Index

Explore the Change in Elevation................................................................. 3
Our Story .................................................................................................. 4
Meet the Next Element Team................................................................. 5
Our Core Values..................................................................................... 6
Who We Serve....................................................................................... 7
Core Competencies................................................................................ 8
Why It Matters....................................................................................... 9
Engage Positive Conflict (LOD®—Leading Out of Drama®)...................... 10
Communicate to Leverage Individual Differences (PCM—Process Communication Model®) ................................................................. 12
Measure Outcomes & Impact ................................................................. 14
Program Management at Your Fingertips (MyNE).................................. 16
Supporting Your Success Before, During and After Certification .......... 17
Training & Coaching ............................................................................ 18
Speaking & Book ................................................................................ 19
Explore the Change in Elevation

Next Element is a global training and advisory firm specializing in leadership communication. We help people spend less energy in drama, and more energy producing amazing results. We train, coach and certify people in healthy conflict communication skills so that companies can build cultures of Compassionate Accountability.

Whether you are a trainer or coach with a desire to give your clients a new path to success, a leader looking for better ways to engage a team or a parent with urgency to build stronger relationships with your children, there’s a path here. Join us on a journey that will change your life.

“With the framework of understanding and skills learned from Next Element, I found the confidence I needed to invite my team who was experiencing conflict into a new kind of conversation.”

—Next Element-Certified Network Provider

Our Story

We’ve built an international reputation for establishing “what’s next” in the interpersonal communication field. We’ve enjoyed remarkable success on the world stage as Process Communication Model® (PCM)* leaders and pioneers.

With our Leading Out of Drama® (LOD®) model for Compassionate Accountability, we have raised the bar and filled a much-needed gap for those seeking practical behavioral solutions to engage conflict in productive, healthy ways.

Culture is the product of how our rules of engagement are lived out every day, in every conversation. Our commitment to teaching people how to live and breathe Compassionate Accountability is grounded in this belief; by changing the conversation we can change the world.

We aren’t content to simply train, coach and mentor leaders. Through our train the trainer certification programs we are striving to extend the reach of our powerful tools and make a bigger global impact. Imagine the multiplier affect if one trainer or coach or leader helps transform the communication behavior of 100 clients or employees who in turn impact thousands of co-workers who go home each night to families with their own complex social networks.

What we really want you to know about us is that we’re very human. We’re leaders in communication, yes. We’re also parents with friends and colleagues and messy extended families. We know the heartbreak and failures and bitter costs of poor communication. We fall down and we fail forward. Every day.

Good communication drives performance and profit.

Everything we’ve learned and know and believe can be simplified to sit on a pinhead: good communication moves mountains. Good communication drives performance and profit.

When people are coached to see and understand each other using the fundamentals of behavioral science and guided to communicate openly, resourcefully and persistently, profit happens. Productivity happens. Great cultures happen. Drama between people and in work systems gets replaced with a huge appetite for exciting, enlivening conflict that produces positive change.

Everything we do today is about leading leaders to lead teams to a more stunning view of their contributions.

*Process Communication Model is a registered trademark of Kahler Communications, Inc.
# Meet the Next Element Team

**Aaron Chappell Deckert**  
Owner, Chief Creative Officer  
Deckert leads new product ideation and development, bringing consumer research, client experience and communication science to bear on what’s next from Next Element. Deckert’s background and expertise is in organizational development, change management, employee engagement and leadership development.

**Sandy Gieber**  
Owner, Chief Operations Officer  
Gieber guides Next Element’s strategic, operational and development priorities, and serves as the first point of contact for our global network of certified professionals. Gieber is a human resources generalist and expert in team facilitation, talent development, process improvement and systems design.

**Julie Regier**  
Director, Events and Operations  
With management-level experience in customer service, event planning and office administration, a master’s degree in social work and ground-up understanding of the Next Element culture, Regier ensures that Next Element clients get personalized attention and guidance through their journey.

**Nate Regier**  
Ph.D., Co-founder, Owner, Chief Executive Officer  
Regier leads new business development and global strategic partnerships. With a doctorate in Clinical Psychology, he is an expert in social-emotional intelligence and the science of behavior change. Nate has authored two books on positive conflict, contributes articles for multiple major publications, publishes a weekly blog and hosts a leadership podcast.

