



Problem Solving  
*Institute*





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## ABOUT US

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### THE PROBLEM SOLVING INSTITUTE REPRESENTS CONSULTANTS AND EXPERTS FROM A RANGE OF INDUSTRIES.

The Problem Solving Institute helps organizations reach maximum profitability, efficiency, and productivity through effective leadership and human-centered communications. We work with your organization to consult, train, and facilitate leadership development and continuous improvement. We teach leaders how to have uncomfortable and productive conversations.

We are a leadership consulting firm started in 2017 structured as an S corp, whose owner is the primary consultant/facilitator. The firm is woman-owned, has less than 10 employees, and utilizes additional consultants contractually, including racial equity consultants and law enforcement consultants, as resources when warranted. Our support team is remote and manages communication and event planning details. All consultations, evaluations, facilitation, and coaching are performed by the primary consultant, Sabrina L. Moon, MEng.

Our strategic partners are experts in their fields and innovative thought leaders. Drawing from this broad range of experience, the Problem Solving Institute can tailor a unique problem-solving plan to help your organization thrive.

Our philosophy is simple: We assess your organization's specific learning requirements and customize workshops that fill gaps and build on what you're already doing well. Our workshop leaders know their topics inside and out, and they all have certifications in adult learning. Participants consistently rate our sessions high for engagement, interactivity, effort, and effectiveness.

We are one of 700 global practitioners approved and certified to offer Dr. Brené Brown's Dare to Lead™ facilitation to industries that are committed to courageous leadership cultures. Our firm is based in Indiana however our primary consultant resides in Chicago, IL and supporting consultants are based in Chattanooga, TN and Fort Wayne, IN. All bios regarding primary and supporting consultants will be provided in the following pages.



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## YOUR CULTURAL TRANSFORMATION

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As an ex-railroad manager, change and continuous improvement was a required mindset in order to stay competitive. Change is a necessary element of any organization and how we communicate these changes makes us effective or ineffective leaders. It takes courage to ask for support and learn how to communicate with authenticity, kindness, and clarity.

My role as a Certified Dare to Lead™ Facilitator is to be the connective tissue between Dr. Brené Brown's research and how we show up in our workplaces. The method for how I do this is through storytelling and using specific examples of how I showed up as a leader; specifically, how I used shame and fear to get results from union employees and co-workers - not my proudest moments. My approach requires me to model vulnerability that I hope leaders will begin to demonstrate after a workshop.

Becoming a CDTLF and being developed by Dr. Brené Brown was one of the hardest and most transformational moments of my career. It gave me the language to describe what was happening for me as a leader, and it allowed me to start leading from a place of confidence and authenticity versus intimidating titles, scarcity, shame, and fear.

Most leaders, if not all, need this developmental opportunity. I left the railroading industry because it was often a challenging industry to lead within unless I was willing to be cutthroat; sometimes, I was. I felt internal conflict often. Being a railroader required so much "thick skin" that it was not ok to ask for help, be vulnerable or discuss problems without being ostracized and criticized. This has to change. I'm not saying something a railroad executive would disagree with, but I also acknowledge that railroad culture is a huge ship to turn. This is not just limited to railroading; however - this is something almost every industry, including non-profits, is up against.

But this is the starting point. In order to have conversations about mental health, violence, bullying, trauma, racism, fear, shame, or even problem-solving and performance feedback, you need a foundation from which to build. Brené's research and methodology featured in Dare to Lead™ does this.

Even if my speaking topics don't fit your needs, commit to grabbing the Dare to Lead™ book and begin to show up differently inside your organization. Your people that you are leading deserve this - you deserve this. This work and research saved me as a leader, especially as a human. Thank you for being willing to take a step in the right direction with regard to the support of the people within your organization.

