



Courageous Leadership

Webinar, July 21, 2020

The Human Capital Transformation Company

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Full-service L&D organization with over 25 years of experience delivering engaging learning experiences around the world.



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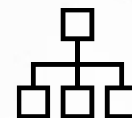
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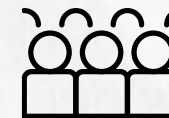
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Introductions

Let's get to know each other!



Dr. Yvonne Catino

Vice President of Leadership and OD, Infopro Learning

Known in the leadership community as a “social architect of change”, Dr. Yvonne Catino’s career has spanned 30+ years in the leadership-organizational development field across corporate and academia. In the mid 90’s, while working in corporate consulting, Dr. Yvonne co-created one of the first leadership 360s in the market. Today, more than 46,000 companies use the assessment. While a professor in Organizational Behavior, her research focused on women in leadership. She holds a Masters and Doctorate in Leadership, is a NLP/Cognitive Behavior coach, and a member of the Forbes Coaches Council.

Agenda

Here's what this webinar covers...



What is Courageous Leadership?



Creating a
Business Case



Behaviors of a
Courageous Leader



Applying Courageous
Leadership at Work

Definition

Courageous Leadership is the **intentional character-driven** practice of **serving** with positive intent for the legitimate needs of others so that they **willingly work** towards common goals.

Look familiar?



What's the biggest challenge?



Leadership Challenges

\$2,400

Increased profits/employee/yr if employee engagement increases 10%

65%

Managers are disengaged

26%

Employees who plan to leave in next 2 years

28%

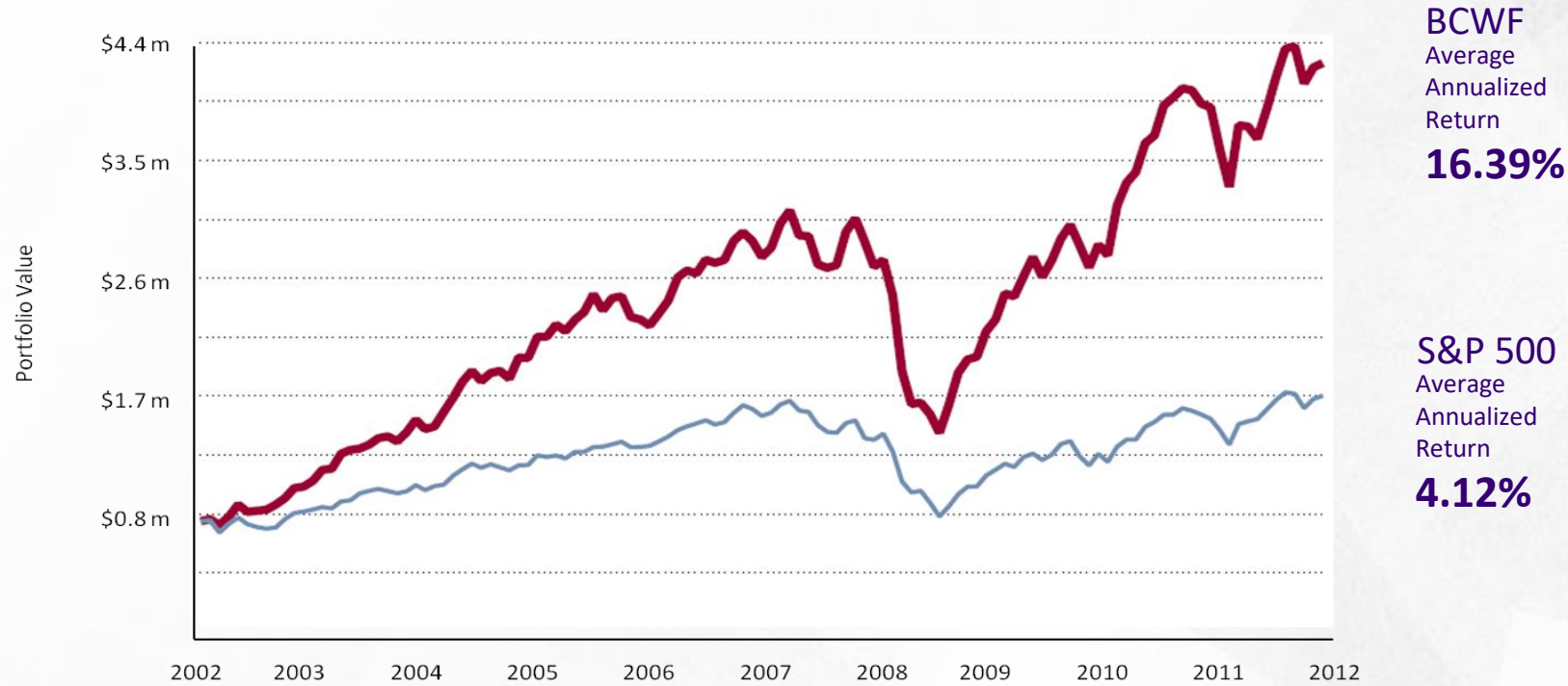
Millennials who think they are not making "full use" of their skill

