

Catalyst[™] Practitioner Experience Frequently Asked Questions

Designed for Everything DiSC[®] Certified Practitioners, facilitators, and existing facilitation kit holders.

Updated August 2025



The Catalyst Practitioner Experience

Q: What is the new Catalyst[™] Practitioner Experience?

A: The all-new *Catalyst Practitioner Experience* is a Practitioner-first solution that provides everything needed to cultivate thriving DiSC[®] cultures. This game-changing experience will offer Practitioners:

- Ready-to-use and customizable facilitation materials (slide decks, scripts, videos)
- Real-time learner insights and unlimited reports*
- Ongoing training to keep skills sharp
- Access to a supportive community of Practitioners

Practitioners will be empowered to implement, scale, and demonstrate DiSC's impact on organizational performance every day.

**A Catalyst Administrator Experience seat is required to access these features.*

A Catalyst learner account is required to access the Catalyst Practitioner Experience. Catalyst Administrator Experience is recommended for access to all features and to make the most of the Catalyst Practitioner Experience.

Q: What's included in the Catalyst[™] Practitioner Experience?

A: This experience includes:

- Ready-to-use facilitation materials, including:
 - Customizable PowerPoints[®], scripts, videos, and handouts
 - Same facilitation materials from the Everything DiSC[®] on Catalyst[™] Facilitation Kit—and more!
 - Plus, exclusive access to future enhancements

- Additional learner and group insights with deeper information and the ability to compare learners*
- Ability to generate unlimited Group Culture and Facilitator Reports*
- Access to the Practitioner Community, where like-minded Client-Practitioners can connect and learn from each other
- Access to the Foundations course and the Practitioner community

*A Catalyst™ Administrator Experience seat is required to access these features.

Q: What's the investment for the *Catalyst Practitioner Experience*?

A: The *Catalyst Practitioner Experience* will follow a subscription-based model. It will be available for a one-time initial access fee, followed by an annual renewal.

- **Initial Access Fee:** Please reach out to your Authorized Partner to purchase the *Catalyst Practitioner Experience*. This initial access fee allows access to the *Catalyst Practitioner Experience* serial number, then that serial number is used to unlock the *Catalyst Practitioner Experience* in Catalyst. This access is good for one year and includes all the features outlined in this document. The annual renewal clock starts as soon as the serial number is entered into the *Catalyst Practitioner Experience* in Catalyst.
- **Annual Renewal Fee:** After the first year, an annual renewal of 150 credits will be required to maintain access to *Catalyst Practitioner Experience* each year.

Q: Is there an auto-renewal option?

A: Yes, there is an auto-renewal feature available for admins only, as renewal is credit-based. This auto-renewal feature can be toggled on or off at any time. If it is turned on, the 150-credit renewal will be automatically pulled from your account at the time of annual renewal.

Q: What if the user does not renew?

A: If a user chooses not to renew each year, their access to the *Catalyst Practitioner Experience* will be turned off, including access to all features within the *Catalyst Practitioner Experience*.

Q: Will clients be notified when it is time for them to renew?

A: There will be automatic system notifications to the user about 90 days prior to their renewal date, with additional notifications as the renewal date gets closer.

Q: Are the Facilitator and Group Reports that are generated in *Catalyst Practitioner Experience* saved in EPIC?

A: No. *Catalyst™ Practitioner Experience* users have unlimited access to generate these reports, but the reports are not saved in EPIC.

For those who do not have *Catalyst Practitioner Experience*, Group and Facilitator Reports can still be generated in EPIC separately but will remain at 25 credits per report.

Q: What is the Practitioner Community?

A: The Practitioner Community serves as a dedicated space for Practitioners to connect with other like-minded professionals. Wiley will support this community through the Wiley Online Training Center. In the community, practitioners will experience:

- Peer-to-peer connections for problem-solving and idea sharing
- Discussion threads centered around research and thought leadership
- Access to resources for facilitation/training sessions, product information, and implementation tools
- Opportunities for exclusive community events to share ideas for delivering DiSC® in their organization

This connected community will help keep Practitioners engaged and supported in their own DiSC journey.

Q: Are there any guardrails within the Practitioner Community?

A: Yes, there are Rules of Engagement, and community moderators present to ensure these guardrails are maintained. All posts and discussions within the community will be moderated by Wiley; anyone who violates the Rules of Engagement is subject to removal from the Community.

Q: What are your plans for the Everything DiSC® on Catalyst™ Facilitation Kit?

A: The Everything DiSC® on Catalyst Facilitation Kit (English, US) will transition to the *Catalyst Practitioner Experience* and be discontinued.

The Everything DiSC on Catalyst Kit will be discontinued effective August 15, 2025.

We are committed to supporting current Catalyst kit holders during this transition and will offer an opportunity to upgrade to the *Catalyst Practitioner Experience* **at no charge for the first year.**

This complimentary upgrade is available only for Everything DiSC on Catalyst, Workplace, Agile EQ, and Management Kit holders.