**Jamie Remsberg**  
Co-Founder, Owner, Chief Training Officer  
Remsberg oversees the fidelity, integrity and delivery of our certification programs, and strives to ensure our network professionals are supported and equipped for success. As an advisor, facilitator and coach, she is willing to challenge habits and assumptions and facilitate healthy boundaries so that true potential is discovered and goals are reached.

**Robert Wert**  
Owner, Chief Strategy Officer & Counsel  
Wert supports Next Element as a legal and business adviser. He is an attorney, former public company executive, the former executive VP and CEO of Kahler Communications, Inc., and the founder of Exaudian, a coaching, consulting and training company headquartered in Chicago.

---

## Our Global Team: The Next Element Network

Find a Next Element-certified professional near you. Visit next-element.com.

## Join Our Network, Join Our Community

Do you have bold dreams and big plans? So do we! We want to work with you to help realize them. Once you are certified, you will join a worldwide network of passionate, creative and knowledgeable professionals working to change lives, make a difference and make a living.

Interested in joining our global network? Call us today!
Our Core Values

Compassionate Accountability
• Use conflict to create rather than destroy
• Struggle with others instead of against
• Maintain dignity and respect in stressful situations
• Create environments of safety, curiosity and consistency

The Platinum Rule
• Treat others how they prefer to be treated
• Understand individual needs
• Prioritize strategies for connection and motivation
• Address negative behavior

Living Our Tools
• Healthy interactions in all relationships
• Mutual accountability
• Personal responsibility
• Failing forward

Outcomes Measurement
• Changes in self-confidence
• Increased resilience during change and stress
• Adopting new behaviors
• Positive impact on personal and professional relationships

A Community of Support and Development
• Global network of certified professionals
• Regular professional development conferences
• Close relationships with Next Element owners to provide support and coaching
• Resources for business development and strategy
• A commitment to whole-person wellness, integrity and competence
Who We Serve

Next Element serves high-value change agents, including CEOs, executive coaches, advisors, professional trainers and facilitators, human resource/organizational development professionals, consultants, thought leaders, forward-thinking executives and mediators.

We serve leaders who frame and change culture with their words, thoughts, actions and patterns of behavior.

“We Next Element is deeply invested in the success of those they certify and serve. They are committed to building long-term relationships of support and accountability. They not only teach their tools and models, but use and live them every day.”

—Karen Rice Ratzlaff, Next Element-Certified Network Provider

We help leaders become known for their:

- Transparency
- Courage
- Authenticity
- Self-awareness
- Communication skills
- Conversational intelligence
- Positive influence
- Conflict facilitation skills
- Leadership agility
- Resilience
- Approachability
Engage positive conflict.

Compassion without accountability gets you nowhere. Accountability without compassion gets you alienated. Compassionate Accountability resets our approach to life by shifting the framework for leadership, communication and conflict.

Our clients learn the principles and behavioral skills to engage difficult conversations while embracing the positive potential in conflict.

The word compassion originates from the Latin root meaning “to struggle with.” When we practice Compassionate Accountability, we approach conflict not as something to be avoided or minimized, but as an opportunity to learn, grow, build great things and harness the energy for constructive outcomes.

Next Element’s Compassion Cycle and proprietary methods for applying Compassionate Accountability are the products of more than a decade of research and experience exploring the positive potential of conflict and equipping leaders with tools and strategies to lead out of drama.

Communicate to leverage individual differences.

How we say something is often more important than the content of what is said. Our clients learn to assess, connect and motivate in real-time by understanding the process of communication. Conversational intelligence increases dramatically.

At Next Element we aren’t satisfied to merely tolerate, appreciate or even celebrate individual differences and diversity. We believe diversity exists to be leveraged. Great leaders turn individual attributes into collective results. How does this happen? By adapting communication and leadership based on people’s perceptual frames of reference, environmental preferences and motivational needs.

We’ve chosen the Process Communication Model (PCM) because it goes beyond every other model of individual differences and personality to build these communication skills.

Internationally tested for over 40 years, built for broad culture-change applications and designed for sustainability, PCM is the foundation for any organization committed to excellence in communication.

“Next Element’s concept of compassionate accountability gives voice to a movement that is gaining momentum and is terribly needed.”

—Neal Maillet, Berrett-Koehler Publishers

“PCM goes deeper—much deeper—than ‘personality’ profiles. There is a rich context here for leaders of all entities to allow for more effective relationships, cultures and outcomes.”