202%

Out performance of companies that engage employees to those that don't

VUCA

The Case for Courageous Leadership

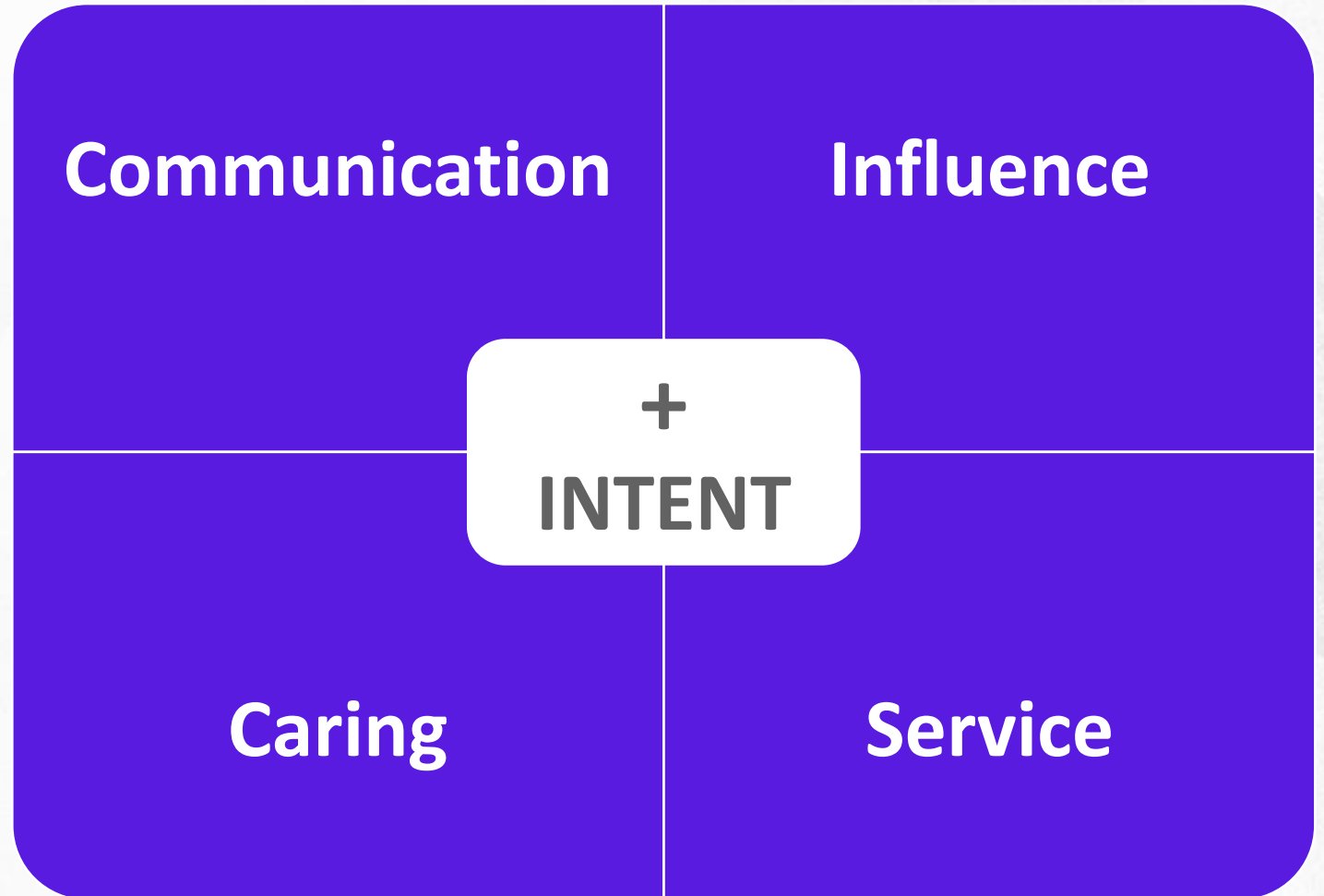


The **Best Companies to Work For** engender **high levels of employee engagement** and commitment, because the leaders of these organisations focus on meeting **employee's basic needs** and satisfying their **growth needs**: they focus on helping their employees feel **happy and fulfilled**.

HOW DOES IT ALL CONNECT?

Courageous Leadership

Courageous Leadership is the intentional character-driven practice of serving with positive intent for the legitimate needs of others so that they willingly work towards common goals.



Aspects of Positive Intent



- **Honesty** – being free from deception
- **Patience** – showing self-control
- **Kindness** – giving attention
- **Humility** – being authentic, without pretense
- **Respectfulness** – treating others as important
- **Forgiveness** – Giving up resentment
- **Results** – Setting aside your own wants/needs

7 Traits of Courageous Leaders

- Deal with reality of the situation rather than push aside issues
- Does not avoid conflict or bad news
- Has real conversations – direct but **RESPECTFUL**
- Encourages appreciative inquiry and debate for growth
- Not afraid to make bold decisions with the information available – good or bad
- Regularly ask for feedback – from everyone on **all levels**
- Addresses energy vampires, toxic people, and other unproductive workplace behaviors head on

Goals of a Courageous Coach



Recognize

Recognize how courageous leadership lies at the core of effective coaching.



Identify needs

Identify the development needs of those you are coaching.



Adapt style

Adapt your coaching style to the needs of those being coached.



