

# Frequently Asked Questions for Five Behaviors® Certification

Updated December 2022

## 1. What is the new Five Behaviors® Certification?

Five Behaviors® Certification prepares facilitators to deliver engaging and impactful Five Behaviors® experiences that help build cohesive teams.

In this two-week immersive experience that combines live, instructor-led sessions with self-guided online learning, participants will:

- Discover the foundational principles of The Five Behaviors model.
- Explore the entire Five Behaviors solution portfolio from two perspectives – the learner and the facilitator.
- Learn how to build custom solutions and deliver Five Behaviors experiences.
- Practice facilitation and coaching techniques while receiving feedback in a safe environment.
- Gain ongoing access to Wiley’s online training center, where they can access all the course content and connect with their fellow Practitioners and Wiley’s education specialists.

Upon successful completion of the exam, participants will earn the credential of *The Five Behaviors® Certified Practitioner*.

## 2. Who is the new Five Behaviors® Certification for?

Five Behaviors Certification is designed for practitioners who facilitate Five Behaviors learning experiences in their organization.

## 3. Why are you transitioning from the Five Behaviors Facilitator Accreditation course?

The Five Behaviors Facilitator Accreditation course has served the needs of Partner and client practitioners for several years. However, the course does not include our Personal Development solution and was a long commitment spanning six weeks. Therefore, we have updated the course to a two-week immersive learning experience and integrated the Personal Development solution into the curriculum.

**4. Will Five Behaviors® Facilitator Accreditation continue to be offered?**

No, given the information in #5 above, The Five Behaviors® Facilitator Accreditation will no longer be offered.

**5. How much does the new Five Behaviors Certification course cost?**

For pricing information, please contact your Five Behaviors Authorized Partner.

**6. Is ownership of a kit required for all learners attending the course?**

Yes, every participant must own either a Team Development or Personal Development kit. Ownership of a kit helps by adding to the learning experience as the content in the facilitation kit will be referenced. Ownership ensures that participants can immediately apply the concepts and customization upon completion of the course. To purchase a kit, please contact your Five Behaviors Authorized Partner.

**7. What are the differences between the new Five Behaviors Certification and The Five Behaviors Facilitator Accreditation?**

Like the current Accreditation course, the new Five Behaviors Certification is designed for practitioners. Learners will gain a deep understanding of The Five Behaviors model and dedicate time to practicing their facilitation skills.

The key differences are that we've integrated The Five Behaviors Personal Development into the learning, and we've also changed the course structure to align with our other course offerings and better fit within industry standards.

**8. What about those who have already completed The Five Behaviors Facilitator Accreditation?**

The previous credentials earned will remain valid. If accredited individuals would like to earn the new Five Behaviors Certified Practitioner credential, they will need to complete the new certification course.

**9. What about those who have already completed The Five Behaviors Facilitator Accreditation but have not yet completed Re-Accreditation?**

Great news! With the launch of the new course, all participants who have gone through the current Five Behaviors Facilitator Accreditation course will retain their credential and remain accredited. There is no need to attend re-accreditation for that credential to remain valid.

**10. Why did you change the name from Accreditation to Certification?**

We are transitioning to The Five Behaviors Certification for this new course as the term "Certification" fits better within industry standards and is a much more broadly understood language to describe this product offering to the market.

**11. Will those who complete the certification course need to be re-certified in the future?**

No, there will not be a recertification requirement for the new Five Behaviors® Certification course.

**12. What is the course structure and time commitment?**

The Five Behaviors Certification is structured as a two-week, immersive learning experience that combines self-directed online learning modules with live, virtual facilitation sessions. Participants will need to commit to a total of 20 hours over two weeks (10 hours per week). There is a total of four instructor-led live sessions (two hours each) and five self-directed learning modules (~three hours each).