—Leadership Coach
Why It Matters

Miscommunication caused by personality clashes is the number one cause of workplace conflict

The world needs better models and training to build leadership communication skills:
• Trust can be built only when people change how they communicate with each other
• Most companies don’t apply what they know about different personalities
• Understanding diversity is not the same as leveraging that diversity
• Leveraging diversity requires training in the communication skills to assess, connect and motivate all personality types
• The majority of companies stop at matching people with jobs that fit their personality without training managers on how to individualize communication and motivation to help them succeed
• Often a little information is more dangerous than none at all. Superficial training on personality differences invites people to use labels as excuses and weapons

The misuse of conflict energy is the biggest energy crisis facing our world

Conflict can be very destructive. On average, employees around the world spend about 2.1 hours per week, or over one day per month, dealing with workplace conflict in some way. In the US, that number is higher (2.8 hrs/week), equating to approximately $359 billion in paid hours.*

The world needs better models and training to help people deal with conflict:
• Conflict often manifests through negative drama, and the cost is staggering
• Most people avoid conflict because of negative past experiences and lack of skills to do anything different
• Many leaders lack skills to negotiate difficult conversations and coach others to do the same
• Zero tolerance for drama fails to address critical skill deficits
• Most conflict training stops at identifying different styles, and does not teach how to engage the positive energy in conflict
• The most effective way to develop conflict intelligence is skill-building around effective principles, not prescriptive guidelines


Behavioral change happens through practice, application and coaching within a community of accountability.
Change the conversation, change the relationship.
Engage Positive Conflict

Next Element’s Leading Out of Drama system is the vehicle that delivers Compassionate Accountability. LOD equips you with skills to transform the energy of conflict into meaningful contribution, every day, in every interaction, for powerful personal and professional development. Don’t shy away from conflict; use it!

Do You Experience

- Unproductive meetings?
- Gossip?
- Strained relationships?
- Lack of accountability?
- Difficult performance conversations?
- Passive-aggressive behavior?
- Absenteeism and low engagement?
- Resistance to change?

Upgrade your and your team’s conflict intelligence with LOD self-guide courses, facilitator-led seminars and certifications

Build a culture of Compassionate Accountability in your organization with customized LOD programs

Partner with Next Element to grow your business through one of our LOD train-the-trainer certifications

“The world needs Next Element’s brilliant model for transforming conflict into productive change.”

—Vicki Halsey, PhD, Vice President, The Ken Blanchard Companies, and author of the bestselling Brilliance by Design
“Most conflict models can be complicated to the point of diminished usefulness. The elegance of LOD is, among other things, its simplicity. I believe it is a game-changer.”

—Joy Hoofer, Certified LOD Provider

Leading Out Of Drama is a complete system:


Online assessments with personalized, intuitive and actionable profile reports

Modular, scalable training and support materials

“LOD is easy to sell to my clients because it is elegantly simple and people walk away with working knowledge within the first 20 minutes. They are immediately hooked. They see and receive value right away.”

—Adam Barlow-Thompson, Certified LOD Provider

Where do you want to start? To learn more about LOD, visit next-element.com/tools/LOD or give us a call at 316.283.4200.
Communicate to
Leverage
Individual Differences

An internationally acclaimed communication model based on human behavior and second-by-second interactions.

Improve Communication. Improve Results.
Created by Dr. Taibi Kahler, the Process Communication Model (PCM) enables you to observe, understand and respond to communication second-by-second.

- Recognize profound differences in how each of us filters and experiences the world, how those differences shape the way we communicate, and how they allow us to predict and influence behavior
- Appreciate these traits in every person in your life—clients, customers, business partners, colleagues, students, family and friends—and use that knowledge to optimize every interaction

“Talk to a man in a language he understands and you reach his head. Talk to him in his language and you reach his heart.”
—Nelson Mandella

More than one million people have been trained or coached by a worldwide network of over 2,500 PCM-certified professionals. PCM users include NASA, Pixar Animation Studios and many Fortune 500 companies.