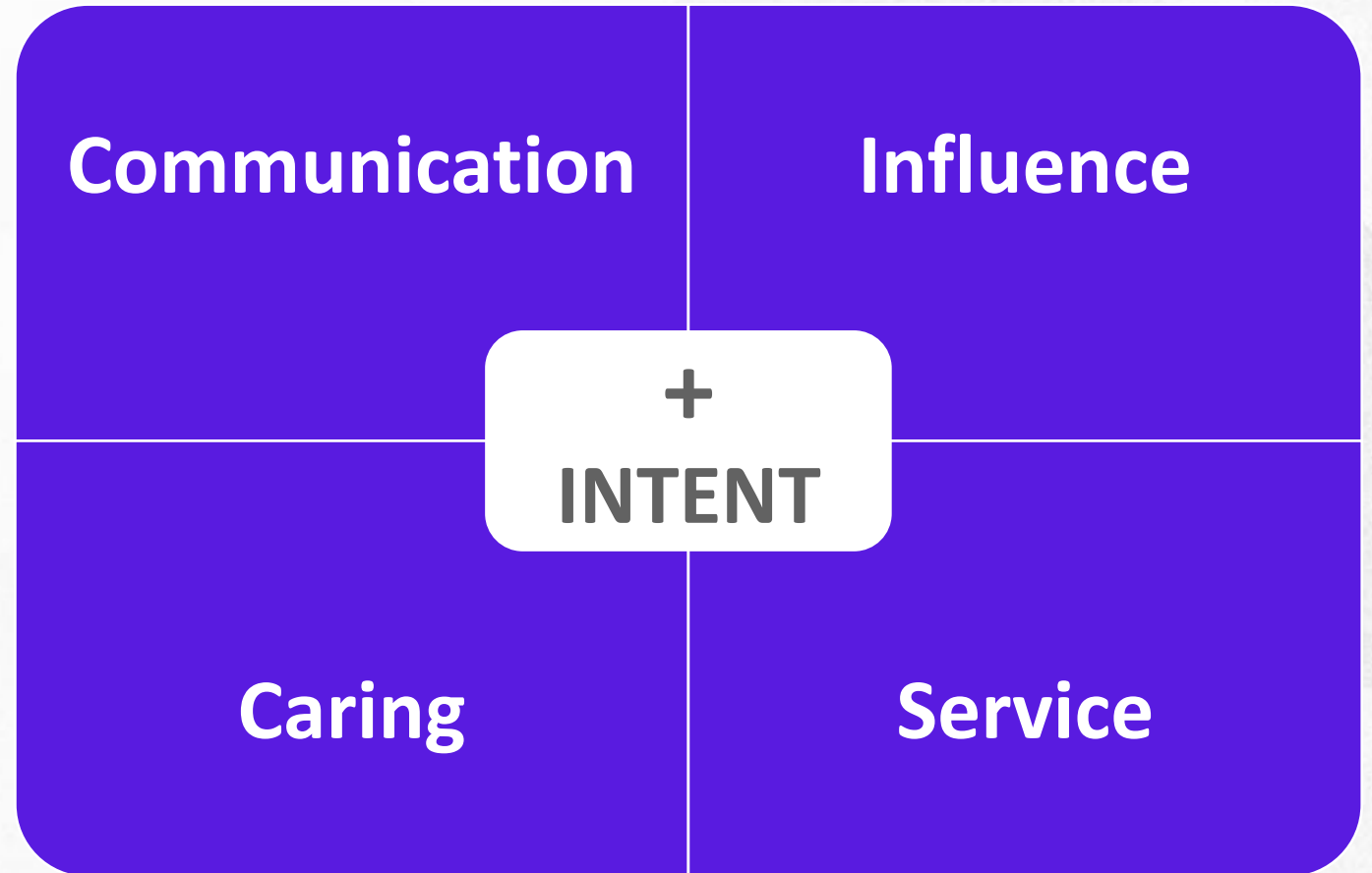
Apply steps

Apply the Steps and Skills of the coaching process to a coaching conversation designed to:

- Improve performance that is below standard, or
- Build on performance that is already successful.

Takeaway workplace scenario

You are the newly promoted manager on a low-performing team. Team members are happy the old manager is gone, but they don't like you either. Using the courageous leadership framework, what's your strategy for leading the team?



Prompting Questions

- How would you set a clear direction from a place of positive intent?
- What steps could you take to ensure everyone has the same common goal?
- What are some legitimate needs of staff that may need to be served?
- How would you go about distinguishing needs from wants?
- What are some observable behaviors that you may need to model to staff?
- What are some decisions you'll need to make?

If you'd like to dialogue about the takeaway, here's my email to connect:

Yvonne.catino@infoprolearning.com

Key Points

- Courageous Leadership is grounded in **positive intent**
- Courageous Leadership is not built on ego but in **serving others**
- Communication made with positive intent **builds trust**
- Trust builds loyalty and **engagement**, the number 1 challenge for leaders
- **Ask yourself:** What is my positive intent behind this communication or action?

We are Here to Help!

Value-added resources for webinar attendees

Resources

- Webinar Recording (please allow 48 hours)
- Webinar PPT Deck (please allow 48 hours)
- Dr. Yvonne Catino:
Yvonne.catino@infoprolearning.com

Services

- FREE COURAGEOUS CONVERSATION
(submit request to info@infoprolearning.com)
- Leadership & OD Services
- Training Delivery and Administration
- Off-the-Shelf Content

THANK YOU

Contact us:

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Call: 609-606-9984