

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...

**What
people DO**



Get results *through others*

**How
people THINK**



Engage the intelligence *of others*

**How
people FEEL**



Help *others* do their life's work

Big-hearted and **High-performing**
leaders of tomorrow.

Being a leader...what we are 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 executives are 'living their purpose'...
but only **15%** of front line leaders feel fulfilled...

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

61%

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

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

Being a leader...what we are hearing

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

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How does it feel to be a leader in 2022?

"Exhilarating and exhausting."

Being a leader is...

... leader in 2021, I was surprised that there were things that were not under 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.

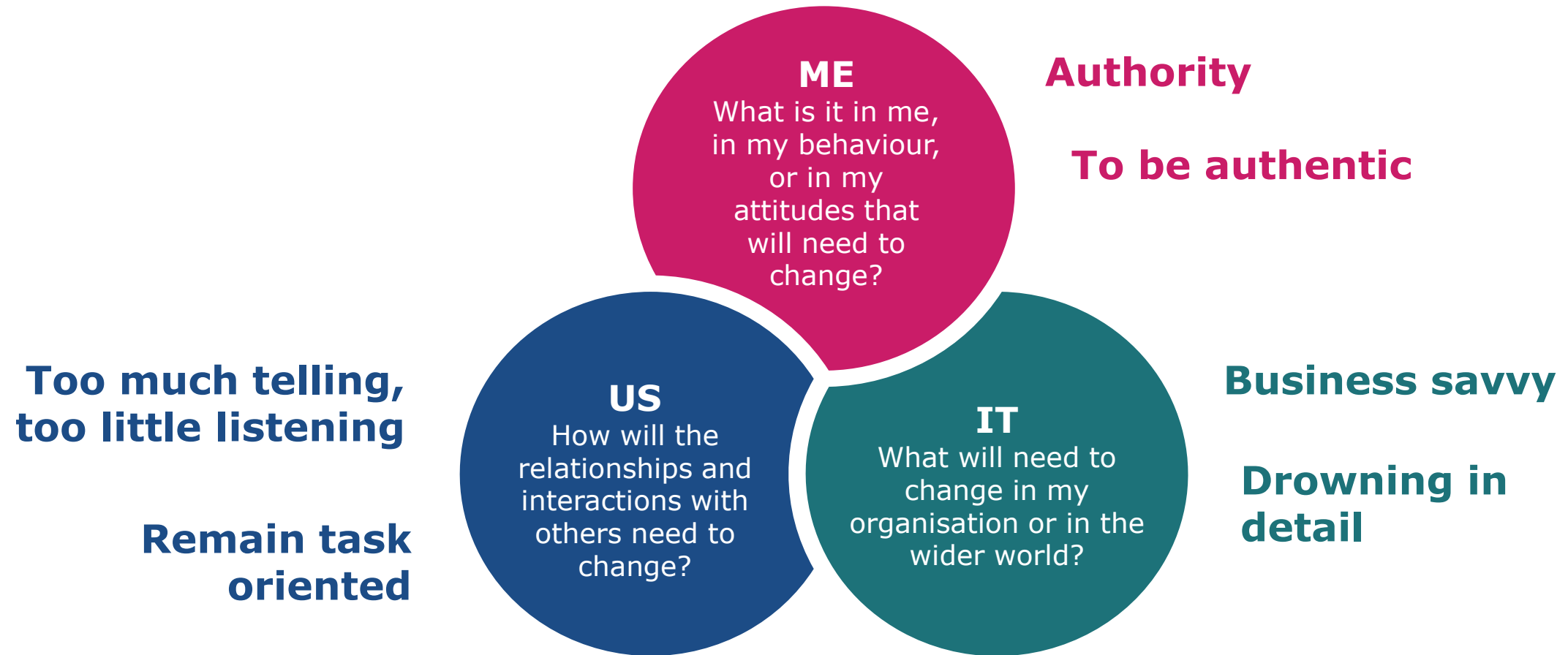
Are we failing our front line leaders?

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

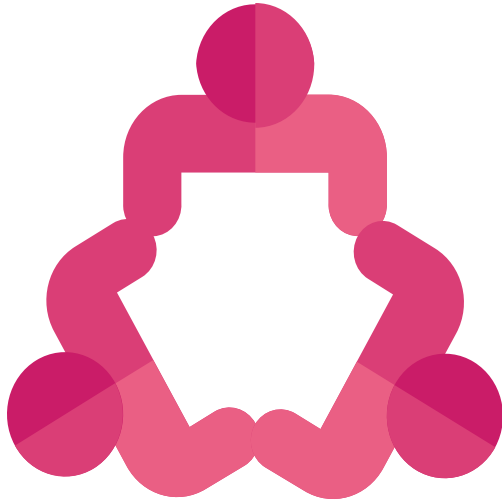
Front line leaders are
80% of the leadership population...

