

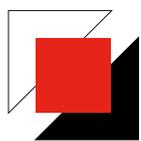
LEAD SELF

LEAD OTHERS

LEAD CHANGE

# LEAD THE FUTURE

A transformational leadership program to **empower your leaders** to drive **growth through engagement**



**INTACT·TEAMS**

Coaching & Leadership Development

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# THE FUTURE OF WORK IS NOW

We are moving into a new world at light speed. Automation, disruption and our new reality of a VUCA world (Volatility, Uncertainty, Complexity and Ambiguity) have put a huge amount of pressure on leaders. They are finding it hard to make decisions in the cryptic world, deal with lower engagement in their team, balance a decrease in productivity (or an increase but at high personal cost) and manage rapidly worsening mental health and burnout across the board.

Technological disruption is shaping the Future of Work and it's clear that whilst many people think that machines take our jobs, it is the human skills that count.

The **2016 World Economic Forum's 'The Future of Jobs'** report states: "

**THE CURRENT TECHNOLOGICAL REVOLUTION NEED NOT BECOME A RACE BETWEEN HUMANS AND MACHINES, BUT RATHER AN OPPORTUNITY FOR WORK TO TRULY BECOME A CHANNEL THROUGH WHICH PEOPLE RECOGNISE THEIR FULL POTENTIAL.**

This statement has become even truer with the complexities and opportunities the global pandemic is presenting since 2020. We need a focus on leadership skills that matter now so leaders are empowered and capable of leading rather than simply catching up with the future of work.

We are currently working through a transition phase which has been termed 'the new normal' or the 'next normal'.

In this phase, I see a real opportunity for leaders and organisations to reconnect to a new purpose by creating workplace cultures that are fit for this purpose, and equipping workforces with the skills that matter to navigate this fast-changing and ambiguous world. Being successful in the future is not just about leadership anymore, it's about leading the future.

## THE FUTURE OF WORK IS FORMING NOW



"The illiterates of the 21st century will not be those who cannot read and write...but rather those who cannot learn, unlearn...and relearn."

Alvin Toffler

# THE CHALLENGES FOR LEADERS

Our workplaces are being disrupted at a pace we have never seen before. I have identified these main factors that are affecting organisations and leaders in the 21st Century:

## THE 5 MEGATRENDS



I explain these megatrends and their impact in detail in my book LEAD THE FUTURE.

I believe that the fundamentals of leadership haven't changed but the landscape has shifted drastically.

Leaders struggle with finding the right approach managing younger workforces (welcome to leadership GenZ), leading remote and distributed teams and maintaining employee engagement in a constantly disrupted world of work.



### Here is what leaders are telling me:

"I have witnessed an increase in productivity in my team now that they are all working from home, but it has come at a high personal cost. They work longer hours, have less boundaries and most of my team are at burnout point."

"The engagement in our team has decreased substantially in the last 20 months. And it's not just COVID and working from home. Our team leader is under so much pressure due to constant restructures that there is no time for us stop, think and collaborate."

"We have a huge task to implement change projects over the next 5 years and I struggle to get buy in from my teams. Change seems to be the only constant and I lack the skills or tools to drive change at a personal level."

"I really struggle with engaging with our younger workforce, especially the graduates. They are technically savvy but they don't have the same attitude work as me and my colleagues have."

"Engaging and communicating effectively using virtual platforms is just not the same. We as well wait until we are all back in the office."

**In this disrupted world of work, the question for leaders is: how do we navigate the challenges to ensure our employees continue to be safe, optimistic and productive?**



"The best way to predict the future is to create it"

Abraham Lincoln



# ARE YOU EMPOWERING YOUR LEADERS TO LEAD THE FUTURE?

Humans are at the heart of any company, they keep the cogs turning, drive growth and achieve organisational goals by engaging people. Employees want to work for companies with a strong purpose, where they can connect with others and have the opportunity to develop and grow.

