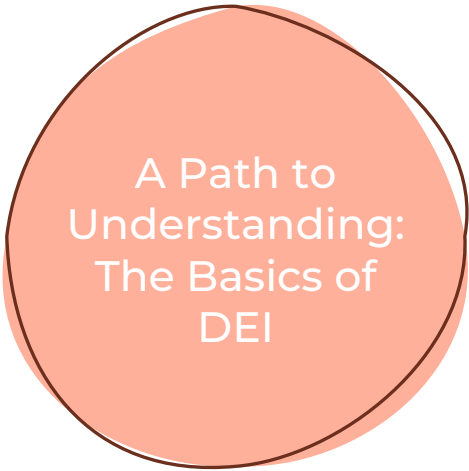
Teaching Strategies Employed

This session will involve a blend of interactive discussions, facilitator-led presentations, and self-reflection.

Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



A Path to Understanding: The Basics of DEI

Objectives

- ▶ Define Diversity, Equity, and Inclusion
- ▶ Understand related concepts
- ▶ Provide practical strategies for next steps



Description

We know that inclusive approaches can strengthen teams and our work. Many people have heard the terms Diversity, Equity, and Inclusion and are curious to learn more, but don't know where to start or go for answers. This session, co-facilitated by individuals of differing racial identities, will provide an opportunity to learn basic concepts, ask questions in a supportive setting, and encourage participants to embrace differences for a deeper sense of belonging.

Topics Covered

- ▶ Getting Comfortable Being Uncomfortable
- ▶ Personal Identities
- ▶ Definitions: DEI
- ▶ Individual vs. Group Identities
- ▶ Disparities
- ▶ Microaggressions
- ▶ Inclusive Language Tips
- ▶ Practical Tips

Intended Audience

This session is designed for individuals who are well-intentioned but may not yet fully grasp the complexities of DEI. It's ideal for those seeking an introductory understanding, with a particular resonance for white participants looking to begin their DEI journey.

Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with dynamic interactive breakouts, including polling exercises, pair & share activities, and more.

Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



Backroads to Belonging: Exploring Diversity in Rural America

Objectives

- ▶ Define Diversity, Equity, and Inclusion
- ▶ Explain how intersectionality shapes individual and community experiences
- ▶ Examine the role of power dynamics and privilege in rural communities



Description

Rural communities are often portrayed as homogenous, but in many cases, it is much more complex. The goal of this workshop is to challenge assumptions of rural sameness by showcasing the diversity present in small towns and agricultural regions across America. Participants will have the opportunity to see different aspects of diversity in these communities and how they shape overall rural life. This session will emphasize how power dynamics, privilege, and systemic barriers influence opportunities and belonging.

Topics Covered

- ▶ Defining DEI Concepts in a Rural Context
- ▶ Intersectionality
- ▶ Access Barriers
- ▶ Centers of Power and Privilege
- ▶ Applicable DEI Strategies

Intended Audience

This session is designed for professionals, leaders, and community members who live or work in rural areas, as well as policymakers, educators, and health providers who support rural populations. It is particularly relevant for those interested in equity, community engagement, and inclusive development.

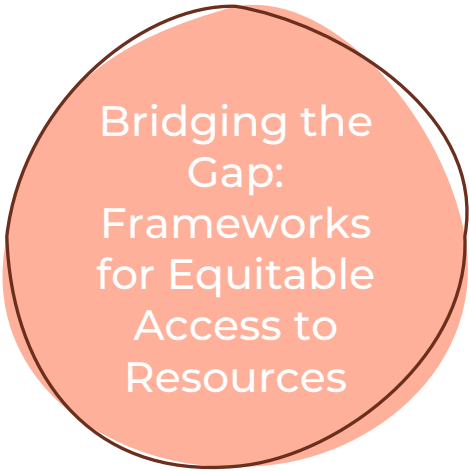
Teaching Strategies Employed

This session combines PowerPoint presentations and lecture with interactive discussions, storytelling, and practical strategy-building.

Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



Bridging the Gap: Frameworks for Equitable Access to Resources

Objectives

- ▶ Review interconnected definitions, such as equity and inclusion
- ▶ Introduce dimensions of Access
- ▶ Provide a framework to conceptualize Access at the individual and institutional levels



Description

This course is designed to equip participants with tools and knowledge to ensure equitable access to resources, especially for marginalized groups. In this session, we will review the interconnected concepts of equity, inclusion, and access, introduce various dimensions of access, and provide a comprehensive framework for understanding and addressing barriers at both individual and institutional levels. Participants will gain practical insights into increasing access in the distribution of resources within their communities.

Topics Covered

- ▶ Key Definitions
- ▶ Dimensions of Access
- ▶ Abilities to Access
- ▶ Framework for
- ▶ Understanding Access
- ▶ Case Study

Intended Audience

This session is ideal for professionals who directly or indirectly provide services or resources to individuals and communities, including those in leadership roles, service providers, and community advocates. It is designed for anyone looking to deepen their understanding of equitable access and create more inclusive systems and practices.

Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with small group discussion, case study exploration, and more.

Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



Everyday Influence: Encouraging Change Without Authority

Objectives

- ▶ Introduce the Circles of Control model
- ▶ Learn to identify organizational levers
- ▶ Provide tips to advance change through Circles and Levers



Description

This session will empower participants to advance meaningful change, regardless of their position in the organizational hierarchy. We will explore practical strategies and frameworks to extend influence and drive progress. Topics will include understanding circles of control and influence, as well as identifying key levers within their organizations, the ethics of storytelling in advocacy, the importance of being a connector, and effective techniques for “managing up”. Equip yourself with the tools to not just participate in the conversation, but to actively shape it and make a lasting impact in your work.

Topics Covered

- ▶ Circles of Control
- ▶ Organizational Levers
- ▶ Power Dynamics
- ▶ Being Proximate
- ▶ Managing Up
- ▶ Strengths-Based Storytelling
- ▶ Practical Tips

Intended Audience

This session is designed for individuals who seek to drive meaningful change without relying on formal authority, including emerging leaders, advocates, and team members at any level. It's ideal for those looking to leverage influence, creativity, and community-building to advance initiatives.

Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with small group discussion, anonymous polling, and more.

Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



From Fear to Freedom: Creating Psychological Safety

Objectives

- ▶ Define Psychological Safety in a team setting
- ▶ Identify behaviors that undermine Psychological Safety
- ▶ Apply the Four Stages model of Psychological Safety



Description

Teams perform at their best when members feel safe to share their ideas without the possibility of being judged or retaliated against. The goal of this workshop is to introduce the concept of psychological safety and demonstrate why it is essential for high-performing, innovative, and resilient organizations. Participants will have the opportunity to see the opposite of psychological safety and behaviors to avoid, as well as strategies to nurture an environment where all voices are valued.

Topics Covered

- ▶ Defining Psychological Safety
- ▶ Costs of Fear-Driven Environments
- ▶ The Four Stages of Psychological Safety
- ▶ Practical Tools for Psychological Safety

Intended Audience

This session is designed for individuals who are leaders, managers, HR professionals, and teams who want to build a culture of trust and collaboration. Especially relevant for organizations undergoing change or striving for innovation.

Teaching Strategies Employed

This session combines PowerPoint presentations and expert frameworks with interactive discussions, case studies, and structured discussion guide.

Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.

Governance with Purpose: DEI Essentials for Boards

Objectives

- ▶ Understand key definitions and terms related to DEI
- ▶ Learn practical tips for avoiding tokenization and identifying disparities
- ▶ Introduce the concept of Purpose Driven Boards

Description

This session is designed to equip boards of directors, governance bodies, and advisory committees with the essential knowledge and strategies to lead their organizations with an equitable approach. This session will explore key definitions related to Diversity, Equity, and Inclusion, the importance of increasing representation without tokenization, addressing disparities, and fostering purpose-driven leadership. Participants will gain a clear understanding of how DEI principles can enhance governance and drive impactful decision-making within their organizations.

