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 ZENGER
FOLKMAN

EXTRAORDINARY LEADERSHIP

Microlearning Topics



Zenger Folkman is a strengths-based leadership development company helping leaders elevate their people and organisations. Co-founders Dr. Jack Zenger and Dr. Joe Folkman utilize empirical data and behavioral evidence to help leaders become extraordinary. Their research and leadership books, including *The Extraordinary Leader* (McGraw-Hill, 2009) and recent best-seller, *How to Be Exceptional: Drive Leadership Success By Magnifying Your Strengths* (McGraw-Hill, 2012)

Zenger Folkman helps organizations flourish by increasing the effectiveness of leaders at all levels. Our unique, strengths-based development methodology enables leaders to move faster and climb higher. Each offering is solidly grounded in research, utilising our extensive empirical database. The end results in how leaders lead, how their employees engage and how their companies profits reflect statistically significant improvements.

Lifeskills Institute is the strategic partner of Zenger Folkman for Singapore and Malaysia. Our CEO, Ian Tan is the Master Trainer certified by Zenger Folkman.



At Lifeskills, we are not just masteries of life skills, we are practitioners.

Over the years, our cutting-edge work has redefined the way life skills and leadership development happen in organisations and personal lives. We believe in providing a transformative space for people to learn, grow and discover their potential. Through this, they become more effective in leading their lives and their communities when they are empowered.





Lifeskills Institute provides microlearning experiences to allow organizations and their leaders to **develop key behaviors demonstrated by highly effective leaders**. The experiences leverage the same research, leadership framework, and strengths-based development methodology as Zenger Folkman's The Extraordinary Leader development experience. They focus on leadership capabilities that are critical—as the way we work is constantly being redefined. Experiences may be customized to the audience and include a planning conversation with the facilitator.



The 19 Competency Collection



BECOME A POWERFUL
COMMUNICATOR



BUILDING
RELATIONSHIPS



BUILD YOUR
LEADERSHIP AGILITY



COLLABORATIVE
LEADERSHIP



DEVELOPING
OTHERS



INNOVATIVE
LEADERSHIP



INSPIRING HIGH
PERFORMANCE



LEADERSHIP ESSENTIALS:
HIGH INTEGRITY
AND HONESTY



LEADING CHANGE



RESULTS-DRIVEN
LEADERSHIP



RISK-TAKING
LEADERSHIP



SETTING STRETCH
GOALS



SOLVE
PROBLEMS



STRATEGIC
THINKING



STRENGTHENING YOUR
EXTERNAL FOCUS



TAKING
THE INITIATIVE



THE ART OF MAKING
DECISIONS



TRANSFORMING EXPERTISE
INTO EXTRAORDINARY
LEADERSHIP



VALUING
DIVERSITY

The 19 Competency Collection



BECOME A POWERFUL COMMUNICATOR

Research has proven that the most impactful skill for a leader to have in times of change or challenge is the ability to communicate powerfully. However, very few leaders have mastered it.

Participants will:

- Take a **self-assessment** to determine their communication style.
- Learn the **five behaviors** that will supercharge their communication.
- Receive a **development tool** to help them create an action plan to communicate powerfully.



BUILDING RELATIONSHIPS

We spend majority of our lives at our workplace - a critical place for developing meaningful connections. Leaders who develop more positive relationships report significantly better employee engagement, retention, and discretionary effort.

Participants will:

- **Assess their strengths and approach** to connecting with others.
- Discover what **exceptional relationship-builders** do.
- Create a **development plan** selecting from a precise set of strength-building behaviors that are proven to improve relationships.



BUILD YOUR LEADERSHIP AGILITY

Leaders with strong learning agility can thrive in unpredictable and rapidly changing times.

Participants will:

- **Learn new ways to navigate** a changing environment.
- **Discover the four skills** to successfully advance one's ability to respond to change.
- **Discover new ways to navigate** a changing environment.



**COLLABORATIVE
LEADERSHIP**

As a CEO, you wish you had a more collaborative and synergised organisation, do you? However, many managers are overwhelmed with poorly planned meetings, ineffective team events, and a flood of emails seeking information and assistance - and that's how organisations become dysfunctional.

