

Catalyst Practitioner Experience FAQs



Question: What is the new Catalyst™ Practitioner Experience?

Answer: The all-new Catalyst™ Practitioner Experience (CPE) is an ongoing professional support system designed to help practitioners deliver stronger workshops and coaching engagements. The CPE provides everything needed to cultivate thriving DiSC® cultures. Practitioners will be empowered to implement, scale, and demonstrate DiSC's impact on organizational performance every day.

Question: What's included in the Catalyst™ Practitioner Experience?

Answer: 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

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

Question: What's the investment for the Catalyst™ Practitioner Experience?

Answer: 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 our team at Bishop House Consulting, Inc. 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 Catalyst.
- Annual Renewal Fee: After the first year, an annual renewal of 150 assessment credits will be required to maintain access to Catalyst Practitioner Experience each year.

Question: Is there an auto-renewal option?

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

Question: What if the user does not renew?

Answer: 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. You will maintain access to any facilitation materials you have downloaded.

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

Answer: 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.

Question: We currently have multiple certified facilitators. Would we need to enroll each in the CPE? Or can that be shared among our team?

Answer: The CPE is not set up to be shared as it is a single user license, and is not transferable. But it is also not required that you enroll in it. You can continue to use your existing facilitation kits for as long as you'd like. For each kit you currently own you will get one free upgrade to the CPE if you act by December 31, 2025. If you would like to enroll additional facilitators, Wiley has announced an introductory rate through the end of 2025. The introductory retail rate through December 31st is \$1,495.

Question: Is it possible to tie Catalyst Practitioner Experience (CPE) to our training team's email rather than one single person?

Answer: The CPE is actually tied to a Catalyst account. The email you choose will get that user into both their Catalyst account and the CPE, as well as the Catalyst Admin tool if they have been set up as an EPIC administrator.

Question: What are the costs for a new facilitator?

Answer: The retail price for Catalyst™ Practitioner Experience (CPE) is \$2,200 while the retail price for Certification is \$2,495. **Wiley has reduced the retail price of CPE to \$1,495 for the remainder of 2025.**

Note: Facilitator Certification is optional, so you could opt to purchase the CPE for a new facilitator, which comes with a new 2-hour, asynchronous Everything DiSC® Foundations course as well as Bishop House Consulting's free training consulting services for new facilitators. Down the road, they could decide if they would also like to get certified.

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

Answer: 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 assessment credits per report.

Question: What is the Practitioner Community?

Answer: 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®.

Question: Are there any guardrails within the Practitioner Community?

Answer: 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.

Question: What is the difference between CPE's Practitioner Community and Bishop House Consulting's Facilitate With Confidence (FWC) Community?

Answer: The CPE Practitioner Community and Bishop House Consulting's Facilitate With Confidence Community were both built with our clients and their needs in mind. Each community serves complementary but distinct purposes.

- **CPE Practitioner Community:** This is Wiley's online hub, hosted in the Wiley Online Training Center (accessed via Catalyst), where practitioners can connect with peers, access product updates, explore research, and join exclusive community events/trainings. The community is designed to keep practitioners engaged with DiSC® at a broad level, with resources and discussions centered around the Wiley perspective and network.
- **Facilitate With Confidence Community:** This community is a dedicated space we've created specifically for certified DiSC® facilitators and administrators who want to sharpen their skills, expand their impact, and receive ongoing support. In addition to peer-to-peer collaboration, our focus is on providing a centralized resource library, practical facilitation tools, and professional development opportunities supported by Bishop House's experts. Our mission is to help you grow confidence in facilitation and maximize the value of Everything DiSC® in your organization.

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

Answer: The Everything DiSC® on Catalyst Facilitation Kit (English, US) has transitioned to the Catalyst Practitioner Experience and was discontinued on August 15, 2025. Wiley is 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 must be initiated by 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.

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

Answer: 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.

Question: Does Wiley plan to discontinue the other non-Catalyst™ (traditional) kits?

Answer: Wiley does not have any plans to discontinue the non-Catalyst kits/products or the support at this time.

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

Answer: 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 kit, 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 has transitioned to the Catalyst™ Practitioner Experience and was discontinued on August 15, 2025.

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

Answer: Please reach out to our team at Bishop House Consulting, Inc. to purchase the 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 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.

Question: How is Everything DiSC® Certification impacted by the Catalyst Practitioner Experience?

Answer: Previously, Everything DiSC® Certification required each participant to own an Everything DiSC on Catalyst™ Facilitation Kit. The Catalyst Practitioner Experience is now required for certification instead. Everything DiSC® Certification pricing remains the same. Please contact us at Bishop House Consulting and we can assist you in the purchase. If Practitioners want to keep access to the Catalyst Practitioner Experience beyond the first year, a 150-assessment credit renewal fee will apply annually.

Question: "How can I redeem my CPE serial number?"

