



# STEP

UP

A powerful leadership program that develops your senior team members and team leaders to **step up with confidence** and **drive change** to **lead the business**



**INTACT·TEAMS**

Coaching & Leadership Development



# Why are leaders not stepping up?

Many leaders come to a stage in their career where they stall. They manage the processes in their team or business unit well, they have created a positive work culture and they hit targets.

**But they are not actively driving the business forward**, especially when facing change or substantial growth. And it's not that they don't want to, **they don't know how to.**

People get to this level of leadership because they are good at what they do, and they are good at showing others. What we observe time and time again is that these leaders stay in the day-to-day business too much. Their focus is on putting out fires, managing underperformance and delivering results.

**Here is what they say is holding them back from stepping up:**

*'When things go wrong, I don't always have time to explain. I just need to get on with it and fix it.'*

*'I would like to work more strategically and get involved in executive decisions, but it's so busy in my department and my job is to help my team.'*

*'I don't have the title nor the confidence to step into a room full of executives and voice my ideas.'*

Many leaders feel they are too busy to take on more strategic work or additional projects. **And that's where the problem lies.** A lack of awareness of their own strengths and the inability to delegate and truly empower their own teams is what stands in their way to step up with confidence and drive change and lead the business



# What are organisations missing?

---

Because these senior-level leaders perform and achieve departmental goals and have excellent technical skills to manage their business unit, organisations often 'ignore' this level of leadership. They just let them get on with it and monitor their monthly performance.

When I speak with executive teams about leadership development in their organisations, they admit to a lack of learning opportunities for their senior leaders and department heads.

## The impact is clear.

If you don't develop the capabilities of the senior leader level, they will slow the business down and hold the organisation back from achieving growth plans.

Research has shown personal and professional development increases retention rates and has a direct impact on work culture and wellbeing in workplaces.

You have a number of intelligent, skilled and motivated leaders in your organisation who are craving development. Not only do they have the ability to contribute to leading the business vs. just heading up their department, but they can also develop and grow their own reporting teams.

You are basically elevating 2 or 3 whole levels of leadership in your organisation by upskilling and developing your senior leadership level.

## Don't waste that potential.





# The opportunity to develop your senior and team leaders

Having worked with hundreds of professional people, I find that leaders typically go through this journey:

## Level of Leadership in Organisations

	ACTIVITY	LEVEL OF LEADERSHIP	FOCUS	IMPACT %
5	LEAD THE BUSINESS	IMPACTFUL	STEP-UP	100%
4	DRIVE CHANGE	INFLUENTIAL	EMPOWER	75%
3	LEAD BUSINESS UNIT	ACCOUNTABLE	DELEGATE	50%
2	MANAGE TEAM	PRODUCTIVE	ENGAGE	25%
1	MANAGE PROCESS	EFFICIENT	CONNECT	0%

© Jessica Schubert | Intact Teams

**Level 1 - Efficient:** the team member manages day-to-day work well and executes the organisation's work processes efficiently.

**Level 2 – Productive:** the team member manages a team, coordinates work and is responsible for the team to deliver outcomes. At this level the team usually is only as good as the manager.

**Level 3 – Accountable:** the leader is heading up projects or is in charge of a department. They hire and develop their team members and they are accountable to hit their own targets in line with organisational goals.

**Level 4 – Influential:** the leader oversees day-to-day work but has a strong, autonomous team, often with a 2ic. They work strategically to grow their department and are involved in executive debates to drive change in the business.

