

Are Your Front Line Leaders Ready?



Never before have demands on leaders changed so much, so quickly...



Being
a Leader

Transform today's
Front Line Leaders to...

Big-hearted and
High-performing
leaders of tomorrow.



What are we hearing?

"I feel proud and exhausted. I'm not sure how much longer I can keep going at this pace"

"Taking action, not knowing, planning, only to be flexible..."

"I spend each day in back-to-back virtual meetings and end up with a battery run down and having no time."

How does it feel to be a leader in 2022?

"Exhilarating and exhausting."

85%

of execs are 'living their purpose'...

but only **15%** of front line feel fulfilled...

61%

of front line leaders are **struggling**, only 39% thriving

"Being a leader in 2021, I was able to accept that there were a lot of things that were not under our control..."

"... people were going through a lot of things other than the professional side..."

Only
1 in 3 CEOs:

Rate front line leadership capability 'very good' or 'excellent'

Research shows that...

most mid level leaders are still struggling with core leadership skills.

We aren't capturing them early enough and effectively.

Are we failing our front line leaders?

Only
1 in 5 large companies are focused on upskilling front line leaders

Front line leaders are

80%
of the leadership population

but only **20-30%**
of organisation's development attention

References

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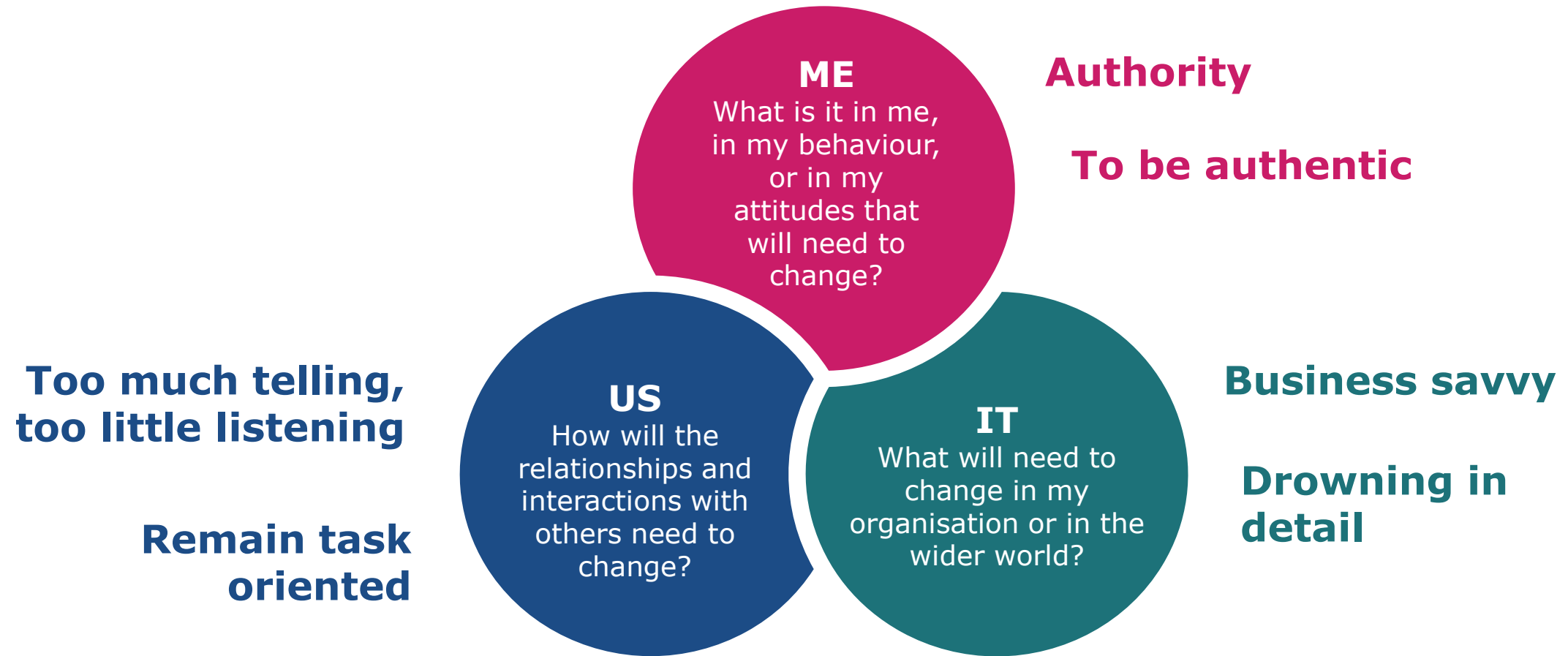
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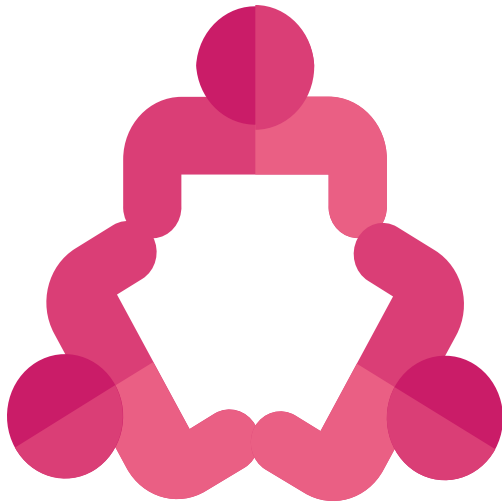
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Front line leaders face multiple struggles in their role