Participants will:

- Receive a Zenger Folkman Report that **measures their tendency to act independently or interdependently** and offers **four companion behaviours** for them to collaborate more effectively with their teams.
- Each participant creates a **personal development plan** for improvement.



**DEVELOPING
OTHERS**

In every successful organisation today, leaders must have the skills to help people reach their full potential as today's employees want opportunities for growth earlier in their careers.

Participants will:

- **Discover the five researched behaviours** that empower leaders to develop others.
- Be presented with **three data-driven approaches** for developing others
- **Take a self-assessment** to discover which of the three approaches is a good fit for their development style.
- **Create an action plan** focused on developing one of the five crucial behaviours based on our unique guide.



**INNOVATIVE
LEADERSHIP**

As keeping up with new processes, ideas, methods, and approaches are critical for organisational success, leaders who recognize the importance of fostering a culture of innovation are needed.

Participants will:

- **Complete a self-assessment** that identifies their preferences and effectiveness at innovation.
- **Learn the five strength-building behaviours** for innovation and receive a development guide.
- **Create an action plan** for targeted growth in these areas.



**INSPIRING HIGH
PERFORMANCE**

The research is clear that a leader's ability to inspire and motivate others is the best predictor for employee commitment and satisfaction at all times. Yet, it is the behaviour that leaders struggle with the most.

Participants will:

- **Take a self-assessment** to understand their natural inclination for pushing or pulling others.
- **Learn the six behaviours** that highly inspirational leaders use to motivate others.
- **Create a personally relevant plan using a research-based development tool** to improve their ability to inspire those they lead.



**LEADERSHIP
ESSENTIALS:
HIGH INTEGRITY
AND HONESTY**

Being among the highest-ranked competencies for leaders to have, demonstrating high levels of integrity and honesty is about more than telling the truth. It includes behaving consistently and having the confidence to engage honestly with others.

Participants will **explore the specific behaviours** that demonstrate honesty and integrity.



**LEADING
CHANGE**

70% of companies have experienced significant shifts—such as serious downsizing, explosive growth, or a merger—in the last 2 years. While leaders are responsible for driving change, they often lack the formal preparation or skills to facilitate change in their organization.

Participants will:

- **Discover how to overcome inertia** using the **strength-building behaviours** that empower them to be effective champions of change in their leadership roles.
- **Receive a development guide** and **make an action plan** for focused improvement.



**RESULTS-DRIVEN
LEADERSHIP**

Research from over 100,000 managers revealed that displaying behaviours directly correlated with the ability to get things done was at the top of the list of critical competencies for direct reports. These behaviours allow leaders to increase their focus, clarify priorities, and ignite their initiative.

Participants will:

- Complete an assessment to identify their preferences for balancing relationship building and achieving results.
- Discover **six strength-building behaviours** for successfully driving results.
- Receive **specific insights to create a development plan** to facilitate growth in this area.



**RISK-TAKING
LEADERSHIP**

Organisations seek bold leaders who willingly take risks and potentially reap great rewards, so it pays to develop the skills that strengthen success and stability.

Participants will:

- Complete a **self-assessment** to understand their risk appetite
- **Discover the strength-building behaviours** that build confidence and skills to improve risk-taking.
- **Create a development plan** for targeted growth in these crucial behaviours.

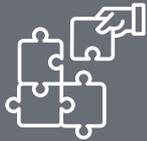


**SETTING STRETCH
GOALS**

Employees have reported higher engagement and satisfaction from working on challenging assignments. However, some leaders protect their employees from difficult projects while others challenge employees to tackle lofty stretch goals.

Participants will:

- Learn the **advantages and complexities** of high development targets.
- **Analyse the barriers faced by organisations** and managers
- **Discover four proven skills** for successfully establishing stretch goals.
- Leave with a **focused development plan** for improvement.



SOLVE PROBLEMS

Problem solving is almost always ranked by leaders as one of the top four most important leadership skills. With focus in the right areas, this skill can be developed.