Positive employee experience has become key to retain and develop people, but organisations are feeling the pressure to respond to disruption and equip their leaders with the skills and tools they need to help lead the future. Challenges that are often mentioned when we work with organisations all around the world:



“We have lost some of our best people in the last few months and we fear that more employees are looking for new jobs. Retention is our number one goal, and we have to upskill our managers to help with keeping our high potentials.”

“A number of our employees have gone to work for our competition. Employee experience is a real issue in our organisation.”

“We have been losing touch with people now that most employees are working from home. Using virtual platforms works technically but we need to focus on virtual leadership too and offer development to forge those deep connections and feeling of belonging.”

“In our new hybrid workplace structure we are offering flexibility for all employees to decide when to work from home or the office. But it hasn't translated into our business yet. Our leaders struggle to have the right conversation with their people to offer flexibility in way of autonomy whilst ensuring expectations and organisational goals are met.”

“We talk about developing our leaders but have yet find the right program to equip them the power skills they need right now. We need to see real outcomes that result in a cultural shift.”

When your employees feel valued, they are learning and growing in their role, they are more likely to have a positive experience and in turn engagement increases. Research shows that the best 100 companies to work for focus their strategy on developing and empowering their leaders.

**So, the question is: how well are you empowering and developing your leaders to lead the future?**



“The culture of any organisation is shaped by the worst behaviour the leader is willing to tolerate.”

Steve Gruenert & Todd Whitaker

# LEAD THE FUTURE BY ENGAGING WITH YOUR PEOPLE

Team-member engagement has been identified as one of the most important drivers of business growth, and it is a strategy that has a direct impact on the performance of an organisation. But how can we measure team-member engagement?

While we are busy reorganising our workplaces and managing disruptive change, it is clear that that the level of team engagement determines your performance.

Working with hundreds of leaders I find that teams and leaders typically go through these stages of Engagement - from Following to Lead the Future:

	ACTIVITY	ENGAGEMENT	FOCUS	PERFORMANCE %
5	LEAD THE FUTURE	AGILE	MOBILISE	100%
4	LEAD THE CHANGE	RESPONSIVE	CO-CREATE	75%
3	LEAD OTHERS	ENGAGED	INTEGRATE	50%
2	LEAD SELF	DISENGAGED	CONNECT	25%
1	FOLLOWING	DESTRUCTIVE	SELF-AWARENESS	0%

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- Destructive:** little social interaction, toxic work culture, gossip, blaming, lack of meaningful contribution, command and control, micromanagement
- Disengaged:** silos, lack of real connection, pleasantries, focus on self, coordinating leadership style, little focus on developing as a team, staff attrition
- Engaged:** active participation in meetings and conversations, common goals, productive conflict, constructive feedback, supporting each other, guiding leadership style, back delegating
- Responsive:** adaptability to change, collaboration, autonomous teams, high level of delegation and accountability, technological savviness, leading change, empowering leadership style
- Agile:** foresight & long-term view, agile mindsets, high performance teams, leaders create leaders, co-create, high levels of psychological safety, mobilising

## What is the level of engagement in your organisation?



“Lead the Future is an incredibly impactful, interactive, and enjoyable program that exceeded my expectations.”

Noella Ferns  
Head of Sales Asia Pacific, British Airways

# DEVELOP AND EMPOWER YOUR LEADERS TO DRIVE GROWTH THROUGH ENGAGEMENT

We need a renewed focus on equipping people with the right leadership skills to help them increase engagement, lead change and lead the future. These skills are based on the 4 Pillars of Leadership: lead self, lead others, lead change and lead the future.

## THE 4 PILLARS OF LEADERSHIP



**Lead Self:** there is a misconception that leadership is something we do to other people. In fact, successful and impactful leadership of others always includes and starts with leading self. Research in Psychology Today shows that thirty percent of Fortune 500 leaders last less than three years. Why? Because they are not good at leading self. Strength-based leadership and emotional intelligence are the foundations of leading self.

**Lead Others:** The second pillar focuses on connection. When you lead other people, it's not just about you anymore. You need to tune into others and connect with them, and also connect team members with each other. Leading with a coaching approach, delegating, and creating a feedback culture were only some of the new capabilities we applied to lead strong teams.