What are the expectations of the front line leader?



Doing

Get results
through others



Thinking

Get intelligence
from others



Feeling/Experiencing

Help *others* do their
life's work

Expectations on front line leaders have changed significantly

Demands are cumulative

What people DO



Get results *through others*

1.0

Driving performance

The core of people leadership has always been about achieving results through others.

- Performance management
- Give feedback
- Delegate / Coach
- Create line of sight to strategy
- Ownership and accountability

How people THINK



Engage the intelligence *of others*

2.0

Unlocking modern operating models

As organisations become agile and responsive, a fail-fast learning culture unlocks the intelligence of their people.

- Unlock team's intelligence
- Encourage growth mindset
- Focus on customer
- Innovation, agility
- Fail fast learning culture

How people FEEL



Help *others* do their life's work

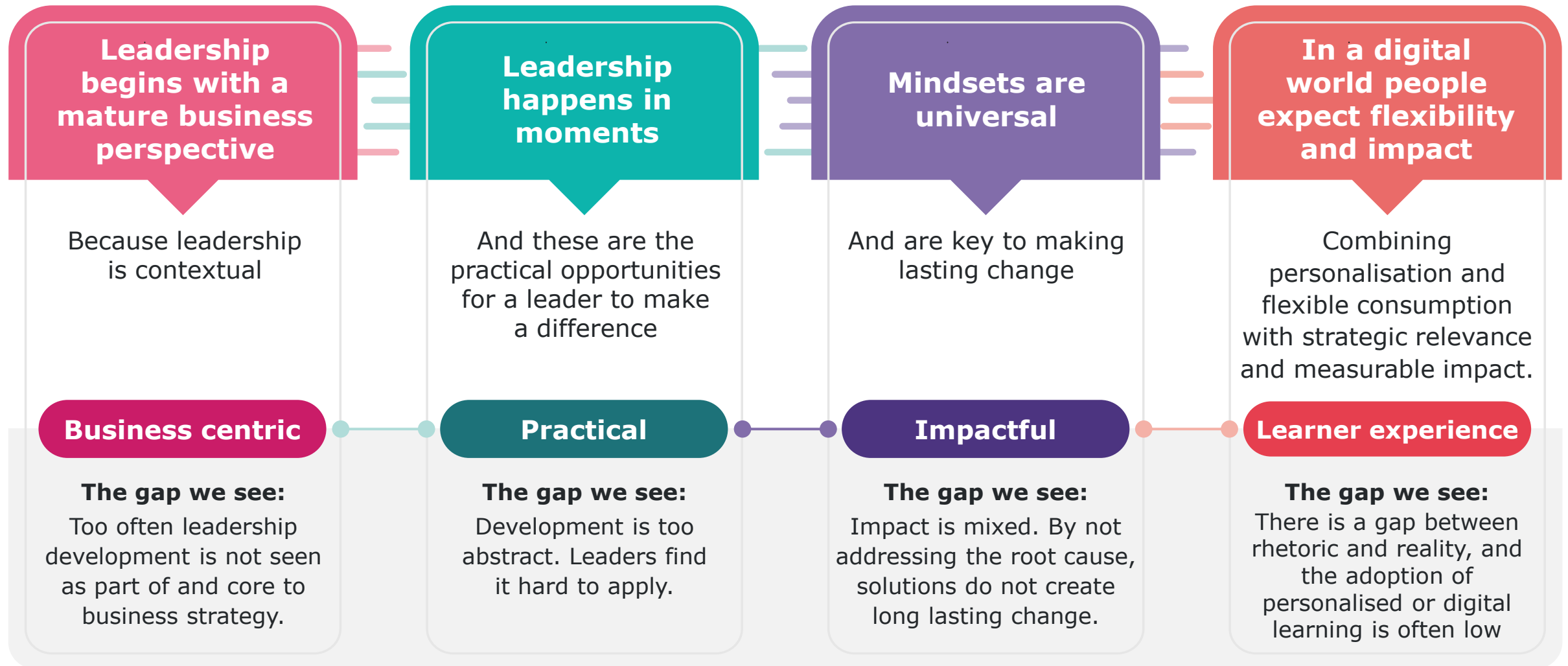
3.0

Inspiring connection

In uncertainty and a hybrid world, leaders must focus on the whole person creating meaning and belonging for diverse teams.

- Drive engagement
- Diversity, Equity, Inclusion
- Wellness
- Psychological safety
- Resilience

Think differently about developing talent – BTS four principles

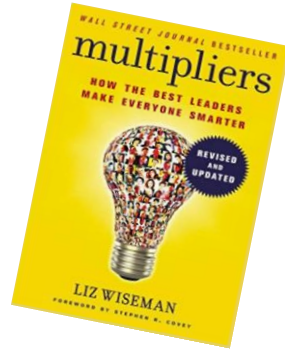


BTS' world-class solution has a unique combination

Differentiates BTS in the marketplace