Participants will:

- Examine the skills associated with problem-solving
- Learn the steps to **ferret out problems and analyse issues.**
- Discover the optimum steps in the solution process and **create a development plan.**



STRATEGIC THINKING

Strategic thinking is an essential component of leadership — and one of the most difficult competencies to acquire.

Participants will:

- Review data that shows strategic thinking as a critical competency for long-term career advancement.
- Consider why strategic thinking is critical for their functional role today.
- Receive personal insights on how they currently approach their work.
- Receive specific, data-supported ways to develop this skill.
- Leave the session with an individualised plan focused on improving this key leadership competency.



STRENGTHENING YOUR EXTERNAL FOCUS

Research shows a drop in customer satisfaction and an increase in demands. So, how can leaders sustainably improve their connection to customers and create an experience that inspires loyalty?

Participants will:

- Assess their ability to connect with customers' needs and external competition.
- Discover five strengths for meeting customer demands and fostering customer loyalty.
- Create a development plan to balance their internal and external focus effectively.



TAKING THE INITIATIVE

Initiative has been proven to help leaders persist in the face of difficulty and see any project or idea through to a successful conclusion. Every team and organization benefits from leaders who know how to inspire initiative as it spurs productivity and drives results.

Participants will:

- **Assess their personal initiative barriers and growth opportunities.**
- Learn about the research we've gathered on **expanding initiative.**
- Put together a plan based on **six strength-building behaviors** to develop initiative.



THE ART OF MAKING DECISIONS

Many people tend to avoid making difficult decisions to avoid risking their careers. However, our research shows that there's a powerful correlation between a leader's decision-making ability and the ratings of overall leadership effectiveness.

Participants will:

- **Assess their strengths and approach** to making decisions
- Discover how their decision-making process impacts their direct reports.
- **Receive a development guide** and **create an action plan** to make decisions more effectively.



TRANSFORMING EXPERTISE INTO EXTRAORDINARY LEADERSHIP

A leader's ability to retain expertise as they move up the chain of leadership fosters greater trust, speed, and good judgment. So how can leaders leverage their technical expertise to become Extraordinary Leaders?

Participants will:

- **Explore how to leverage expertise** in leadership roles, **identify behaviors that will build strength** in demonstrating professional acumen.
- Understand the **importance of demonstrating technical expertise** throughout their careers.



VALUING
DIVERSITY

Zenger Folkman's research shows that 25% of leaders are completely unaware if they possessed racial, age, gender, or other biases.

Participants will:

- Learn the **five critical skills** to help leaders communicate that they genuinely value diversity and inclusion
- **Create a development plan** to facilitate improvement based on insights.



**BUILD YOUR
RESILIENCE**

Highly resilient leaders are proven to not only survive, but thrive in times of change or challenge.

Participants will:

- Receive **personal insights** on how they currently approach their work
- Be given **specific, data-supported ways** to develop resilience.
- Leave the session with a **individualized plan** focused on improving leadership resilience.



**BOLD
LEADERSHIP**

In today's complex world, leaders must boldly take on new goals, challenge the status quo, and push boundaries.

Participants will:

- Apply a **simple, practical approach** to improve their ability to influence others
- Determine **specific steps** in order to lead boldly in a complex and dynamic environment.



**CREATES HIGH
ENERGY**

After years of turbulent work environments, employee burnout is high, and well-being is essential.

Participants will:

- Explore the **research behind the causes of “quiet quitting”**
- Understand the **leadership behaviors** that can motivate and energise the individuals they manage.



As work environments change, leadership speed is required for today's highly effective leaders. Research shows that a leader's abilities to execute fast and right will dramatically improve an organization's results.

Participants will:

- Learn **key behaviors** that will help them navigate the demand for greater agility, innovation, and pace.
- **Identify their personal preferences** across three spectrums directly correlated to leadership speed
- **Create a development plan** to help them increase their ability to lead with speed.



In times of heightened stress and uncertainty, people need to be able to trust their leaders more than ever. However, understanding how to earn or establish trust perplexes many leaders.

Participants will:

- **Leverage the results from their self-assessment** to learn how they can increase trust for themselves and their teams
- Utilize development tools to **create a plan** to raise the level of trust they establish with others.