

Certification FAQ's

Q: Are the certifications that The Crawford Group does, the same as the ones that Lominger/Korn Ferry offers in Minneapolis and in other locations?

A: Yes...and no. Yes, because we all use the same materials, the same presentations, and we all cover the same research and key points. The “no” is because The Crawford Group is here in sunny southern California and there is no way that you can say that is the same as Minneapolis. Also, the facilitator, Lisa Crawford was an early Leadership Architect® customer and practitioner before she became a Lominger Associate/consultant - and because of that, she has had a tremendous amount of personal experience in roles just like yours implementing the tools. Her passion is helping you with the **implementation** of the tools in your organization once you leave the training class...**so she spends a lot more time focusing on the how's of implementation and also helping you explore some of the change issues you are likely to encounter when you do implement the tools in your organization - so you feel more confident when you go back to your organization. And that is what really differentiates our certifications from the rest.**

Q: If I already have some of the materials that are used in the certification I sign up for, do I have to buy them again?

A: No, but you'll need to call or email us before we order your certification materials and tell us what you already have...and as long as the ones you have are the most recent versions of the materials used in the class, you won't have to buy new ones...we'll just order what you don't have for you. But you **WILL** need to bring those materials you already have to the certification class with you so you can use them in the class.

Q: Where are your certifications held?

A: We hold most of the certification classes and workshops in a fabulous boutique hotel in Carlsbad. The West Inn and Suites (luxury without luxury prices) They have a perfect conference room where we hold our classes and the hotel itself is lovely... everyone who comes in from out of town to attend a class has raved about it. It has fabulous accommodations, is close to the beach, outlet shopping and lots of restaurants. And you might not know, but there is an airport right in Carlsbad. If you fly on United Airlines, you can take a short flight from LAX and fly right into the Carlsbad airport (airport code CLD) which is about 7 minutes from the hotel. **But be sure to double check with us about the training location before you make your hotel arrangements, since we may have to use another facility due to either the size of the training class or meeting room available.** Check out www.westinnandsuites.com and take a virtual tour of the hotel!

Q: All the certifications seem to have lots of materials, but I'm flying there from out of town and there's no extra room in my suitcase... will I be able to ship my materials to myself at home or my office - rather than carrying them?

A: Yes, you will. If you have a UPS or FedEx account, just bring along a mailing label with you account number on it, and we'll ship your materials home for you. We have boxes and the UPS and FedEx locations are both close by.

Q: There are several people from my organization who need to go through one or more of the classes you offer. What is the best/most cost effective way for us to do that??

A: Usually once you get to 4 or more people who need to be trained, it is more cost effective for us to bring the training class or certification workshop to your location and offer it there. The cost for materials remains the same per person - since we have no control over that, but there is a flat fee per day (plus expenses) for the trainer, so you can more cost effectively train more individuals. And we have the added ability to customize the course for your organization as well. Everyone will hear the same information at the same time and in the same way. We can bring any of the courses or certifications that we offer to your site, or to any other sites you may have. Please call us at 760.476.1552 if this is an option that you are considering and we can give you more specific information on prices and dates of availability.

Q: I just started my new job with my company and I discovered that I have some of the Leadership Architect® tools in my bookshelf...I haven't any idea how to use them nor do I know anything about them. How can I find out more?

A: These days with staff turnover sometimes happening quickly, this happens more often than you might think. The best way for you to get an overview of what the tools do, the research and best practices that they are based upon, and how to use all of the unrestricted tools (those that do not require certification like the FYI book and Competency Cards) is to attend the Leadership Architect® 101 workshop. In this class you will get all the information you need to look like a pro with the basic tools and be able to make a more informed decision about what other training or tools you might want or need in your organization. If you find that you have restricted tools (those that require specific certification) on your books shelf, you will still need to take the Leadership Architect® 101 course before you attend any other certifications - since it is the prerequisite for all the other certifications – so you will not have wasted any of your time. We offer the LA 101 course the most frequently, so check our current schedule to find the time best suited for you. A complete course description for each of the certifications and workshops is located on our website at www.thecrawfordgroupinc.com

Q: What if I have questions about the tools or about what training would be right for my situation? Is there someone I can talk to ?

A: Yes, of course. Please call us at The Crawford Group and we will answer all of your questions or find someone who can. Our phone number is **760.476.1552** and our office hours are Monday – Friday 9:00 AM – 5:00 PM Pacific Time. Or, you can send us an email with all your questions at Info@thecrawfordgroupinc.com which might be more convenient if you're in a different time zone.