

EXtra Leadership Program

For Employees

Scalable, customized training to meet your needs



*At Proactive Insights,
our love for leadership drives
who we are and what we do
every day.*

We Enable Excellence

The products and services at Proactive Insights complement each other in a unique way to help organizations, leaders, and employees perform better, work better, and feel better. Our insights break tradition, set trends, and make history every day and all over the world.

Challenge

Organizations are not run by policies and procedures, scoreboards, mission statements, or information systems. Organizations are run by people—your employees. The effectiveness of your business hinges on the engagement of each individual who works for you. Stephen R. Covey said, “Disengagement is what happens when people continue to work at a company, but have effectively quit ... They put in what effort they must to get their paycheck and not get fired, but they're not giving their talent, creativity, energy, or passion.” Inspiring front-line employees to stay engaged is a continual challenge for any business striving to meet and exceed organizational goals.

Solution

Proactive Insights has been at the forefront of leadership development for many years. They have successfully lead teams through the vicissitudes of the workplace in a way that kept employees engaged, creative, and inspired.

In the EXtra Leadership training program for employees, front-line team members will learn how to tap into their passion and ingenuity to move the organization to new levels or performance.

We Embrace Leadership

Leadership Affects Everything!

Equip your employees with cutting-edge skills and tools to be better servant leaders, customer focused and inspired beacons that deliver exceptional results.

Invest in their Leadership Development

Enabling excellence in
people and organizations

EXtra Leadership Program

Features

Proactive Insights' Extra Leadership program for employees includes:

- Two to four hours of pre-consultation with key stakeholders to diagnose your needs and customize the design and content of the program.
- Customized training program to fit your needs: 1-day version, ½-day version, 12 month package, webinar versions.
- Access to the Proactive Insights assessment tool.

Employees who participate in the Extra Leadership program learn how to:

- Ignite their passion, purpose, and imagination for their work
- Serve the organizations and its stakeholders effectively
- Stay flexible and adaptable
- Listen for understanding
- Unleash their talents and advance toward personal goals
- Make and maintain important relationships Focus on prevention by working from a mindset of preparedness Embrace the reality of constant change
- Have fun and love their job
- Harness the power of small wins.

If you're looking for a way to generate a new level of initiative and creativity in your front-line employees, Proactive Insights' EXtra Leadership for employees can help. Please call or click today for more information

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Behaviour That Will Change

Break-With Insight: Cling to purpose, not to policy

- Unleashing people towards a purpose - finding their voice
- How to set yourself and your people free towards a better way - that inspires and unleashes the inner flame
- How to navigate through policy that does not serve purpose
- Finding clarity (roadmap and direction)
- Unleashing passion - special talents, skills
- Organizational policies and procedures are proportional to the lack of innovation and creativity within it the bigger the rule book, the more it's weight will crush the drive of employees and with it any hope of innovative improvements
- Will be able to identify policy that serves the greater purpose and will support it
- Will analyze core purpose (serving customer, serving team, etc)
- Finding underpinning purpose

- Work on self first (Inside-out approach)
- Act on purpose
- Respect laws, order, regulations when taking action
- Higher energy level
- Increased motivation
- Happier and satisfied
- Will question those policies that are inhibiting
- Think outside the box
- Will adapt
- Will innovate
- Will be looking for better ways
- Policies and guidelines will be directly imposed as a result of determining underpinning purpose
- To change policy will include the right stakeholders in the discussion
- Will forge partnerships
- Hard work will be done up front - before any significant success occurs
- Will apply all efforts to purpose
- Clear job expectations
- Performance measurements design on the concept of purpose
- Constructive and timely feedback given





Break-With Insight: Lead from the bottom up, not from the top down.

- Serving people - will understand the principles of servant leadership
- Wellness matters - you count
- Effecting change by identifying and meeting the needs of others
- Inspiring yourself and your people to make a difference
- A mindset of service, where execution is entirely different
- Mindset of getting into the trenches
- Recognize how to be accepted by a team
- Acquire the essence of "seek first to understand and then to be understood"
- Appreciate what your people/team do during tough times
- Self developing - self awareness
- Still setting direction, establishing strategy, and making tough decisions
- Mindset you work for your people
- Seeing each situation for what it is and a win-win mindset

Behaviour That Will Change

- Servant leader mindset
- Leadership responsibilities the same
- Execution will be entirely different
- Displaying humility at all times
- Getting involved in areas/tasks once avoided to better understand
- Getting involved in the middle of things - but not micromanaging
- Practice connecting with team at bottom up
- Will understand their team
- Will appreciate
- Will trust
- Will serve first
- Will exhibit care towards people
- Will meet the needs of others first
- Will grow people
- Will pay attention
- Support people
- Removing barriers
- Championing their efforts

Break-With Insight:

Ordinary=visioning, planning, and executing.

Extraordinary=visioning, planning, executing, and adjusting.