With courage,  
Sabrina L. Moon, MEng & CDTLF  
Owner, Problem Solving Institute



# SABRINA MOON

MEng & CDTLF

LEADERSHIP &  
OPERATIONS SPECIALIST

Sabrina L. Moon, MEng is the owner of the Problem Solving Institute, a leadership consulting firm that started in Chattanooga, TN and is now based in Fort Wayne, IN. She has 24 years of leadership experience for corporations like General Motors, BNSF Railway, Amtrak, and Norfolk Southern Railroad. She is known as a “servant of the front line.” She is a Certified Dare to Lead™ Facilitator for Dr. Brené Brown and enjoys developing leaders and organizations in the skills of courage and authenticity. She is a devout operations leader, problem solver, change agent, and mentor who actively seeks ways to engage in the community. She has led initiatives and business transformations in various communities and organizations across the US and is a believer and practitioner of a continuous improvement mindset. She is trained facilitator whose primary focus is to hear what's unsaid and surface the root causes that are preventing growth, innovation and healing.

In 2013, Sabrina was one of five engineers responsible for the development and rollout of the operations excellence program within Norfolk Southern Railroad; a partnership with Toyota where she trained and developed hundreds of railroad managers and skilled trades workers over a 22 state network in the the skills of lean and problem solving. Sabrina was the first female General Foreman at the Amtrak Locomotive Facility in Chicago, IL where she successfully formed a locomotive reliability team to tackle repeated locomotive failures. This formation of this team with fellow union workers resulted in a team that is still successfully functioning today that has resulted in repeated annual savings and efficiency. Sabrina won the President's Service & Safety Award in 2011 for these efforts. Visit Sabrina's [LinkedIn profile](#) for more info.

Sabrina is also the founder and lead facilitator of the Foundational Leadership for Law Enforcement Officers (FLFL) program, a leadership and self-awareness training program for law enforcement leaders. FLFL was developed with an advisory board of law enforcement leaders, executives and experts who are committed to building bridges in our communities that close communication gaps and strengthen relationships.

Sabrina resides in Chicago where she enjoys hiking, traveling, and learning new skills. She believes that being and accepting ourselves is one of the bravest things we can do as a leader. With an ACE Score of 7/10, Sabrina uses a trauma-informed approach and helps leaders understand the importance and impact of mental health awareness and emotional integration. Sabrina helps individuals tap into their courage, self-awareness and healing as a powerful tool for organizational growth. Get to know more about her background, approach and leadership style below.

#### Education/Certifications:

- Associate of Applied Science in Automotive Technology & Repair
- Bachelor of Science in Mathematics
- Master of Engineering Management
- 6 Sigma Black Belt
- University of Kentucky & Toyota's True Lean Certified Practitioner
- Positive Discipline Encouragement Consultant
- Certified Dare to Lead™ Facilitator
- Certified Grief Educator

Core Values: Curiosity & Humanity

Top 5 Clifton Strengths: Adaptability | Connectedness | Restorative | Individualization | Empathy

Want to see Sabrina in action? Videos here: [www.problemsi.com/videos](http://www.problemsi.com/videos)



## ABOUT THE DARE TO LEAD™ PROGRAM

Are you ready for courageous leadership? Based on Dr. Brené Brown's groundbreaking Dare to Lead™ method, this leadership development program offers an engaging workshop that will be challenging, transformational, and unforgettable. You will leave with the skills of daring leadership as a certified Dare to Lead™ trained leader! Dr. Brené Brown, a research professor at the University of Houston and four-time New York Times best-selling author, spent years researching leadership and organizational cultures.

She interviewed 150 global C-suite level executives on the future of leadership, asking: "What if anything, about the way people are leading today needs to change in order for leaders to be successful in a complex, rapidly changing environment?" Brené wrote in her 2018 book Dare to Lead™, "There was one answer across the interviews: We need braver leaders and more courageous cultures."

Based on her research, Brené developed Dare to Lead™ – an empirically based courage-building program. It's a game-changer for leaders at all levels. Dare to Lead™ includes facilitation, self-reflection, practical activities, dialogue, and short videos hosted by Brené on the four teachable, observable, and measurable courage skill sets:

1. Rumbling with Vulnerability: facing risk, uncertainty, and emotional exposure with courage and clarity.
2. Living into our Values: identifying, operationalizing, and practicing the beliefs that we hold most important.
3. BRAVING Trust: creating or deepening connections in relationships and teams based on the seven elements of trust.
4. Learning to Rise: learning and growing from the failures, setbacks, and disappointments that are inevitable when we are brave with our lives.