Answer:

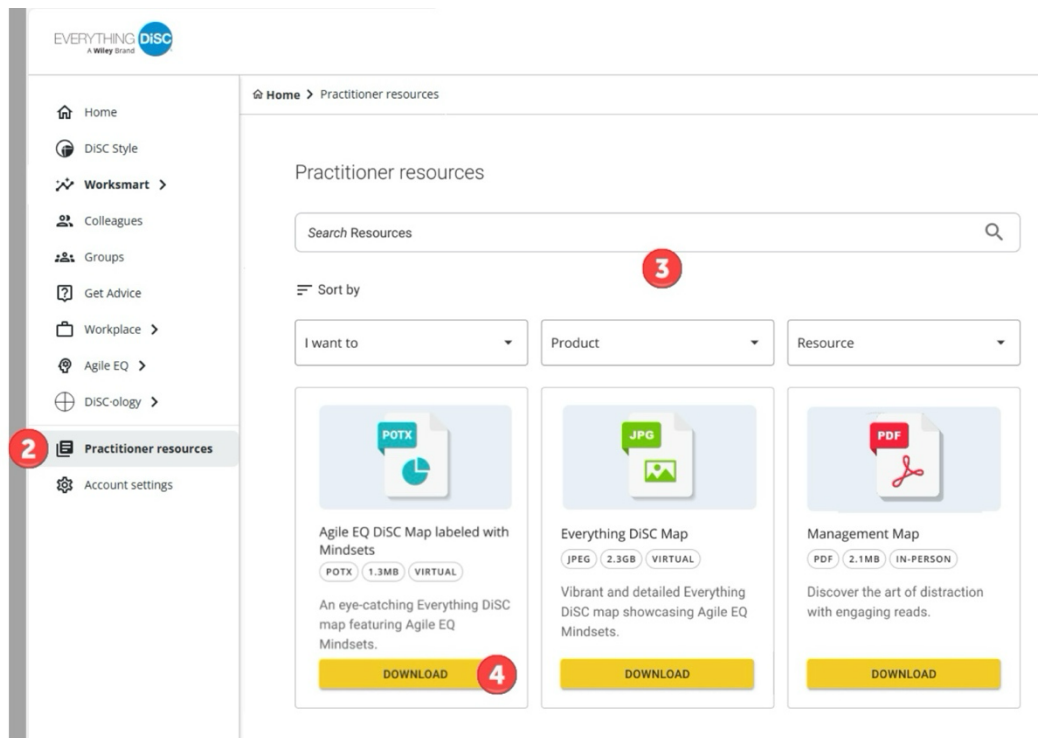
1. Check your email for your Catalyst Practitioner Experience confirmation and serial number.
2. Navigate to catalyst.everythingdisc.com and log in to your account.
3. Click Account Settings from the sidebar navigation.
4. Click the Practitioner Experience tab and enter the serial number found in the confirmation email. Note, the serial number can only be used once.
5. Click Redeem.

The screenshot shows the 'Catalyst Practitioner Experience' page in the Everything DiSC user interface. A sidebar on the left contains navigation links: Home, DiSC style, Colleagues, Groups, Get advice, Level 1, Workplace, Management, Agile EQ, DiSCology, and Account settings (highlighted with a red circle and the number 3). The main content area has a breadcrumb trail: Home > Account settings > Practitioner experience. A blue notification bar at the top states 'You are now in the learner experience'. The page title is 'Catalyst Practitioner Experience'. Below the title, there is a paragraph explaining the experience and a list of features unlocked by purchasing it, including practitioner resources, group insights, learner comparison, and unlimited reports. A section titled 'Serial number and Auto-renewal' explains that the experience is subject to the Catalyst Terms of Use. At the bottom, there is a form with a 'Serial number' input field (containing '3917-2812-3798-1237' and marked with a red circle and the number 4), a 'Redeem' button (marked with a red circle and the number 5), and a green checkmark icon.

Question: How do I access the Practitioner Resources?

Answer: Practitioners can access a library of ready-to-use facilitation materials like customizable slide decks, scripts, and handouts. Materials include items from the Everything DiSC® on Catalyst™ Facilitation Kit, including Workplace, Worksmart, Agile EQ, Management, and Your Groups modules.

1. Navigate to catalyst.everythingdisc.com and log in to your account.
2. Click Practitioner Resources from the sidebar.
3. Use the search bar and filters to find a resource. The resource list allows you to easily search and apply filters to find exactly what you need.
4. Click Download to save the resource to your computer

**Question: How do I navigate CPE?**

Answer: Wiley has released a detailed Catalyst Practitioner Experience User Guide, highlighting new facilitation materials, updated real-time user and group insights, ongoing training opportunities, and introducing the new practitioner community. You can find this resource linked in our Facilitate with Confidence Circle Community under Facilitator Resources and the Catalyst Practitioner Experience space. Contact our team at Bishop House Consulting if you would like to schedule a call to get additional support.

Question: Where can I find out about updates related to Wiley and CPE?

Answer: We are here for you! Bishop House Consulting's Facilitate with Confidence (FWC) Community is a dedicated space for certified DiSC® facilitators and administrators who want to sharpen their skills, grow their impact, and connect with like-minded professionals. Our team posts resources, updates, announcements, and prompts to make sure you are informed. You can also look for our DiSC User Group emails with regular updates and announcements or reach out for support from our team at any point! If you have not already joined the FWC Community, contact Marisa.Forti@Bishophouse.com for an invitation link.