

Elevating the leadership mindset



Client need

A leading provider of software for property and casualty insurers recognized a need to become more agile and tap into its full capabilities. To do so, the company needed an engaging way to virtually build excitement within the group which was located remotely, while expanding its leadership skills, particularly for financial leaders.



The solution

In order to equip leaders with a mindset for success, the company's leaders experienced the **BTS Multipliers Simulation**, based on Liz Wiseman's groundbreaking book, *Multipliers: How the Best Leaders Make Everyone Smarter*. The program helped participants:

- ✔ Learn to "multiply" the talent and intelligence of others, applying specific mindsets and behaviors to **bring out twice the intelligence of their teams** despite the distance through capitalizing on individuals' strengths.
- ✔ Avoid "Accidental Diminishers," which are actions and words that, despite the best of intentions, lessen their team's contributions.
- ✔ **Reach their own "a-ha" moments** by working through realistic and challenging scenarios, participating in rich virtual discussions, and reflecting on their own interactions and relationships in a risk-free environment.
- ✔ Visualize how the **new agile culture** and approach would unfold for the organization.



Results

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[The Multipliers Simulation] was really easy for me to bring [to my team]. You are a great company to work with and the Multipliers Simulation is a real sweet spot.

- Director of Learning and Organizational Development

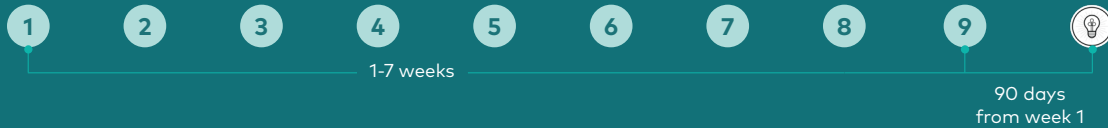
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We look forward to cascading Multipliers to other parts of the organization and tapping into the great stores of brainpower.

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Multipliers for People Leaders: Ready to Go Journey



1

Let's Go!

- Introduction to the Journey
- Pre-test
- Multipliers Video and Insight Question
 - Foundational understanding of "Multipliers"
 - Allow them to understand more about the book the book and building credibility of the author and concepts

2

Multipliers Journey

- LoS (line-of-sight) and meet with leader
- Understanding of program objectives (the why)
- Understand how this journey will impact them, their team, and the business.
- Identify objectives they want/need to focus on
- Connect their focused objectives to team and business impact

3

Prepare for Multipliers Virtual Session

- Pre-work for session
- Understand what is to come in the virtual session
- Defining Success
- Get familiar with objectives and simulation characters

4

Virtual Session 1

- 2.5-hour virtual session
- Introduce the research in engaging way
- Introduce the mindset and behaviors
- Practice mindset and behaviors through moments in teams
- Debriefs

5

Moment Makeover

- Remake one of your own moments from the past where you missed the chance to multiply the intelligence of someone or where you could have had an even bigger impact.

6

Native Genius

- Watch a short video from Liz about Native Genius.
- Go-do activity focused on finding the Naïve Geniuses on their team.

7

Minimizing your Accidental Diminisher

- Uncover your own Accidental Diminishers. Conduct experiments to help eliminate your Accidental Diminishers.
- Practicing a work around for their selected Accidental Diminisher

8

Virtual Session 2

- Introduce Accidental Diminishers and experiments.
- Apply AD knowledge in remaining 5 moments.
- The debrief for each 5 moments focuses on their reflection on successes and challenges of being a Multiplier, and how they have applied these mindsets and behaviors.

9

Reflecting on Your Journey

- Review your journey: reflect on what you have done and what you will continue to do and improve upon.
- Post-test (compare against pre-test to see how much was learned and changed).
- Revisit LoS
- Follow-up with leader
- Certificate!



90-day AD check in

- Learners will take the Accidental Diminisher Quiz again to see where they were able to minimize previous ADs or maybe where a new one has appeared.
- Experiments will be suggested based on the quiz results