This limited-time offer is available August 11, 2025, through December 31, 2025.

To upgrade, kit holders must enter their existing kit serial number on or before December 31, 2025, into the *Catalyst™ Practitioner Experience* within Catalyst (catalyst.everythingdisc.com) to unlock access. As soon as they input their serial number, their annual renewal clock begins; they will have the option to renew one year after this date.

Q: Are the Facilitation Registration and Facilitation Resource sites also being discontinued with the Everything DiSC® on Catalyst Kit?

A: No, the Facilitation Registration Site and access to the facilitation materials on the Facilitation Resource Site for existing kit holders will remain live. Existing kit holders can still access their facilitation materials at any time. The Facilitation Resources site for Catalyst™ content will remain available but will not be updated with new materials. New materials will exclusively be available on the *Catalyst Practitioner Experience*.

The Everything DiSC® on Catalyst Kit discontinuation date has no impact on the Facilitation Registration Site and an existing kit holder's ability to access the materials on that site.

Q: Do you plan to discontinue the other non-Catalyst™ (traditional) kits?

A: We do not have any plans to discontinue the non-Catalyst kits/products or the support at this time.

Q: How is the *Catalyst Practitioner Experience* different from a Facilitation Kit?

A: The *Catalyst Practitioner Experience* is intended to be the go-to Practitioner solution for facilitation materials & resources. All the existing contents of the Catalyst Facilitation Kit (as well as the Workplace kit, Agile EQ, and Management kit) and select materials from the Facilitator Resources site will live under "Practitioner Resources" within the *Catalyst Practitioner Experience* on Catalyst. This content and more will all be provided through the *Catalyst Practitioner Experience*. The Catalyst Facilitation Kit will transition to the *Catalyst Practitioner Experience* and be discontinued on August 15, 2025.

Q: Will the Danish Everything DiSC® on Catalyst Kit be discontinued?

A: No, this only applies to the Everything DiSC on Catalyst Kit in English.

Q: Can the Danish Everything DiSC on Catalyst Kit be upgraded to *Catalyst Practitioner Experience*?

A: Yes, Danish Everything DiSC on Catalyst Kits are eligible for a free upgrade to Catalyst™ Practitioner during the free upgrade window. However, please note that the *Catalyst Practitioner Experience* is currently only available in English. This means all facilitation content and materials within Practitioner Resources, along with all other *Catalyst Practitioner Experience* features, will be in English only. Please keep this in mind when deciding whether to upgrade.

Q: How do I purchase and access the *Catalyst™ Practitioner Experience*?

A: Please reach out to your Authorized Partner to purchase *Catalyst Practitioner Experience*. The *Catalyst Practitioner Experience* is accessed via a serial number that is provided after purchase.

Once purchased, a confirmation email with the *Catalyst Practitioner Experience* serial number will be sent to the purchaser (if sent to the Partner's email, the Partner can share this email with the Practitioner to access).

If the practitioner is an administrator, ensure the practitioner has synced their EPIC account to their Catalyst account to gain access to the *Catalyst Administrator Experience*.

If the practitioner is not an administrator, they can still access the *Catalyst Practitioner Experience* landing page within Catalyst from their learner profile under account settings.

After they have received the email with their serial number, they should:

- Navigate to **catalyst.everythingdisc.com** and log in to their account
- Click **Account Settings** from the sidebar navigation
- Click the **Practitioner Experience tab** and enter the serial number found in the confirmation email. Note: The serial number can only be used once.
- Click **Redeem**.
- Click **Practitioner Resources** from the left navigation bar to access facilitation content and resources on the page.
- After inputting the serial number, check your email within 24-48 hours for login instructions to the **Practitioner Community** on the Wiley Online Training Center.

Q: After a user activates the *Catalyst Practitioner Experience*, can that person share its content with coworkers in their company?

A: No, just like the Catalyst Facilitation Kit, the Catalyst Practitioner license is not transferable.

Q: How will Everything DiSC® Certification be impacted by the *Catalyst Practitioner Experience*?

A: Currently, Everything DiSC® Certification requires each participant to own an Everything DiSC on Catalyst™ Facilitation Kit. Once the *Catalyst Practitioner Experience* launches, it will replace the kit—meaning the *Catalyst Practitioner Experience* will be required for certification instead.

Everything DiSC® Certification pricing will remain the same; please contact your Authorized Partner for details.

In addition to certification, Practitioners will need to purchase the *Catalyst Practitioner Experience* access; please contact your Authorized Partner to purchase.

If Practitioners want to keep access to the *Catalyst Practitioner Experience* beyond the first year, a 150-credit renewal fee will apply annually.

If you have questions that were not addressed in this FAQ document, please contact your Everything DiSC Authorized Partner.