Daring leaders are self-aware, know how to have hard conversations, hold themselves and others accountable, build trust, lead with empathy and connection, understand the importance of emotional literacy and awareness, take smart risks that lead to innovation, reset quickly after disappointments and setbacks and give and receive feedback – especially when it's tough.

Intact team sessions productively dive into issues and hard conversations that are specific to the team or organization. Leaders walk away with new skills and grounded confidence to engage in constructive feedback and problem-solving.

Brené Brown has the most-watched TED Talk in history, with over 7 million views! Why? Because her message is deeply relatable and immediately useful. Daring leadership is 100% teachable, observable, and measurable. Learn why vulnerability matters and how to become a daring leader at work, home, and in the world.

Leaders who are Dare to Lead™ Trained are the leaders who can and will change the world!





## BECOMING A COURAGEOUS LEADER

### DARE TO LEAD™ 3-DAY WORKSHOP

Dare to Lead™ workshops offer attendees a chance to learn the foundational skills that enable leaders to do the hard things that they must do but often avoid; initiate difficult conversations, make the hard decisions even when they are unpopular, and choose what is right over what is fast or easy.

Based upon the empirical research of Dr. Brené Brown and her team using over 400,000 pieces of data, experience with hundreds of organizations, and interviews with more than 150 global C-suite leaders two things were very clear: We need braver leaders and courageous leadership skills are teachable, measurable, and observable.

With experience across business sectors and a background in operational problem-solving, Sabrina Moon, MEng brings this unique skill set to her process of developing leaders. After being selected and trained by Dr. Brené Brown as a Certified Dare to Lead™ Facilitator, Sabrina excels at developing leaders and organizations in the skills of courage and authenticity.

#### **Program Overview**

The Dare to Lead™ program teaches the skills needed to lead effectively in today's fast-paced environment. This Intact Team Workshop not only engages attendees on a deeper level but also enforces their new skills with real-world examples and individualized learning. This training will include a pre-assessment of the team and customization of the workshop based upon those findings. A 2-hour initial consultation will be included to review the team assessment with the team leader/manager to zero in on specific needs. This transformational content is delivered over three full days (24 hours) where up to 18 attendees learn and practice the four skills of courage.

- Rumbling with Vulnerability
- Living into our Values
- BRAVING Trust
- Learning to Rise

There are three approaches to a workshop:

- A 3-Day open enrollment session where any role or department can participate
- A 3-Day intact team session (with some cultural pre-work) where only members of an intact team dig into the development
- A 4-Day racial equity focused session where additional anti-racism skills are integrated into the development (this can be open enrollment or an intact team approach)

To scale daring leadership and build more courageous teams, we must cultivate cultures in which brave work, tough conversations, and whole hearts are the expectation, not the exception.

Please contact us at [info@problemsi.com](mailto:info@problemsi.com) for more information and pricing.



## SCOPE OF WORK STEPS

### YOUR DEVELOPMENTAL JOURNEY VIA DARE TO LEAD™

1. Determine the core group of leaders, managers, front line leaders to be developed in courage building skills featured in Dare to Lead™ Workshop (voluntary participation is ideal).
2. Select the approach preferred - intact team, open enrollment or racial equity lens
3. Capture the baseline and assess the culture of this core group (if an intact team) in line with the Daring Leadership behavioral assessment by Dr. Brené Brown.
4. Prep leadership team for findings of cultural assessment and discuss any tripping points that may arise.
5. Develop this core group in the Dare to Lead™ methodology over recommended time and execute a Dare to Lead™ workshop on site.
6. Individuals who complete 24 hours of training are eligible to be designated as Dare to Lead™ Trained which makes them eligible to roll out the Daring Teams programs as Daring Teams™ Coordinators for their intact team.
7. Once the courage skills have begun to saturate and demonstrated, determine the leaders who have a desire to become Daring Teams™ Coordinators and determine readiness with the CDTLF.
8. Provide ongoing coaching for these leaders as needed at an hourly rate.
9. Assess Daring Leadership behaviors quarterly to determine saturation of skills and opportunities for growth.