Topics Covered

- ▶ Getting Comfortable Being Uncomfortable
- ▶ Key Definitions
- ▶ Individual vs. Group Identities
- ▶ Tokenization
- ▶ Disparities
- ▶ Privilege
- ▶ Purpose Driven Boards

Intended Audience

This session is tailored for boards of directors, governing bodies, and advisory committees seeking to deepen their understanding of DEI and integrate these principles into their leadership and organizational practices to foster more equitable, inclusive, and purpose-driven governance.


Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with anonymous polling, and more.

Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



Language Matters: A Practical Approach to Inclusive Language

Objectives

- ▶ Understand the impact of the terms and language we use
- ▶ Learn practical tips for using more inclusive language
- ▶ Provide resource and access to comprehensive toolkits that support language sensitivity



Description

This course will help participants navigate the complexities of language in today's diverse world. We will debunk the myth that inclusive language is merely political correctness, and instead, explore how it plays a crucial role in fostering inclusivity and belonging. Participants will gain practical tips for using more inclusive language, understand why language evolves, and access comprehensive toolkits for deeper learning. Participants will also have an opportunity to anonymously submit questions to clarify any uncertainties about potentially insensitive terms.

Topics Covered

- ▶ Why Language Matters
- ▶ Political Correctness
- ▶ Evolution of Language
- ▶ Idioms
- ▶ Person-First Language
- ▶ Strengths-Based Communication
- ▶ Toolkits

Intended Audience

This session is ideal for individuals across all levels who want to improve their communication by using more inclusive language, including those working in diverse environments or engaging with communities. It's especially beneficial for anyone seeking clarity around evolving language norms.

Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with small group discussion, anonymous polling, and more.

Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



Messages that
Matter: Elevating
Community
Voices in
Strategic Spaces

Objectives

- ▶ Enable participants to introduce themselves and their work
- ▶ Apply the 4 Cores of Credibility
- ▶ Learn the 13 Trust Behaviors
- ▶ Use ethical storytelling to elevate community voices



Description

Trust is not built only by what we say, but how we say it. This workshop gives participants the tools to introduce themselves and their work authentically to others in the form of ethical storytelling allowing meaningful communication across diverse audiences. By exploring the foundations of trust, credibility, inclusive language, and non-violent communication, participants will learn to deliver messages that resonate while honoring the dignity and experiences of those they serve.

Topics Covered

- ▶ The 4 Cores of Credibility
- ▶ The 13 Trust Behaviors
- ▶ Barriers to Effective Communication
- ▶ Ethical Storytelling
- ▶ Inclusive Language Practices
- ▶ Navigating Tough Conversations

Intended Audience

This session is designed for professionals, leaders, and community advocates who regularly communicate with diverse audiences and want to strengthen their ability to build trust and catalyze change.


Teaching Strategies Employed

This workshop combines facilitator-led presentations with storytelling frameworks, interactive discussions, and self-reflection prompts.

Session Descriptions

Bridge Builder Menu

Focused on foundational concepts related to empathy-building, these workshops are tailored to strengthen team dynamics and interactions with partners, colleagues, and the community.



Trauma Informed: An Approach that Strengthens Communities

Objectives

- ▶ Understand what trauma is and how it affects us
- ▶ Understand secondary trauma and adverse childhood experiences
- ▶ Become aware of the 6 core principles of Trauma-Informed Care and how to incorporate them into your life



Description

Join us for an introduction to the essential concept of being trauma-informed, provided by a Certified Trauma-Informed facilitator. This training will help participants understand what psychological trauma is and how it can affect individuals in all areas of life and work. We will explore secondary trauma and learn about Adverse Childhood Experiences (ACEs). You'll also become aware of the six core principles of trauma-informed care and identify ways to incorporate these principles into your personal and professional life.

