

FREQUENTLY ASKED QUESTIONS

Can I get the training delivered in-person?

The Foundations program is designed for virtual delivery. However, we recognize that some clients prefer an in-person experience. If this is of interest, please contact us at info@corewaterleaders.org to discuss availability and associated costs.

Will a recording be made available?

We understand that you work in a 24-7 operation and that not every employee's schedule aligns with the live session times. If an enrolled participant is unable to attend the live session, a recording will be shared. Recordings will be available for two weeks following the scheduled session.

Can I customize the content?

The sessions offered through the Foundations program are not customizable at this price point. If you are interested in a more tailored experience, we're happy to discuss custom options. Contact us at info@corewaterleaders.org to schedule a call, and we'll review your needs and provide associated pricing.

Do you have other topics available?

Yes. We offer a comprehensive catalog covering more than 40 leadership courses. If you'd like to explore additional offerings, contact us at info@corewaterleaders.org to request a copy of the catalog. Please note that not all courses are designed for a 90-minute virtual format, and pricing may vary by topic.

What if I don't fill all 20 seats?

The Foundations program is priced for up to 20 people per session. You are not required to fill the entire 20 seats for the session to be delivered.

What if I have more than 20 employees interested in a course?

The Foundations program is priced for up to 20 people per session. You can purchase multiple sessions of the same course if you want to accommodate larger numbers.

What are your cancellation and rescheduling policies?

Cancellation & Refund Policy: Once an enrollment form has been submitted and training date(s) selected, no cancellations or refunds are permitted.

Rescheduling Policy: Rescheduling requests must be received at least 14 days prior to the original course date; otherwise, rescheduling is not permitted. Once a rescheduling request has been received, you have 14 days to schedule a new date. Any given course cannot be rescheduled more than one time.

Does it need to be the same group for each course?

No. Each selected course can be delivered to the audience of your choice. If you select multiple topics, the participant group may be the same or different for each session. Topics are stand-alone and do not build on one another, allowing flexibility in how sessions are scheduled and who attends.

When will we get invoiced?

The total amount for all selected courses will be invoiced 2 weeks prior to the first course date.

What are the technology requirements?

All Foundations virtual sessions are delivered via the Zoom platform. Session links will be provided by Core Leadership once a session date is selected. Participants must have access to Zoom and should work with their internal IT department in advance to ensure there are no access restrictions. For the best learning experience, we recommend that participants join from their own devices and have full functionality with the Chat, Camera, and Audio features.