“Using PCM is the first time I’ve been able to apply something over the long haul. We saved $250,000 through a 6 percent reduction in turnover.”
—Hugh Tappan, CEO, Wesley Medical Center

Why PCM?
- Internationally tested for more than 40 years
- The only communication model developed from behavioral observation
- Highly accurate, reliable and actionable communication profile
- Teaches specific skills to increase communication effectiveness
- Concepts apply to a broad range of organizational communication situations
- Allows teams to adopt a common language and set of principles for greater accountability
- More than 95 percent of our clients who have been trained in PCM have told us that it is superior to any other model of communication and individual differences they have experienced.
PCM gives you a remarkable skill set.
PCM profiles reveal a host of insights about how a person perceives the world, how they communicate, how they are motivated and how they will behave in distress. Valid, reliable and actionable, PCM answers the “So what? Now what?” questions about how to communicate with different types of people.

Raise awareness.

“PCM is much more than just another ‘communication thing.’ It is a way of interacting that yields what we all want…better results, greater efficiencies, more fun.”
—Garth Strand, President, Heartland Credit Union

Where could PCM take you?
- Upgrade your and your team’s communication skills with PCM seminars
- Partner with Next Element to grow your business through one of our PCM Provider and Coach certifications.

To learn more about PCM, visit next-element.com/tools/PCM or give us a call at 316.283.4200.
Measure Outcomes & Impact

Next Element built its reputation for quality and impact by consistently measuring outcomes and using what we learned to improve our products and processes. We’ve developed, field-tested, and refined two instruments and made them available to our network of certified professionals. With online and automated data collection and easy-to-understand reports, we provide you with the metrics you need to prove you are making a difference.

Why measure outcomes?
Measuring outcomes is foundational for high-quality learning and development work. Traditional satisfaction surveys can show that participants were happy with their experience, but they can’t tell you if you made a meaningful difference in their lives and organizations. Systematic and quality outcomes measurement gives you several important advantages.

- Quantify progress on client goals
- Demonstrate positive changes in how participants think, feel and act
- Show return on investment
- Find out what worked, what didn’t work, and how you can improve

NEOS is a reliable and valid assessment of a person’s confidence to execute nine critical behaviors for leadership resilience and agility.

- Administer NEOS at critical intervals before, during and after a program
- Track changes in a person’s Openness, Resourcefulness and Persistence
- Measure changes in up to three areas of a person’s life: at home, at work, and with a team
- Use the convenient aggregate reports to see growth, guide focus and make adjustments
- Use your outcomes dashboard metrics to promote the power of your programs

“Using NEOS to track self-efficacy outcomes gives me immediate feedback on my trainings so I can keep growing and learning through my experiences with my clients. Seeing where I am most, and least, effective helps me make adjustments where needed. This helps me be accountable for the services I provide for clients.”

— Jason Leal, Owner, TalkNotch Consulting
Impact is more than satisfaction. With Next Element’s automated online program impact assessment, you will gather valuable feedback from participants about:

- Your ability to demonstrate the concepts being taught
- Your ability to connect effectively and build rapport with participants
- Positive impact on personal relationships, work relationships, leadership skills and teamwork
- Comparison of this program with other communication and conflict models
- Overall satisfaction
- Accuracy, relevance and usefulness of their personal profile results
- Recommendations and testimonials

Share the aggregate report with your client, use it for marketing, and see where you can improve.

“Next Element’s network is made up of great people and a team atmosphere of sharing and challenge to stay sharp in our skill sets. I love the tools I have available to measure and track tangible results.”

—Stephen Boster, COO, Second By Second, Certified Network Provider

Because everyone in our global network is collecting data using the same powerful tools, we are able to generate extremely robust research on what’s working and share that with you. For example:

- Over 95 percent of all participants who have experienced one of our two models for communication and conflict rate them as “More useful” or “Much more useful” than any other model they’ve used.
- While most of our trainers conduct professional programs, the positive impact on the “home” environment is often as large or larger than the “work” environment.
Program Management at Your Fingertips

MyNE is Next Element’s secure cloud-based portal to track your learning and development programs

- Configure and manage program details
- Communicate with participants
- Automate administration of assessments
- Collect and view outcome metrics
- View a real-time dashboard of your performance

“I have been running organization-wide training and evaluation programs for nearly a decade, and MyNE is the most cohesive program management tool I’ve found. Being able to track clients, programs and materials in one place, real time, allows me the flexibility to say ‘YES’ when clients are seeking customized programs, late changes and digital access.”

— Paul Larkin, LOD Provider; Owner, Wavelength Consulting, Australia
Supporting Your Success
Before, During and After Certification

Do you have bold dreams and big plans? So do we! We want to work with you to help realize them.