Topics Covered

- ▶ Types of Trauma
- ▶ The Impact of Trauma on the Brain
- ▶ Secondary Trauma
- ▶ Adverse Childhood Experiences and Impacts
- ▶ The Four Rs and Six Principles of Trauma-Informed Care
- ▶ Practical Tips

Intended Audience

This learning module is ideal for a broad audience, including leaders and individuals navigating challenging colleagues or team dynamics. It's designed for anyone seeking to foster a more supportive and understanding work environment.

Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with self-assessments, opportunities for reflection, and more.

The ChangeBridge Collection



Bridge to Excellence Menu


Our Bridge to Excellence workshops focus on traditional professional development areas and are designed to elevate your team's performance and drive success in today's dynamic world.



Session Descriptions

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Beyond Bylaws: A Bridge to Better Boards

Objectives

- ▶ Identify and apply key governance practices
- ▶ Utilize templates to support board efficiency, accountability, and strategic alignment
- ▶ Reflect on current practices and opportunities for improvement



Description

This interactive workshop equips board members, executive leaders, and nonprofit professionals with the foundational tools, insights, and templates found in the Beyond Bylaws handbook, developed by ChangeBridge Consulting. Participants will explore actionable practices in board structure, meeting preparation, financial stewardship, and equity-focused decision-making. The session includes interactive exercises, peer discussion, and real-world applications to strengthen governance practices and align with purpose-driven leadership principles.

Topics Covered

- ▶ Legal Requirements
- ▶ Roles & Responsibilities
- ▶ Financial Stewardship
- ▶ Structure
- ▶ Robert's Rules of Order
- ▶ Performance Standards
- ▶ Evaluation & Accountability
- ▶ Helpful Templates

Intended Audience

This workshop is designed for Executive Directors, nonprofit Board Members, and those involved in nonprofit governance and leadership. It is particularly valuable for boards seeking to increase effectiveness, clarity in roles, and alignment with mission and equity goals.

Teaching Strategies Employed

This session combines facilitator-led presentation with interactive activities, related to the Beyond Bylaws handbook.

Session Descriptions

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Blueprint to Action: Structuring Goals

Objectives

- ▶ Translate ideas into achievable goals
- ▶ Apply SMARTIE framework to design inclusive and equitable goals
- ▶ Using RACI model to clarify roles



Description

Good ideas are only as strong as the plans that bring them to life. This workshop equips participants with practical tools to move from vision to implementation by setting clear, equitable goals and ensuring accountability. Through frameworks like SMARTIE goals and the RACI model, participants learn to define priorities, anticipate barriers, and structure projects for success. This session can help teams achieve meaningful outcomes while building credibility and momentum.

Topics Covered

- ▶ Defining Scope, Barriers, Timelines, and Resources
- ▶ Prioritization Strategies
- ▶ The SMARTIE framework
- ▶ The RACI model
- ▶ Avoiding Common Pitfalls

Intended Audience

Whether you're looking to refine your project management skills or become a better leader, this workshop will benefit everyone. Especially cross-functional teams working on strategy.

Teaching Strategies Employed

This session combines facilitator-led explanations of proven frameworks with interactive activities, prioritization exercises, reflection prompts to identify barriers, and practical tools for goal setting.

Session Descriptions

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Cleaning Up Messy Communication

Objectives

- ▶ Understand the importance of communication
- ▶ Introduce general communication styles
- ▶ Provide techniques for more effective communication



Description

Unlock the power of effective communication and appreciation for different styles in your professional life with this interactive workshop. You will discover the critical role communication plays in fostering collaboration, explore a variety of communication styles to better understand yourself and others, and learn practical techniques to enhance your communication skills.