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

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

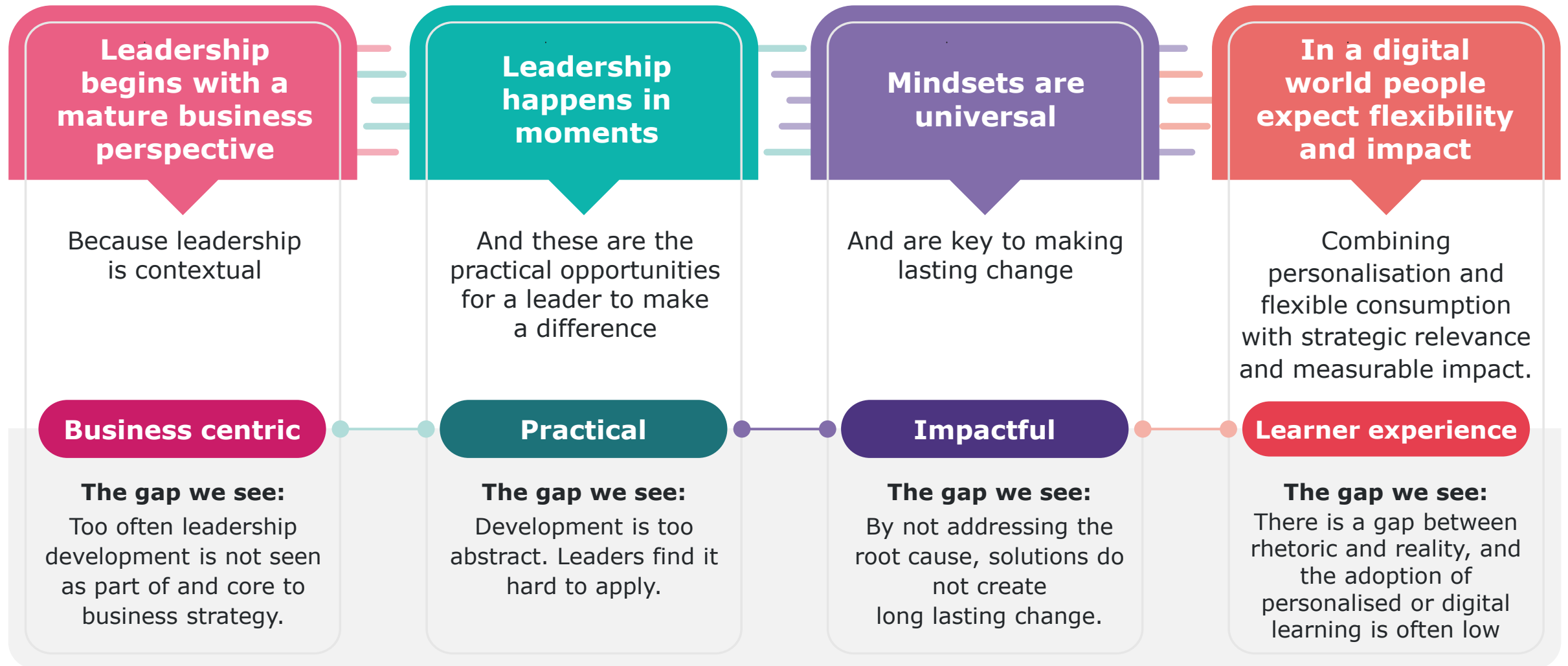
3.0

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

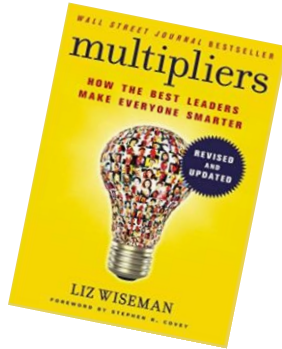


BTS's world-class solution has a unique combination

Differentiates BTS in the marketplace

Research

External



Internal



> 150,000 coaching conversations



Design methodology

Mixed modality learning experience:

- ✓ Deeply experiential
- ✓ Active learning approach: Focuses on 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