We are here to guide you toward the certification that’s right for you and support you through the process.

Once you are certified, you will join a worldwide network of passionate, creative and knowledgeable professionals working to change lives, make a difference and make a living.

Certified Provider Benefits

- Comprehensive virtual or in-person coaching support
- Unlimited use of MyNE
- Regular network news and updates
- Annual trainer conference
- Opportunities to give input and test new products
- Generous referral program
- Marketing and presentation support

“The Next-Element team practices what they preach. It is always a great pleasure to be around them and their network. A drama-free atmosphere, with brilliant and humble people!”

—Certified Network Practitioner

“Why do I feel so good after contact with Next Element? Because the team practices compassionate accountability in every interaction. I feel safe to work through problems and find solutions. Sometimes I just call to recharge my battery! Thank you for being there when I need you. Even though I live and work in Romania, I feel like Next Element is by my side as I grow my training business.”

—Daniela Ciobatar, LOD-Certified Provider, DC Catalyst
Training & Coaching

We built our reputation on delivering high-quality, high-touch, high-impact leadership development programs. Moving forward we balance our energy between direct services, growing and supporting our global trainer network, and cutting edge research and development. Therefore, we focus our training and coaching engagements to those we feel can make the biggest impact and best advance our mission of building cultures of Compassionate Accountability.

Executive Coaching

Get guidance through a tough transition or set a course for your personal and professional development. In person, by phone or video, we make it as easy as possible for you.

Immersion

The Executive Immersion is a conflict communication bootcamp for busy leaders. Spend two days with Nate Regier, Next Element CEO, PCM Certifying Master Trainer and author of Conflict Without Casualties. Leave with insight and skills to communicate through conflict for greater effectiveness.

“Our workplaces–and more accurately, our lives–are filled with drama. We may not even realize we’re entering the drama triangle until we are immersed in our habitual drama roles–victim, persecutor or rescuer. The Next Element immersion experience provided us with a way out of that vicious drama cycle. We left with actionable steps that will lead to healthier, more positive communication, both at home and in the workplace.”

— Executive, corporate public relations firm

Custom Programs

We specialize in developing custom programs to build cultures of Compassionate Accountability at all levels of an organization.
Next Element Founder/CEO Dr. Nate Regier is the son of missionary parents who brought tribal leaders and public/private collaborators together in Zaire and Botswana. Regier was recognized early in his professional career by Dr. Taibi Kahler, the creator of PCM, for his gifts as a communicator and ability to bring divergent voices and attitudes together.

A masterful storyteller, Dr. Regier is an engaging keynote speaker, presenter and conference facilitator who advocates and teaches struggling with others rather than against.

“Dr. Regier’s ‘Conflict Without Casualties’ workshop was, hands down, the best session I’ve ever attended dealing with practical strategies to manage conflict in a positive and creative way without the drama often associated with disagreement. Nate’s interactive style kept all participants engaged.”

—Barbara Richardson, PhD, RN-Director, Riverpoint Interprofessional Education & Research at Washington State University

Want to book Dr. Regier as a speaker at your next event? Call 316.283.4200.

Visit next-element.com/conflict-without-casualties for links to resellers.

Dr. Regier’s latest book, Conflict without Casualties.

Life and work are a constant tug of war when people struggle against each other or with themselves to get what they want, causing relationships and entire systems to unravel. In Conflict without Casualties: A Field Guide for Compassionate Accountability, clinical psychologist and transformative communication expert Dr. Nate Regier tells us it doesn’t have to be that way. The concepts and tools he shares can turn conflict into a partner for positive change.

“Conflict without Casualties fills a gap by showing leaders at any level how to leverage positive conflict. Practical, insightful, challenging, relevant.”

—Dan Pink, author of five provocative books, including New York Times bestsellers A Whole New Mind, Drive, and To Sell is Human
You can change the world, one conversation at a time.

Partner with Next Element to enhance your communication and conflict skills for greater positive impact.

- Leverage individual differences toward team goals
- Transform conflict into a positive force
- Improve mentoring and coaching skills
- Confront gaps in performance and behavior
- Deal effectively with toxic employees
- Stop gossip
- Lead successful change initiatives
- Build healthy work cultures
- Negotiate win-win solutions
- Bridge generation gaps
- Influence beyond power or position
- Increase productivity, achieve breakthrough results