Topics Covered

- ▶ Sender/Receiver Communication Model
- ▶ Preparing for Communication
- ▶ General Communication Styles
- ▶ Active Listening
- ▶ Potential Barriers
- ▶ Communication Techniques

Intended Audience

Whether you're looking to refine your leadership skills or improve team interactions, this workshop offers something for everyone.

Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with dynamic interactive group activities, including anonymous polling exercises, and more.

Session Descriptions

Bridge To Excellence Menu

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Delegate to Elevate: Unlocking Hidden Talent

Objectives

- ▶ Recognize common delegation pitfalls
- ▶ Application of the five principles of effective delegation
- ▶ Build confidence in letting go of tasks while empowering team members



Description

Effective delegation is not about shoving off work on others, but rather empowering them to take ownership, grow skills, and aid in overall team success. This workshop helps participants understand common issues seen with delegation, and how to identify tasks and structures that enable people to be accountable without being micro-managed. Through practical tools and interactive exercises, participants will learn to “let go” in ways that elevate both their leadership and their team's potential.

Topics Covered

- ▶ Importance of Delegation
- ▶ Delegation Dead Ends
- ▶ Five Principles of Effective Delegation
- ▶ The Delegation Decision Tree

Intended Audience

People who are in leadership roles, or are preparing for leadership roles, who want to improve their ability to empower others, manage workloads, and strengthen team performance.

Teaching Strategies Employed

This session combines facilitator-led presentations with storytelling and interactive discussion, guided practice activities, group reflection, and practical tools/templates.

Session Descriptions

Bridge To Excellence Menu

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Frameworks for Fearless Dialogue

Objectives

- ▶ Understand how conflict affects the body and mind
- ▶ Learn and apply multiple frameworks for structuring and navigating challenging discussions
- ▶ Engage with peers to refine strategies for approaching current conflicts



Description

This course is designed to equip participants with the tools and strategies needed to prepare for and structure difficult conversations with confidence. In this session, we will explore the natural responses our bodies have to conflict, identify common tendencies to avoid challenging topics, and introduce practical frameworks for navigating these discussions effectively. Through small group discussions, participants will have the opportunity to reflect on their own conflicts and receive guidance on how to approach these conversations with clarity and composure.

Topics Covered

- ▶ Natural Conflict Response
- ▶ Addressing vs. Avoidance
- ▶ Radical Candor
- ▶ Gottmans' Four Horseman of the Apocalypse in Relationships
- ▶ Non-Violent Communication

Intended Audience

This session is designed for leaders, staff, community members, and individuals who are seeking practical tools to approach difficult conversations with confidence and clarity in both personal and professional settings.


Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with dynamic interactive small group activities and deep-question exploration.

Session Descriptions

Bridge To Excellence Menu

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Knowing Your Teams: Understanding Pathways, Dynamics, and Trust

Objectives

- ▶ Introduce Pathways to and Impacts of Leadership
- ▶ Identify and Recognize Team Dynamics
- ▶ Learn Ways to Establish Trust

Description

This course is designed to equip current and aspiring leaders with the insights and skills to effectively understand and lead their teams. This session will explore leadership pathways, the impact of management on team dynamics, and the role of trust in successful leadership. Participants will learn about the 13 high-trust behaviors and the principles of servant leadership, empowering them to foster stronger relationships, improve team performance, and establish a culture of trust within their organizations.

Topics Covered

- ▶ Impacts of Management
- ▶ Leadership Pathways
- ▶ Team Dynamics
- ▶ 13 High Trust Behaviors
- ▶ Serving Our Teams

Intended Audience

This session is ideal for leaders, up-and-coming leaders, and individuals interested in future leadership roles. It is perfect for anyone looking to deepen their understanding of team dynamics, develop trust-building skills, and enhance their leadership capabilities.

Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with dynamic interactive activities and reflections.