**Lead Change:** Leading change means making decisions that impact teams and organisations. People who lead change anticipate change and make relevant decisions. This pillar focuses on leaders being adaptable, agile, and exceptional at complex problem-solving and change management.

**Lead the Future:** This is where leaders envision the future, foresee trends and changes in the world, innovate by embracing technology, and mobilise large numbers of people.



“Jessica’s insights into what leaders need in order to prepare our workforces for the future of work were invaluable.”

Anthony Bowers  
CEO of Tallant Asia

# THE TRANSFORMATION

You won't be able to lead change and the future effectively without mastering the fundamentals. You won't be able to mobilise your workforce without having the ability to influence people. You won't be able to solve complex problems with your teams if you haven't mastered this ability in a remote work environment. And you won't be able to sell a vision if you don't know what you bring to the table.

In our Program **LEAD THE FUTURE** we start with Pillar 1: Lead Self.

**LEAD THE FUTURE** is ideal for organisations who want to

- ✓ upskill their key leaders and empower them to increase engagement and achieve organisational goals
- ✓ improve employee experience by developing their leaders
- ✓ turn the Great Resignation into the Great Retention
- ✓ transform their leaders to help lead the future
- ✓ offer flexibility in hybrid set ups in way of autonomy by leaders
- ✓ create workplace cultures where people are happy AND productive



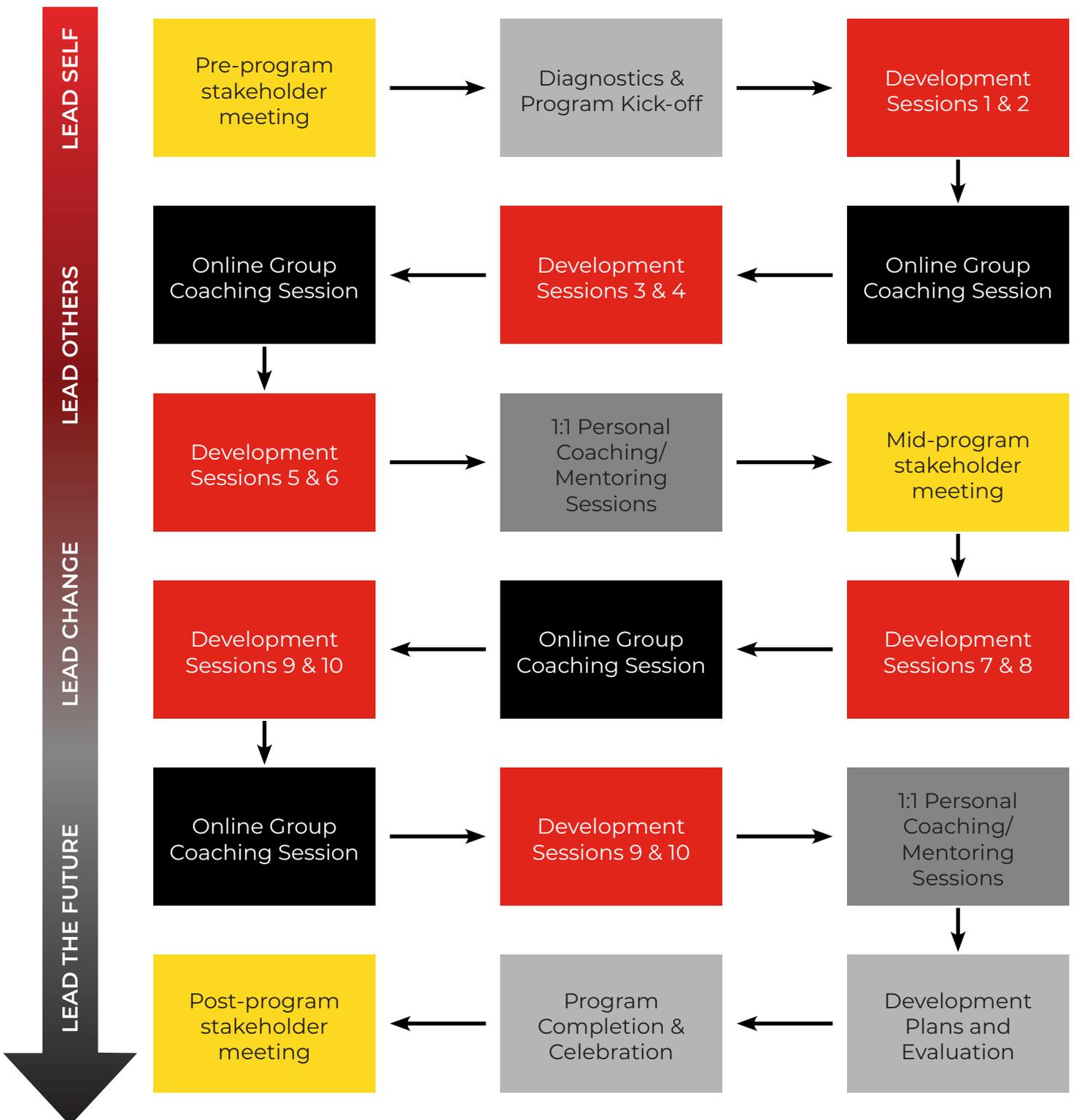
“Jessica thank you so much for your creative, inclusive and supportive coaching.”