- Introducing the 4 leaf clover - where all 4 of the leaves must be inseparable to achieve breakthrough results
- Where constant check-ups and staying in touch is the norm
- Staying connected
- Keeping your finger on the pulse
- Will be able to identify the four critical elements of success (vision, planning, execution and adjusting)
- Will identify in advance potential blind spots
- Renewal mindset
- Mbwa - manage by walking around
- Will be able to relate the principles of the daily work out session
- Will stay on track, inclusion, encouraging, motivating
- How to employ constant check-ups with customer and employees
- Recognizing and rewarding your people and customers
- Removing or managing work stressors
- Alternative work arrangements (flex-time, compressed work week < job sharing, telecommuting)

Behaviour That Will Change

- Will use key tools - 7 minute huddle or "daily"
- Will make consistent tweaks or changes
- Will demonstrate being on the ground
- Will apply mbwa
- Will track progress
- Will discuss openly challenges/roadblocks
- Will celebrate success (and failures)
- Will internalize "everybody's opinion matters"
- Will apologize and show continuous humility
- Problems will be solved at the appropriate level (and will not be pushed up)
- Will not micromanage
- Practice work-life balance
- Practice concept of "slack" and slack time and time management





*Break-With Insight:
Listen with no expectations,
agendas, or preconceived
notions.*

- Ideas and opinions are valued
- Acting afterwards on what you hear (when appropriate)
- Allowing people to exhale (emotionally and mentally- psychological air) instead of them walking around holding their breath
- Opening up - creating a state of humility
- Learn the principles of cit (continuous improvement team)
- Comprehending that listening is really a state of humility
- Nothing fails like success
- Consistent contact with customer (email, telephone, in-person, surveys, follow-up)

*Behaviour That Will
Change*

- Listening to the team and the customer
- Allowing...opinions, criticisms and suggestions
- Asking for feedback
- Understanding a person's point of view until that person feels understood
- Acting after listening to solve problem, issue, or concern
- Not acting on rumours, innuendos, half truths and judgements
- Creating a space for people to exhale
- Will step out of own emotions and see things from others point of view
- Set up a cit (continuous improvement team)
- 360 evaluations
- Will welcome the bad news
- Will deploy "after action reviews"

Break-With Insight: Empower employees by inspiring progress and performance.

- Launching greatness
- Happiness in execution
- Key drivers of performance are largely in the leader's control
- Trusting your people
- At a certain point, doing "more with less", you'll get less
- Tools to do the job
- Continuously learning, growing and developing
- Removing barriers
- Setting up a safety net
- Contrast micromanagement to empowerment
- Examine how yanking empowerment out from the feet of people after a mistake dis-empowers
- Unlocking infinite possibilities
- Ensuring for people a baseline of common language and culture to work with
- "why letting go" is so hard - the fear

Behaviour That Will Change

- Will ignite the spark in their people
- Removing barriers and interference that impedes progress
- Realignment of systems and structures that do not support purpose and progress
- Provide meaningful tools, resources and encouragement
- Advancing trust
- Allowing for learning and mistakes
- Allowing for people to create, innovate, fail and try again
- Morale will increase
- Setting up safety nets, pilot projects with review loops
- Providing support
- Praising failure
- Setting up participative decision making

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Break-With Insight:

You will succeed if you tend to the web— continually building and rebuilding connections, partnerships, relationships. You will fail if you don't.

- We do nothing on our own
- The connectedness of things make it impossible to achieve significant growth or overcome challenges without the help of others
- Partnerships - discount no one
- Get rid of your limiting mindset
- Uniting
- Reach out to anyone and everyone
- Rewarding successes
- Appreciating your people

Behaviour That Will Change

- Breaking out of a mindset with preconceived notions about the way things are
- Being proactive
- Forming partnerships
- New partnerships
- New and more contracts and agreements
- Forging new relationships
- Proactively contacting employees and customers – clients
- Appreciating and rewarding staff and customers

*Break-With Insight:
Primarily focus on prevention,
not on treatment.*

- Institutionalizing a model of prepare (not repair)
- Logical and more effective, but not common practice
- Focus on lead indicators, not lag
- Attack – an offensive inoculation position using innovation, creativity and a break-with mentality
- Working smarter – proactive approach
- Solve problems before they ever occur
- Moving forward against the resistance
- Diagnosing the difference between lag activities & measures and lead activities and measures
- Diagnosing the difference of reactive and proactive programs
- Diagnosing and comparing a defensive treatment approach to offensive, inoculation position

*Behaviour That Will
Change*

- New mindset will open up for all sorts of possibilities and options
- Proactive actions
- Developing a score card that also measures proactivity (lead measures and activities)
- Demonstrating courage and facing criticism
- Action by doing the right thing
- Designing a model of PREPARE, not repair

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Break-With Insight: Never underestimate the value of fun.

- Loving your job
- Stay loose and happy
- If you don't have fun once and a while, then work just becomes a job – stale, lifeless and uninteresting
- Preventing "work commas"
- Costs nothing and builds huge positive morale
- Relationships will be built
- No real security in what is not longer meaningful

Behaviour That Will Change

- Creating opportunities for having fun
- Asking for ideas
- Tasteful humour
- Morale increases
- Exhibiting creativity
- Exhibiting unconventional thinking

*Break-With Insight:
Win the crowd and you
will win your change.*

- Smiling in the face of constant change
- Winning the critical mass...the swing vote
- Accept the fact there will always be "laggards" and "immovable's"
- Go for 80%, coach and offer choices for the remaining 20%
- See the problem in a different way
- Outsiders can offer a different perspective
- Try pilot projects and beta testing to win the crowd (because it's simply a test, not hard policy)
- Long term investment - introducing the law of the harvest
- Identify the dynamics of change
- Identifying the dynamics of the law of the harvest (a sowing activity)

*Behaviour That Will
Change*

- Seeing things differently
- Getting people excited
- Waking them out of their inertia
- Taking action to win the 80%
- Taking action on the 20%
- Not abandoning other responsibilities, but helping people see differently from an innovative point of view
- Act on low hanging fruit
- Inspiring their people to forecast and anticipate change

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