



Singapore-Based Digital Products Company Enhances Leadership Engagement with Lifeskills Institute's Leadership Programs

Key Outcome

- ① 38 high-performing managers across APAC were coached to higher effectiveness to take on key leadership positions.
- ② Leadership engagement and development was increased to help drive stronger corporate cultures of success.
- ③ Talent retention was improved due to stronger alignment between key performers and their managers.

The Story

The client is a digital products enterprise that spearheads digital solutions across multiple sectors from data storage to life science products. With over 4,500 employees, the company continues to see leadership as a critical role in growing the organisation.

The client had a goal to increase the employee engagement scores. Rather than seeking generic company-wide interventions, the client wanted a highly personalised program that shaped each individual leader's performance based on his or her strengths and competencies.

Objective



Identifying key areas of leadership growth for high-performing managers to reach new heights



Developing high-performing managers to succeed in key leadership positions

The Solution



Lifeskills Institute recommended The Extraordinary Leader (360) program due to several defining factors. The program is grounded on over 30 years of research, from which a set of globally validated questions were derived to measure effectiveness in the competencies that differentiate highly effective leaders. This approach ensures that the program is evidence-based and provides a rigorous assessment of leadership competencies.

The program deploys a strengths-based approach that emphasizes using feedback to discover the leadership sweet spots of different leaders. The leadership sweet spot refers to the point of convergence where managers align personal passions, competencies, and organizational needs to drive greater results. This approach helps participants to identify their areas of strength and work on developing those areas that require improvement.

The 19-leadership principles from Zenger Folkman's Leadership Tent Model is used as a framework to coach organizational leaders to perform at the 90th percentile of global benchmarks. This framework ensures that participants are equipped with the necessary skills to lead effectively in their organizations.

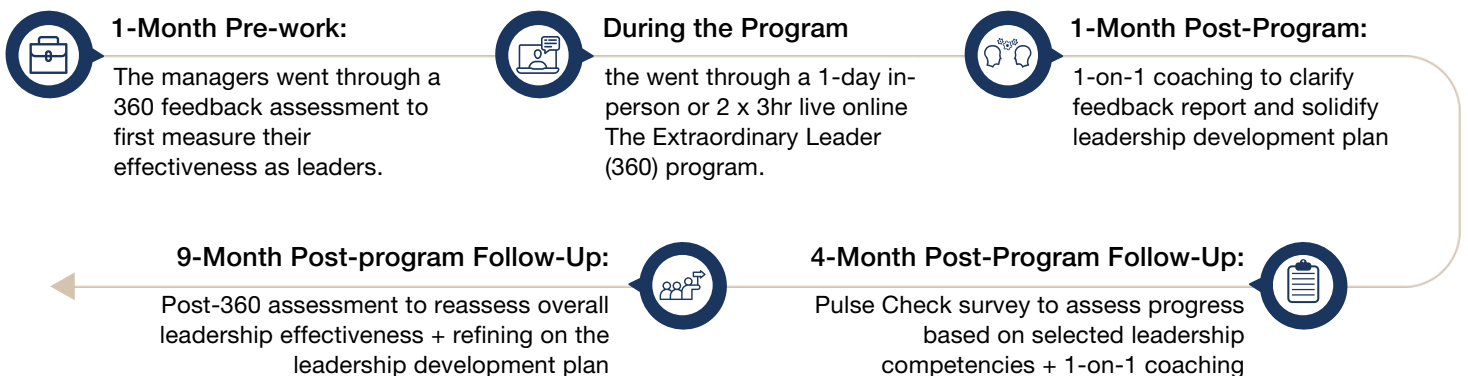
Lifeskills Institute provided analytical tools that highlight the aggregated scores of the participants, and follow-up assessments such as the pulse check and post-360 to measure progress. These tools ensured that participants were able to track their progress and make the necessary adjustments to their leadership development plan.

Tools to support ongoing development such as a cross-training approach and resource guide are provided to help participants craft an actionable leadership development plan to sustain their post-program growth. This approach ensures that participants can continue to develop their leadership skills beyond the program.

The program timeline included a 1-month pre-work period where managers went through a 360 feedback assessment to measure their effectiveness as leaders. During the program, they attended a 1-day in-person or 2 x 3hr live online The Extraordinary Leader (360) program. Following the program, there was a 1-month post-program 1-on-1 coaching to clarify feedback report and solidify leadership development plan. There was also a 4-month post-program follow-up that included a pulse check survey to assess progress based on selected leadership competencies, and a 1-on-1 coaching session. Finally, there was a 9-month post-program follow-up that includes a post-360 assessment to reassess overall leadership effectiveness, and refine the leadership development plan.

Overall, The Extraordinary Leader (360) program provided a comprehensive approach to leadership development that is evidence-based, strengths-focused, and included ongoing support to sustain growth.