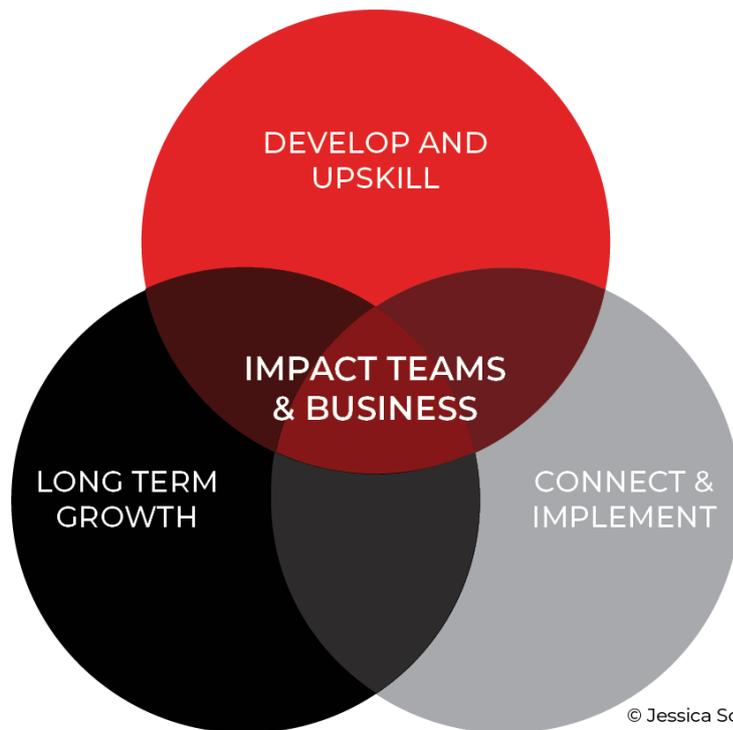
**Level 5 – Impactful:** on this highest level the leader steps up, foresees and leads change and mobilises the workforce. They work across departments and are instrumental in future proofing the business.



# Develop your senior leaders to impact the business

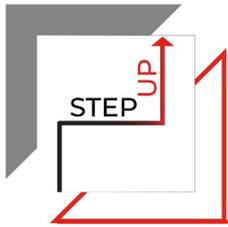
**The STEP UP leadership program** helps senior leaders to develop the skills and gain the confidence to impact their teams and the business. The program is designed with adult learning principles in mind:

1. Learn & develop new skills in foundation group workshops.
2. Implement new skills and have a clear plan forward through power group coaching sessions.
3. Achieve sustainable behavioural change with 1:1 executive coaching sessions.



## STEP UP is ideal for organisations who want to:

- ☑ upskill their senior leaders and team leaders to step out and step up.
- ☑ develop their senior leaders and team leaders to make them feel valued.
- ☑ help their senior leaders and team leaders to be more confident and influence stakeholders more broadly.
- ☑ enable their senior leaders and team leaders to work more strategically.
- ☑ connect their senior leaders and team leaders to share best practice and encourage each other to step up.



# What your senior leaders and team leaders can expect to learn

The program is built on the competencies of lead self, lead others, drive change:



**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 foundation group workshops** the participants learn new and hone-in on existing leadership skills to set them up for success to step out and step up. 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 power 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 senior leaders can build a sustainable journey of growth through facilitated conversations and accountability, the program includes 1:1 coaching sessions for individuals.



## What our clients say

“The online leadership program was an incredibly impactful, interactive and enjoyable program that provided strong learnings, an opportunity to share insights and valuable tools and techniques that managers can use to take care of themselves, and guide and lead their teams thoughtfully. Ultimately providing valuable management capability in our industry, that is facing its most challenging period to date. The program exceeded my expectations and Jess’ passionate style injected some much appreciated energy into the team at this crucial time.”

**Noella Ferns**

**Executive Vice President, Greater China & the Philippines  
British Airways**

“Jessica has the ability to energise a session and strikes a great balance between ‘structure’ and ‘getting on with it’. Jessica keeps theory to a minimum and focuses on people, relationships and practical application.”

**Simon Moore**

**Service Delivery Director  
Her Majesty’s Passport Office at UK Home office**



# Jessica Schubert

Change Leadership Expert

## Leadership Coach

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 21<sup>st</sup> Century.

Are you ready to support your  
leaders to STEP UP?

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



+61 (0)490 072 779



[jessica@intactteams.com](mailto:jessica@intactteams.com)



[www.intacttteams.com](http://www.intacttteams.com)



[/jessicaschubert](https://www.linkedin.com/in/jessicaschubert)

