

A background image showing a business meeting in progress, with people in suits sitting around a table, looking at documents and laptops. The image is overlaid with a semi-transparent blue filter.

Leadership Development Program Case Study

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Optimize your leaders

Does your organization suffer from people problems?

Are you searching for the right leadership development program?

Is the current approach aligned to your company's mission, vision and values?

Do you have a good understanding of your leadership team's capabilities?

Overview

GG Company:

- \$25 Million Revenue
- Organization experience 3X growth over past 4 years
- 14 Leaders
- Promoted front line employees to management roles
- Identified need to invest in a leadership development program to maintain and grow the organization.

KBD Consulting

- Created customized Leadership Needs Assessment
 - 14 leaders surveyed
- Built and designed leadership development courses to improve leadership capabilities based on results of survey
- Course design syncs with Mission, and Values of the Organization

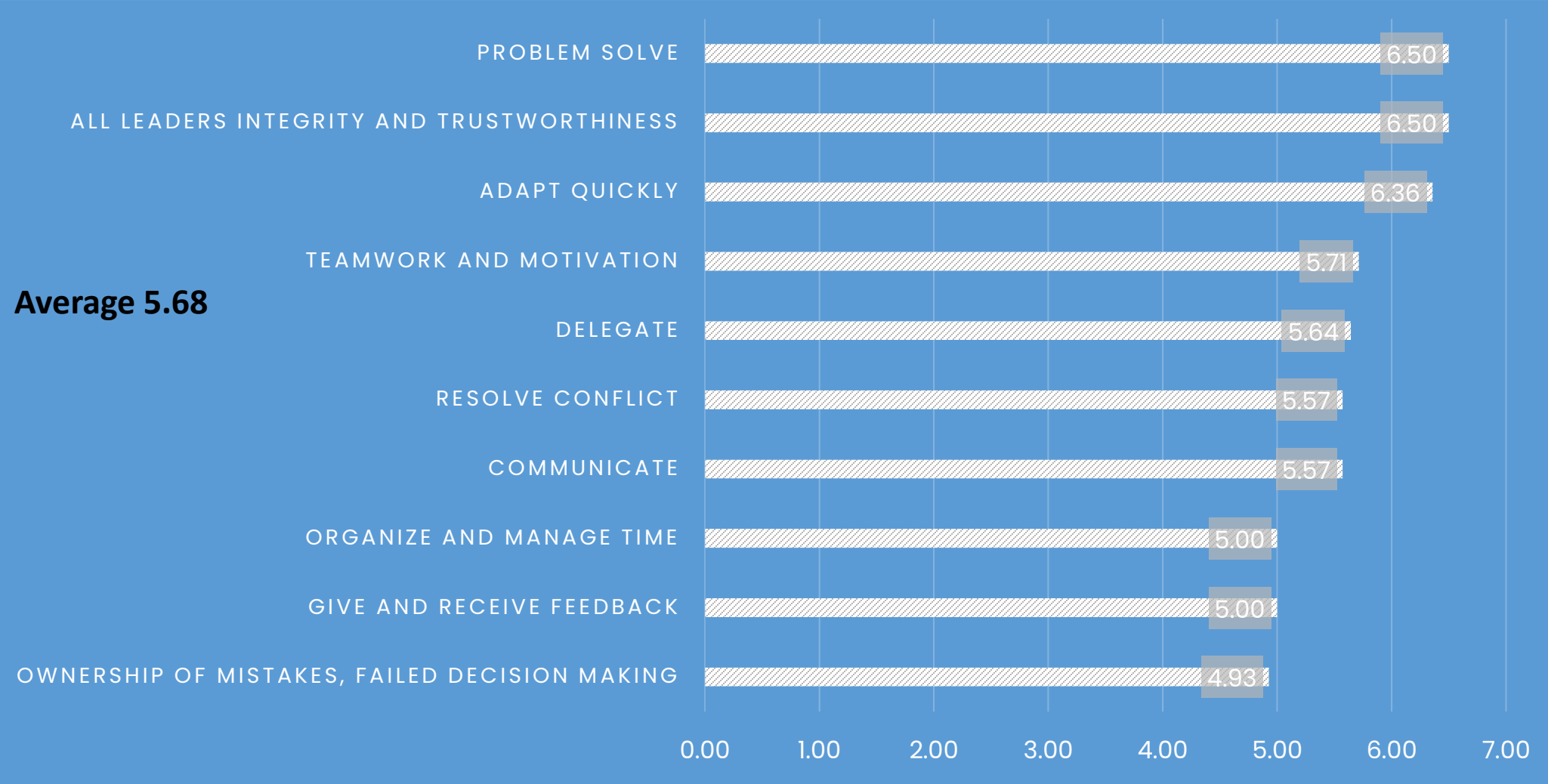
Mission and Core Values



WE EMPOWER OUR TEAM MEMBERS TO SERVE HOMEOWNERS AND BUSINESSES WITH A SENSE OF URGENCY TO IMPROVE THEIR QUALITY OF LIFE WITH THE HIGHEST LEVEL OF SERVICE.