Rozanne Kidd

Deputy Director Operations for Devolved Nationa, HM Passport Office

# HOW THE LEAD THE FUTURE 6 MONTH PROGRAM WORKS

The program combines a series of development sessions, a diagnostic tool, online group coaching sessions and 1:1 coaching sessions. Every component is carefully timed to your needs. The program can be delivered online or face to face

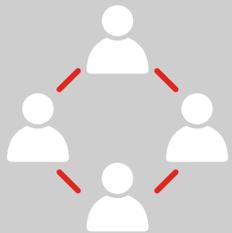


# WHAT YOUR LEADERS CAN EXPECT TO LEARN



**The program starts with a diagnostic** to give participants insight into their own behaviour style and how that impacts their relationships and leadership. We are typically using the DISC Assessment which gives powerful insights and clarity and is the perfect start to a conversation about influencing team members, clients and stakeholders.

**In custom-designed development sessions** the participants learn new and hone-in on existing leadership skills to set them up for success to lead the future. We are using proven leadership frameworks and evidence-based learning tools. These sessions are content-rich and boasting with stories, data and models.



**In true adult learning fashion**, we then get together in online group coaching sessions where participants practice their skills and share best practice to implement their capabilities in the workplace. These sessions are highly interactive and give the participants the opportunity to apply newly learned skills.

**Every leader has different strengths, leadership and learning styles, challenges and goals.** To ensure all leaders can build a sustainable journey of growth through facilitated conversations and accountability, the program includes 1:1 personal coaching/mentoring sessions.



# Development Session Topics:

## BUILD RESILIENCE

- Get insight into the Happiness Movement and our struggle to sit in discomfort.
- Learn to view resilience through a systems lens create your Wheel of Wellbeing with practical steps and a plan towards your own wellbeing plan.

## INFLUENCE BY LEANING IN

- Understand your own natural behaviour style and how it impacts your relationships.
- Learn to read other people's high preference and influence them by flexing your own style.
- Adopt techniques and become confident to influence your stakeholders, teams and clients

## LEAD WITH EQ AND SQ

- Learn how to manage your emotions and lead with empathy.
- Adopt a practical model that will help you to tune into other people and move from Emotional Intelligence to Social Intelligence and support others to deal with difficult situations

## CREATE A FEEDBACK CULTURE.

- Learn how consistent feedback impacts performance.
- Adopt two powerful feedback models that will help you to give balanced feedback and create a feedback culture in your team and organisation.