Timeline :



The Outcomes

38 high-performing managers across APAC were coached to higher effectiveness, grooming them for key leadership positions with broader and more ambitious scope to spearhead company growth.

Increasing leadership engagement also helped foster corporate cultures of success by inculcating stronger ownership of their professional development and alignment between key performers and their managers



Programmes Engaged

- The Extraordinary Leader (360) Program
- 1-on-1 Executive Coaching

A photograph of a diverse group of business professionals in a meeting. A woman in a white shirt is standing and speaking to a group of people seated around a table. The seated individuals, including a man in a blue shirt and a woman in a dark top, are looking at her and holding documents. The setting is a bright, modern office with large windows in the background.

Engagement Level Across Departments In A Top University Soared With Lifeskills Institute's Executive Coaching

Key Outcome

- 1 Senior leadership are able to effectively coach and lead their teams to achieve business milestones.
- 2 Higher focus on people development and engagement across departments.
- 3 Adopted coaching as a collaborative management style to drive higher employee commitment and performance

The Story

The finance division of one of the top universities in Asia embarked on a significant transformation initiative to redesign various organizational processes and spearhead new initiatives. This revamp would impact close to 40,000 staff and students. Recognizing the importance of developing senior leaders within the finance division, the Chief Financial Officer sought to enhance their abilities to manage change effectively and serve as stabilizing forces for their teams. Given the unique nature of each individual's role, he explored how implementing 360-feedback and solution-focused coaching could enable his team to achieve higher levels of performance and drive for greater results. Additionally, he recognized the value of equipping his leaders with workplace coaching skills to facilitate meaningful conversations with their direct reports and promote a culture of collaboration and partnership across the division.

Objective

Lifeskills Institute aimed to grow the finance department's leadership capabilities by:



Measuring the effectiveness of senior leaders with a 360° leadership feedback assessment



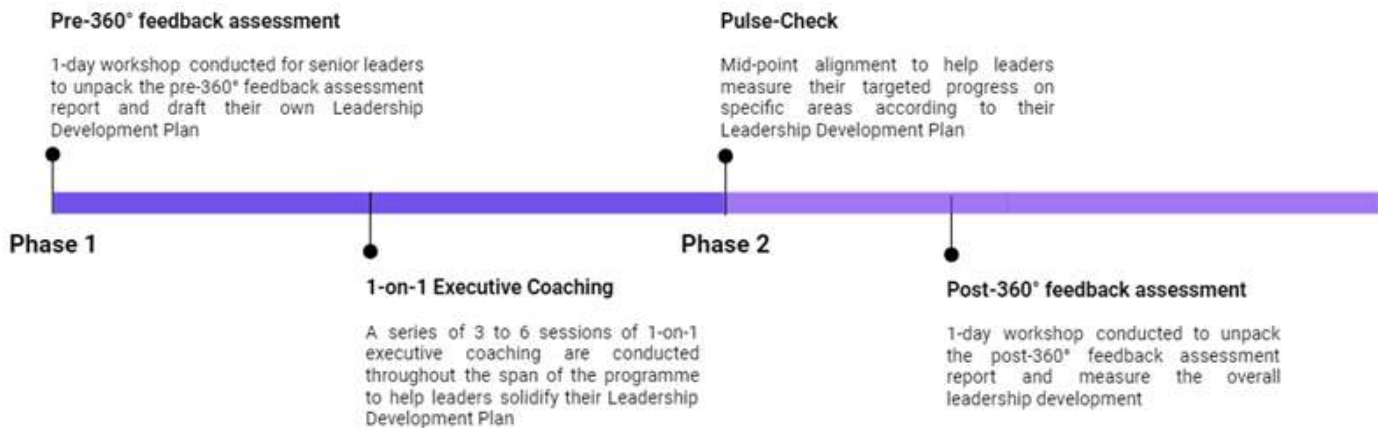
Identifying individual learning needs and equipping leaders with the confidence and competence to have effective coaching conversations.

The Solution



The Extraordinary Coach™ was a one-day immersive skill-building programme that equipped leaders with a framework to improve their team performance through efficient and effective coaching.

The Extraordinary Leader™ leadership development programme was conducted in two phases over 12 months.



The Outcomes

Following their participation in the programs, all nine senior leaders expressed high levels of satisfaction with their experience. They reported significant increases in both confidence and competence to adopt coaching as a collaborative management style with their teams.

Additionally, they described feeling more confident in their abilities to lead teams to achieve business milestones. In the workplace, they observed an increase in employee commitment and performance, demonstrating the positive impact of their enhanced leadership skills.



Programmes Engaged

- The Extraordinary Leader™ Program
- The Extraordinary Coach™ Program