Journey kick-off The Multiplier mindset

Self-assessment

Kick-off

Key

- Self-paced
- Workshops
- Go-Do
- Pod

Experience one *Being a Leader: Leading as a Talent Magnet*

Flex My Style

Choose My Attitude

Simulation

Understanding our contribution

Engaging my team

Go-Do 1

Pod 1

Experience two Engaging others: Leading as an Investor and Liberator

Stretch Others and simulation

Simulation

Stretching others

Delegate with impact: Accidental Diminishers and simulation

Go-Do 2

Pod 2

Experience three Raising the bar: Leading as a Challenger and Debate Maker

Feedback and simulation

Simulation

Creating a feedback culture

Leading as a Debate Maker

Go-Do 3

Pod 3

Journey close Future Focus

Natural genius party

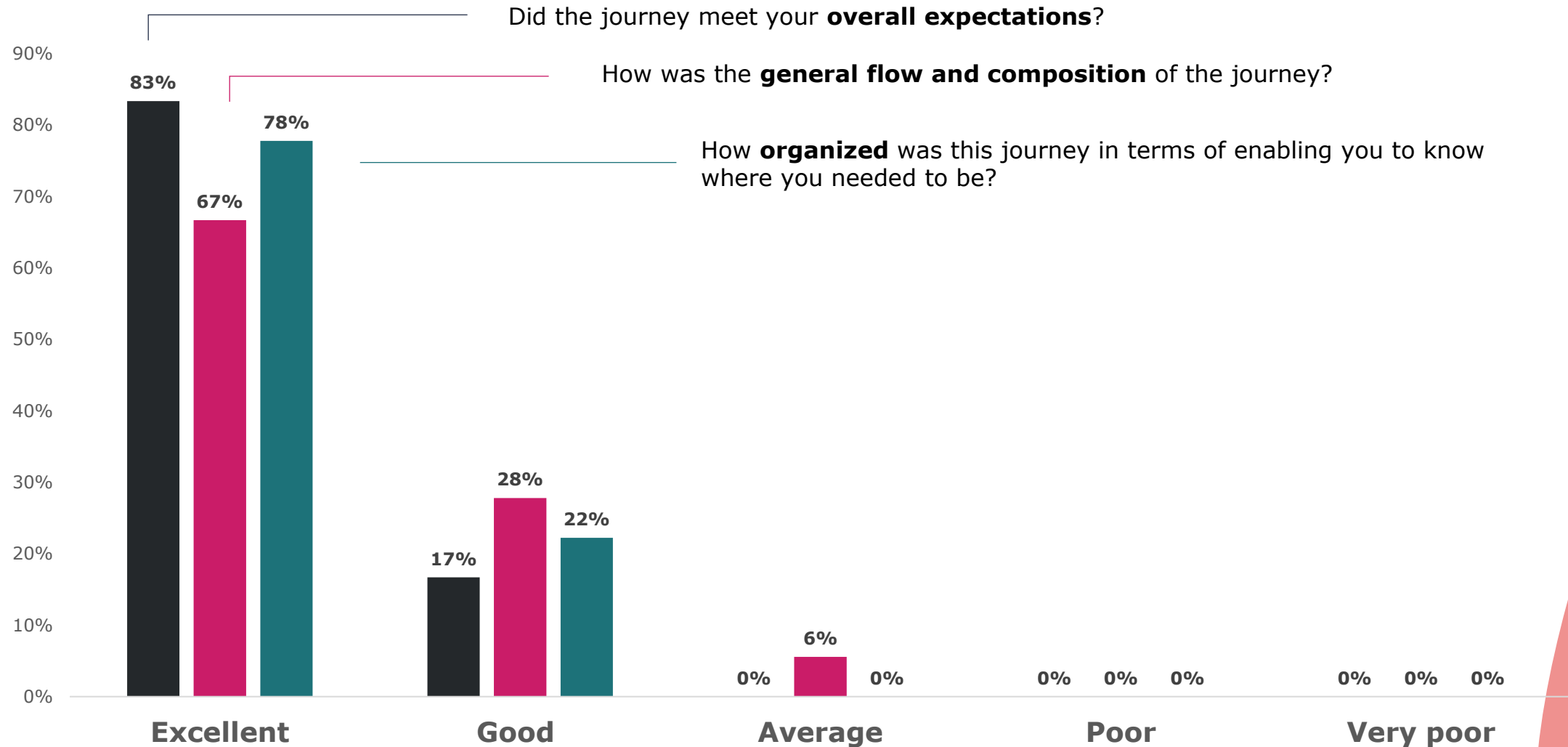
Pilot Participation = 24 Leaders

Africa, Middle East, Italy, Spain and US).

Multiple industries -
Manufacturing,
Telecommunications,
Pharmaceutical, Tyres,
Banking, Oil & Gas, FMCG,
Automotive, Mining



Overall Perception of BAL



Three Big Ideas...

It's time we
rethink how we
understand our
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**