Research

External



Internal



> 150,000 coaching conversations



Design methodology

Mixed modality learning experience:

- ✓ Deeply experiential
- ✓ Active learning approach: Extends beyond learning by doing
- ✓ Leaders at centre: Team-based interaction, senior leader involvement

Contextual and personalised:

- ✓ To your organisation and to each learner
- ✓ *We make strategy personal...*
 - Interviews with key stakeholders
 - Highly relatable to each learner
 - Your organisation's 'colours' are embedded throughout the journey

Being a Leader learning journey

Kick-off

Self-assessment

Kick-off
Multipliers intro

Key

Self-paced

Workshops

Go-Do

Pod

Experience 1 My role as a leader

Flex my style

Choose my attitude

Simulation

Leading the business

Engaging my team:
Style and focus

Go-Do 1

Pod 1

Experience 2 Engaging the best in others

Stretch others &
simulation

Simulation

Stretching others:
Goals & coaching

Accidental diminishers
& simulation

Go-Do 2

Pod 2

Experience 3 Leading the work of our lives

Feedback &
simulation

Simulation

Feedback culture & high
performance feedback

Debate Maker

Go-Do 3

Pod 3

Wrap-up

Natural genius
party

Three Big Ideas...

It's time we
rethink how we
think about Front
Line Leaders

1

The old
classroom model
of leader
development
is over

2

Our leaders need
help to lead the
working
experience...

3

Strategy made

personal



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