Open Date	<b>Course registration and access to the Online Training Center</b> *Occurs two business days prior to the first live session				
Week 1	Day 1	Day 2	Day 3	Day 4	Day 5
	<b>Self-Directed Online Activities</b> <b>2-3 Hours</b> <ul style="list-style-type: none"> <li>• Complete The Five Behaviors Personal Development Assessment</li> <li>• Fundamentals of The Five Behaviors</li> <li>• Prework for Live Session 1</li> </ul>	<b>Live Session 1</b> <b>2 Hours</b> <ul style="list-style-type: none"> <li>• Participant experience with Five Behaviors Personal Development</li> <li>• Explore Trust &amp; Conflict</li> </ul>	<b>Self-Directed Online Activities</b> <b>2-3 Hours</b> <ul style="list-style-type: none"> <li>• Deep dive into Personal Development</li> <li>• Prework for Live Session 2</li> </ul>	<b>Live Session 2</b> <b>2-3 Hours</b> <ul style="list-style-type: none"> <li>• Vulnerability-based trust discussion</li> <li>• Facilitation practice using Personal Development</li> </ul>	<b>Self-Directed Online Activities</b> <b>1-2 Hours</b> <ul style="list-style-type: none"> <li>• Complete the Five Behaviors Teams Assessment</li> <li>• Workshop Project planner</li> </ul>
Week 2	Day 8	Day 9	Day 10	Day 11	Day 12
	<b>Self-Directed Online Activities</b> <b>2-3 Hours</b> <ul style="list-style-type: none"> <li>• Explore Team Development and The Everything DiSC® Model</li> <li>• Prework for Live Session 3</li> </ul>	<b>Live Session 3</b> <b>2 Hours</b> <ul style="list-style-type: none"> <li>• Team Development and DiSC® facilitation practice with meaningful conversations on Trust, Conflict, and Accountability</li> </ul>	<b>Self-Directed Online Activities</b> <b>2-3 Hours</b> <ul style="list-style-type: none"> <li>• Ongoing impact with the Five Behaviors</li> <li>• Prework for Live Session 4</li> </ul>	<b>Live Session 4</b> <b>2-3 Hours</b> <ul style="list-style-type: none"> <li>• Workshop Project Presentations</li> <li>• The power of feedback</li> <li>• Course wrap-up &amp; exam information</li> </ul>	<b>Self-Directed Online Activities</b> <b>2-3 Hours</b> <ul style="list-style-type: none"> <li>• Course Survey</li> <li>• Exam</li> </ul>

**13. Do participants need to have any facilitation/coaching experience prior to the course?**

No, although The Five Behaviors course does not provide general facilitator training. Instead, the course is designed to build on those skills as they pertain to The Five Behaviors.

#### **14. Can participants earn continuing education units with Five Behaviors Certification?**

SHRM credential holders can earn 20 professional development credits (PDCs) from the Society for Human Resource Management when they complete the Five Behaviors Certification.

Participants who belong to other professional organizations can request a letter from Wiley that indicates course information, confirmation of course completion, and the number of hours spent on the course. This letter may be used to apply for CEUs at other professional organizations. However, we cannot guarantee the organization will accept your coursework for credit.

#### **15. Are there any requirements for participation in this course?**

Yes. Participants are required to own a Personal Development or Team Development facilitation kit (to purchase a kit, participants should contact their Authorized Partner). This will ensure participants receive the best learning experience possible. In addition to the kit, participants also must:

- Commit to two weeks of self-guided online work and attend all four instructor-led virtual classroom sessions.
- Complete all self-directed learning modules and the course project on time.
- Earn a passing score on the final exam.

#### **16. Can a participant miss a live session and still complete the course?**

No, we require attendance at all four live sessions for completion of the course. If a learner must miss a live session, they will be withdrawn from the course and asked to reschedule to a future offering.

#### **17. What are the technical requirements for the course?**

The Five Behaviors® Certification course uses Zoom for live sessions. Participants must ensure their computer can interact successfully with this blended learning course by taking the following steps:

- Laptop, desktop computer, or tablet preferred. Mobile devices are not always compatible with course components.
- Virtual classroom sessions require working computer speakers and a microphone.
- A headset is highly encouraged.
- To ensure the participants receive all course emails, be sure to add the following to your Email Safe Sender list:
  - [no-reply@crossknowledge.com](mailto:no-reply@crossknowledge.com)
  - [certifications@wiley.com](mailto:certifications@wiley.com)

**18. What is the payment and cancellation policy?**

For information on the payment and cancellation policy, please contact your Five Behaviors Authorized Partner.

**If you have questions that were not addressed in this document, please contact your Five Behaviors® Authorized Partner.**