## COACHING FOR PERFORMANCE

- Adopt a coaching approach to empower your teams, delegate and increase performance
- Learn how coaching impacts your leadership, what coaching is and what it's not and what it looks like in action.

## LEAD ACROSS BORDERS

- Learn how communication and decision making is influenced by our cultural background. You will have access to the Culture Map framework to dive deep into the 8 dimensions of cultural differences.
- Adopt innovative and practical tools for better conversations and more effective virtual team meetings and leading remote and dispersed teams.

## LEAD MILLENNIALS

- Learn how to effectively manage across generations in teams and your organisation.
- Adopt a useful framework for culture, purpose and impact that is perfect for managing multi-general workforces
- Create your own temperature check and communication plan.

## CHANGE AGILITY

- Get clarity on change management and adopt a simple framework that sets you up for success to lead change in a fast-changing world.
- Change happens at a personal level. Learn how to communicate at every stage of change to support your people and get buy-in.

## LEAD THE FUTURE

- Adopt skills to think strategic and master complex problem solving.
- Get insights into the skill of mobilising teams and groups of people who want to shaping the future.
- Learn how to lead with foresight and vision. Create workplace cultures where people feel connected with your values and guiding principles

# FREQUENTLY ASKED QUESTIONS

## ? HOW LONG DOES THE PROGRAM TAKE TO COMPLETE?

We will deliver the program in the timeframe that suits you. However, typically the LEAD THE FUTURE Transformational Program takes 3-6 months to complete (depending on choice of Bronze, Silver, Gold).

## ? WHO FACILITATES THE PROGRAM?

Our Founder Jessica Schubert facilitates the development sessions and online group coaching sessions. We don't outsource these sessions to outside facilitators. For the executive coaching sessions, we can offer a coaching panel for coaches to choose from if you see fit.

## ? WHERE IS PROGRAM FACILITATED?

The entire program can be facilitated virtually or face to face. If facilitated face to face, you will organise and cover the costs of the facilities. It can be facilitated in your conference rooms, or we can give you recommendations for external venues. If the sessions take place outside of Metropolitan Melbourne, you will cover the cost of staff and facilitator travel.

## ? WHAT IF NONE OF THESE PROGRAM LEVELS SUIT MY BUDGET?

We can tailor a program that suits you. We will do a needs assessment and include the learning tools and sessions that help you achieve the learning goals for your leaders.

## ? HOW DO I PAY FOR THE PROGRAM?

There is a range of payment options we can discuss. Some clients prefer to pay monthly instalments, others need to pay the entire program up front. A 20% deposit at the time of confirmation is required.



“Jessica’s coaching really challenged me to think differently, it was like a total reset. Within a few weeks she helped turn my business around.”

David Smalley  
Head of Business Development, Tonic Media



# Jessica Schubert

Change Leadership Expert

I often get asked 'Why do you do what do? Why coaching and developing people?' The answer is easy: I care! And I am curious. But I am also really passionate about business.'

Born near Cologne in Germany and educated in Business, English and French, I have lived and worked in 6 different countries and have spent most of my last 20 years in New Zealand, Australia, Hong Kong and Japan. No matter which industry I worked in, from hospitality to real estate and education, working with people and helping my teams to kick ass and be the best they can excites me. Helping businesses grow, operationally as well as in business development always has been front and center of what I do.

I am obsessed with empowering people to realise their potential and give them the leadership tools they need to create workplace cultures where people are happy AND productive.

I work with leaders in 1:1 coaching sessions, design and facilitate group leadership workshops and share insights in panels and keynotes globally. Industries span rom retail, travel, IT and finance to real estate, design and hospitality.

Since the world changed in March 2020, I have transformed my business 'Intact Teams' to be completely digital and focus on helping people to lead remote teams, navigate through complexities in an ambiguous world of constant change and adopt leadership skills for the workplace of the 21st Century.

## CLIENTS INCLUDE



**ARE YOU READY TO SUPPORT YOUR LEADERS TO LEAD THE FUTURE?**

Contact me for a confidential discussion on the program that will best suit your organisation.

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