Accountability
Innovation
Communication
Safety
Quality

Leadership Capabilities



Leadership Modules

I. Your Role and Responsibility as a Manager

Understand “best or preferred” practices used by effective managers

Identify distinctions between the roles of an Individual Contributor and a Manager

Understand your role and responsibilities as a manager at your organization

Module	Accountability	Innovation	Communication	Safety	Quality
R & R	X		X		

Survey responses indicated that gaining a solid understanding of the role of manager and leader is desired to improve each leader's capabilities to lead teams and successfully complete projects and tasks.

Leadership Modules

II. Communicating as a Manager

Gain an understanding of communication styles

Learn to match the right communication style with your objectives

Know the communication barriers that can cause challenges and misunderstandings

Learn communication distinctions: directing vs. informing and open-ended vs. close-ended questions

Module	Accountability	Innovation	Communication	Safety	Quality
Comm	X		X	X	X

Survey responses indicated a need to improve systems and processes regarding communicating especially during deadlines and high activity. Survey identified needs to improve the communication of company goals and objectives to managers and team members.

Leadership Modules

III. Prioritizing, Decision Making, and Delegating

Discover tips and techniques to manage your time more effectively to drive productivity and efficiency

Learn to identify what is important vs. what is urgent

Understand the top challenges with priority setting

Be able to make better and faster decisions

Learn the basic rule to decide if you should do it yourself or delegate

Practice delegating, measuring the results and providing feedback

Understand the challenges with delegation

Module	Accountability	Innovation	Communication	Safety	Quality
P, DM, D	X		X		X

Survey responses indicated that there is a level of confusion of what and how to prioritize work. Second, survey comments indicated that leaders desire to improve their ability to delegate important work and tasks to team members.

Leadership Modules

IV. Performance Planning

Establish measures and identify targets that will enable your team to be forward focused in reaching their goals

Know how to effectively communicate goals

Learn how to create SMART goals and provide objective and actionable feedback

Practice having coaching conversations

Learn to deliver both positive and constructive feedback that will resonate and spark improved performance

Learn the tools to manage difficult conversations and handle conflict.

Module	Accountability	Innovation	Communication	Safety	Quality
Perf Plan	X		X	X	X

Survey responses indicate that improving knowledge of company goals and objectives and how to connect each teams work and individual team member performance will improve performance and communication. Survey responses indicated that leaders desire to learn different tactics and approaches to delivering constructive Feedback and having difficult conversations.

Leadership Modules

V. Motivation and Incentive Systems

Understand employee motivation and how it affects employee performance, engagement, and retention

Learn how to correlate everyone's core needs to the work at hand to drive success

Module	Accountability	Innovation	Communication	Safety	Quality
M & IS	X		X		X

Survey responses indicated a basic understanding of how to engage and motivate employees to improve employee performance, engagement and retention.

Leadership Modules

VI. Innovation

The module aims to equip participants with practical tools and techniques for generating and implementing innovative ideas in their own context. Through a combination of theoretical concepts, case studies, and hands-on exercises, participants will learn how to identify problems worth solving, types of innovation, and insights from customers and co workers to develop and test new ideas.

Module	Accountability	Innovation	Communication	Safety	Quality
Innovation		X		X	

The survey did not address the core value of Innovation. This course aims to create a system and process to Identify, capture and implement innovative ideas.

Leadership Values and Capability Matrix

Module	Role & Responsibility	Communication as a Manager	Prioritizing, Decision Making, & Delegating	Performance Planning	Motivation and Incentive Systems	Innovation
Values						
Accountability	X	X	X	X	X	
Innovation						X
Communication	X	X	X	X	X	
Safety		X		X		
Quality		X	X	X	X	X
Leader Capabilities						
Giving & Receiving Feedback	X	X			X	
Problem Solving	X	X	X	X		X
Leader Communication	X	X	X		X	
Delegation	X	X	X	X		
Resolving Conflict	X	X	X			
Teamwork & Motivation	X	X	X	X	X	
Adapt Quickly	X	X	X	X		X
Integrity & Trustworthiness	X	X	X			
Organize & Manage Time	X	X	X	X	X	
Taking Ownership of Mistakes	X	X	X			X

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