Session Descriptions

Bridge To Excellence Menu

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Overwhelmed to Organized: Tools for Thriving in a Fast-Paced World

Objectives

- ▶ Learn practical tools for organizing workflows
- ▶ Create personalized systems for managing large volumes of work
- ▶ Troubleshoot real-time challenges through interactive brainstorming



Description

This training is designed to help individuals transform chaos into clarity by equipping them with practical tools and strategies for staying organized in today's fast-paced work environment. This session will combine presentations, demonstrations, and interactive brainstorming to help participants learn how to manage emails, calendars, notes, and projects efficiently. Through specific tips on filing systems, color coding, AI usage, and more, attendees will leave with actionable solutions to streamline their workflow and reduce workload anxiety.

Topics Covered

- ▶ Processing Large Volumes of Email and Messages
- ▶ Electronic Calendars
- ▶ Filing Systems for Notes and Documents
- ▶ Using AI as a Support Tool
- ▶ Troubleshooting Your Issues

Intended Audience

This session is ideal for individuals at any level – from leaders to entry-level employees – who are seeking to improve their organization skills. It's particularly suited for those overwhelmed by heavy workloads and eager to establish streamlined habits but unsure where to start.

Teaching Strategies Employed

This session combines PowerPoint presentations with demos and interactive brainstorming.

Session Descriptions

Bridge To Excellence Menu

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Recruitment and Retention Reimagined

Objectives

- ▶ Understand pay transparency through an equity lens
- ▶ Provide practical tips for inclusive recruitment
- ▶ Share strategies to foster retention through a human-centered approach



Description

This module will equip you with innovative recruitment and retention techniques that emphasize the importance of equitable, transparent practices to build a culture people won't want to leave. You'll learn why pay transparency matters, discover non-monetary strategies to foster a supportive work environment, and will gain practical insights into creating a recruitment and retention strategy that prioritizes the well-being of your employees.

Topics Covered

- ▶ Pay Transparency
- ▶ Equity Considerations
- ▶ Bias and Representation in the Context of Recruitment
- ▶ Co-Creating Culture
- ▶ Communication
- ▶ Practical Tips

Intended Audience

This session is designed for organizations, HR leaders, and individuals interested in rethinking traditional recruitment and retention strategies. It's ideal for those focused on building a strong human-centered workplace culture.


Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with dynamic interactive group activities, anonymous polling, and more.

Session Descriptions

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The Human Side of Help... for Public-Facing Teams

Objectives

- ▶ Understand client behaviors through a trauma-informed lens.
- ▶ Strengthen communication and conflict resolution skills.
- ▶ Build confidence in managing difficult client situations



Description

Frontline professionals often face challenging interactions with clients, customers, or community members who are experiencing stress, trauma, or frustration. This workshop equips participants with tools to understand client behaviors through a trauma-informed lens, respond with empathy, and de-escalate tense situations. Through practical frameworks and skill-building exercises, participants gain confidence in handling difficult interactions while maintaining professionalism and care.

Topics Covered

- ▶ Trauma and Behavior
- ▶ Common Behavior Patterns
- ▶ Ways to Respond
- ▶ Active Listening
- ▶ Steps for Apologies
- ▶ Practical Tips

Intended Audience

This session is valuable for teams that regularly interact with individuals under stress and seek to strengthen resilience, improve communication, and foster stronger client relationships.

Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with dynamic interactive group activities, including storytelling, group discussions, and real-world examples.

Session Descriptions

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The Listening Advantage: An Active Guide to Active Listening

Objectives

- ▶ Understand how active listening differs from simply hearing and/or responding during conversations
- ▶ Identify key elements of active listening
- ▶ Learn strategies for creating meaningful dialogue



Description

This is a comprehensive session designed to help participants learn the power of active listening in both personal and professional settings. We will explore why active listening matters, the difference between speaking and truly hearing, and the key elements that contribute to understanding others. Participants will learn how active listening can transform conversations, create deeper connections, and prevent frustration by ensuring others feel heard and valued.

