

Lorraine McCrossan | Ready-To-Use Courses

Ready to propel your team's skills? Email: lorraine@lorrainemccrossan.com

Highlights

- Ready-to-launch half-day courses with practical, results-driven content
- Available in multiple training formats: instructor-led (ILT), virtual instructor-led (VILT), or eLearning
- Flexible for how you train—I provide the course, you lead the learning
- I train you how to run it and give you everything you need to succeed
- One all-inclusive price—no licensing, no per-participant fees—just a single purchase for unlimited use within your organization

Courses

BUDDY TO BOSS

From Peer to People Leader

You were one of them. Now you're leading them. Let's make it awesome.

Stepping up from peer to leader isn't just a promotion—it's a transformation. This high-impact course equips participants with the skills and tools to make a smooth and confident transition from being part of the team to leading it. Using powerful interactive activities, participants will discover what it truly means to lead, how to communicate with confidence and influence, how to manage time and priorities, how to delegate to drive accountability, and how to give and receive timely, constructive feedback—the key leadership challenges they'll face while navigating their new role effectively.

TALK TACTICS

Mastering Difficult Conversations

Don't let it fester. Say the thing. No more walking on eggshells.

Tough conversations don't have to tank relationships. 70% of people avoid these conversations at work but avoiding them costs time, engagement, and results. This high-impact interactive course builds the skills to handle important conversations with clarity and respect. Participants learn to communicate with purpose and navigate tension without losing trust. Whether it's giving feedback, addressing conflict, or resolving an issue, they'll walk away with tools to turn discomfort into progress.

RETHINK THE USUAL

Creative Thinking at Work

Status quo called. We're not answering. We've got ideas.

In a world that demands fresh thinking, creativity is a must-have skill. This high-impact interactive course helps participants spot and overcome common creativity blockers, use creative tools to solve problems, and collaborate in new ways. They'll build habits that spark ideas, encourage innovation, and turn creativity into a daily mindset. Participants will walk away with practical strategies to boost creativity and help build a more inventive, future-ready workplace.

LESS DRAMA MORE RESULTS

Building Emotional Intelligence

Keep your cool. Read the room.
Crush it every day!

What's the secret behind top performers, great leaders, and thriving teams? It's not IQ—it's EQ. Emotional intelligence is four times more powerful than IQ in predicting success. Research shows that EQ drives a 25% boost in productivity, reduces conflict, and increases job satisfaction by 20%. The best part? Unlike IQ, EQ can be learned. This high-impact interactive course gives participants the tools to strengthen their EQ and show up at their best—calm, clear, confident, and effective—even when things get tough.

CALM IN THE CHAOS

Stress Management & Adaptability

Stress shows up. So do you.
Stronger.

Stress is costly—and common. Productivity losses due to stress cost businesses over \$300 billion each year. That's why adaptability is crucial. This high-impact, interactive course equips participants to manage stress and adapt to change without burning out. They'll explore key sources of stress and learn to spot symptoms before they escalate. With simple, proven strategies, participants build the resilience to stay focused, steady, and thrive—no matter what the day throws their way.

SYNC AND SWIM

Creating Collaboration

Be yourselves. Reveal what matters.
Thrive together.

Not your typical teamwork course. We skip the cheesy sports analogies and get real—talking strengths, struggles, pet peeves, and what's really going on. During this high-impact interactive course, participants go beyond surface-level team building to explore what drives true collaboration. Teammates unpack conflict, build trust, and create safer connections so they actually want to work together. Through honest conversations and practical tools, teams leave more connected, communicative, and motivated to do great work—together.

What's Included

Instructor-Led Training (ILT)

\$9500

- 4-hour in-person session that your trainers conduct, with the option to break into shorter modules
- 3-hour train-the-trainer and Q&A session for your internal trainer(s)
- Comprehensive trainer resource package for your trainers: PowerPoint deck, trainer guide, participant workbook, and supporting handouts
- Unlimited delivery and use within your organization

Virtual Instructor-Led Training (VILT)

\$9500

- 4-hour live online session that your trainers conduct, with the option to break into shorter modules
- 3-hour train-the-trainer and Q&A session for your internal trainer(s)
- Comprehensive trainer resource package for your trainers: PowerPoint deck, trainer guide, participant materials
- Unlimited delivery and use within your organization

eLearning

\$5000

- Self-paced online course, organized into short modules
- SCORM-compliant files for you to easily upload to your LMS OR web-ready modules for you to share directly with learners
- Downloadable resources for the learner to enhance retention and on-the-job application
- Unlimited use within your organization

Optional Add-Ons

- Customization (e.g., branding, scenario tailoring): \$500–\$1,500
- Refresher training (for new trainers): \$250

Bio

Imagine launching a course that immerses people in learning, ignites discovery, boosts retention, and equips them to apply what they've learned on the job with confidence and enthusiasm. I design courses that do exactly that.

I am a Senior Instructional Designer based in Plano, Texas with over **20 years** of experience on both sides of the learning experience—**designing** courses and standing in front of the room **delivering** them. Each role informs the other and I use that insight for every course I design.

I have designed instructor-led (ILT), virtual instructor-led (VILT), and eLearning courses for **hundreds of clients** and led train-the-trainer programs to ensure confident, consistent delivery. My work spans a wide range of:

- **Industries:** hospitality, financial services, banking, military, airline, retail, consulting, quick service restaurants, telecom, technology, construction, energy, insurance, healthcare, and pharmaceuticals
- **Departments:** operations, HR, engineering, sales, marketing, and customer service
- **Roles:** executives, leaders, new managers, supervisors, and high-potentials
- **Content areas:** leadership, communication, difficult conversations, feedback, accountability, teamwork, resilience, influence, creativity, and facilitator skills

I have also **facilitated more than 1000 client training sessions** for groups of 3 to 3000 participants.

With this **dual lens** of design and facilitation, I understand what works, why it works, and how to make it stick. Rather than relying on generic activities, my courses include intentionally designed learning activities that are engaging without being gimmicky, reflective without being heavy, and practical enough to use the very next day. This has resulted in consistently **high feedback scores** and **over 90% repeat business** with client stakeholders.

And why should a great course ever be difficult to deliver? That's why I make my courses **easy to train**. Trainers always appreciate my care in providing clear, logical, easy-to-use resources. Your trainers will understand not just the content, but the "why" behind it, so they feel confident and excited to run the course.

I design courses that improve on-the-job performance and are easy to deliver. And I enjoy every minute of it!