Topics Covered

- ▶ Why Active Listening Matters
- ▶ Speaking vs. Listening
- ▶ Seeking to Understand
- ▶ Elements of Active Listening
- ▶ Creating Opportunities for Connection through Active Listening

Intended Audience

This session is ideal for anyone wanting to build stronger, more positive connections through improved listening practices, particularly those who often encounter frustration in conversations or hear feedback that others don't feel heard.

Teaching Strategies Employed

This session combines PowerPoint presentations and lectures with dynamic interactive group activities, pair and shares, and more.

Session Descriptions

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Willing Hearts and Lasting Impact: Expert Insights for Strengthening Volunteer Engagement

Objectives

- ▶ Identify key motivators that drive individuals to volunteer
- ▶ Learn strategies to enhance recruitment, onboarding, retention, and recognition
- ▶ Apply practical tools and frameworks to build a culture of belonging and impact



Description

Good ideas are only as strong as the plans that bring them to life. This workshop equips participants with practical tools to move from vision to execution by setting clear, equitable goals and ensuring accountability. Through frameworks like SMARTIE goals and the RACI model, participants learn to define priorities, anticipate barriers, and structure projects for success. This session can help teams achieve meaningful outcomes while building credibility and momentum.

Topics Covered

- ▶ Understanding Volunteering
- ▶ Quantifying Impact
- ▶ Recruitment and Onboarding
- ▶ Retention and Recognition
- ▶ Equity and Inclusion
- ▶ Tech and Innovation
- ▶ Organizational Alignment

Intended Audience

This session is designed for nonprofit leaders, program directors, volunteer coordinators, HR professionals, and anyone responsible for building, managing, or supporting volunteer teams. It's ideal for organizations looking to strengthen volunteer engagement, boost participation, and cultivate meaningful, lasting impact.

Teaching Strategies Employed

This session combines facilitator-led presentation and small-group discussions.

The ChangeBridge Collection



**Additional
Information**



Pricing & Customization

We offer flexible options to ensure your experience aligns with your goals, culture, and logistics. From content customization to enhanced learning tools and nationwide (or global) travel, we tailor our services to meet your organization's unique needs.

Customization

- ▶ Fully customized workshops designed to meet your team's unique goals and challenges
- ▶ Tailored examples, case studies, and discussion prompts aligned with your organizational context
- ▶ Flexibility to adapt existing sessions to fit your audience, priorities, and timelines
- ▶ Integration of your brand standards, language, and values where requested
- ▶ We understand every organization has unique needs. That's why we offer customization options for tailoring or developing content to fit your specific goals and challenges – Let's discuss!

Enhancements

- ▶ Session recording options available for internal, on-demand use
- ▶ Development of organization-wide professional development strategies
- ▶ Design of learning series or year-long training plans for sustained growth
- ▶ Optional Bridge to Success Action Guides with key takeaways
- ▶ Supplemental tools and resources to support continued learning and application

Travel

- ▶ We are available to travel throughout the U.S. — and globally — to meet your team where you are
- ▶ Travel-related expenses are typically reimbursed, including mileage at the current federal rate and hotel accommodations
- ▶ Flights, train travel, per diem, and other travel needs can be arranged based on the client agreement and needs, as necessary
- ▶ All travel terms are clearly outlined and agreed upon in advance

Standard pricing information is available upon request. Our standard pricing is determined by organization size, number of sessions, and other variables.

We understand the unique financial challenges that non-profits and organizations with extenuating circumstances may face. We are committed to working with you to find a solution that aligns with your budgetary needs.





ChangeBridge Consulting

Engineered for Excellence

Thank you for considering ChangeBridge Consulting!



Additional Offerings

ChangeBridge Consulting specializes in equitable capacity-building – including strategic planning, grant support, program support, and more.

We'd love to talk more about your needs and how we may be able to support the great work you're doing.