



Leadership  
**Excellence**  
Programme

*Day 1*

# Leadership Essentials

Name:

In partnership with

**MS**  **Amlin**

 **SEVENTY20TEN**



# Setting Up for Success

**MS**  **Amlin**



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# Programme journey

## Leadership Excellence Programme



Notes

# Get on the balcony



Notes

# Activity

## Activity: Ground rules

### In small groups:

- Discuss some ground rules designed to help us get the best out of our time together
- Capture those on a flip chart
- Prepare to feedback



Notes

# Key areas of focus

- Clarification
- Communication
- Fostering acceptance of change

Notes

# Clarify - raising awareness

- Improved Productivity
- Reduced Errors
- Enhanced Collaboration
- Increased Motivation
- Better Decision-Making

Notes

# Communicate- shared understanding

- Building trust
- Aligning goals
- Resolving conflicts
- Encouraging innovation
- Providing feedback
- Boosting morale

Notes



# Foster acceptance involve & engage

Notes

- Promotes inclusivity
- Enhances collaboration
- Boosts morale
- Reduces conflict
- Encourages growth

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## Building a Great Culture

**MS**  **Amlin**



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# Session outcomes

- Self-assess your own strengths, vulnerabilities and triggers as a leader
- Identify the characteristics of effective leaders
- Identify our reactive tendencies and the impact of these on our teams
- Use the TEA model to identify the connection between thoughts, behaviour and actions
- Use the TEA model to identify other thoughts and responses to situations we can choose when in a reactive state

Notes

# Activity

## Activity: Leadership and you

**In pairs:**

### Discuss your pre-work

- What are you great at?
- Where are your vulnerabilities?
- What triggers you and can take you off course?
- What does great leadership look like in someone you admire, that you'd like to emulate?



Notes

# Activity

## Activity: Who influenced you?

### Individually:

- Who has had the most significant impact on your life?
- Why?
- What elements of that influence do you see in yourself?

Discuss with partner



Notes

# Great leadership traits

Notes

- Approachable
- Leads by example
- Spots the achievements
- Creates psychologically safe environment
- Appropriately vulnerable
- Appropriate levels of challenge and support
- Has a vision

# Great leadership traits

- Knowledge – to know how to support someone to develop and achieve
- Self-awareness
- Empathy
- Communicates effectively
- Positive mindset
- Coaching approach
- Allows people to make mistakes

Notes



# Activity

## Activity: Leadership

### In small groups:

- What does good leadership look and feel like here?
- Write up examples of what you might
  - See?
  - Hear?
  - Feel?



Notes

# Activity

## Activity: Reflection

### Individually:

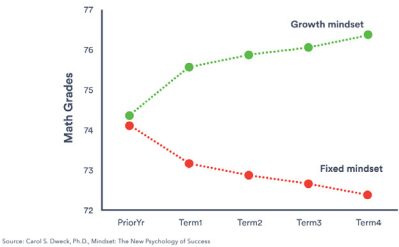
Thinking about the last discussion

- Which characteristics are strengths for you?
- Which might you need to develop?
- Capture some notes



Notes

# Mindset



Notes

# Choosing the right one

**Reactive  
Mindset**



**Learning  
Mindset**

Notes

## Reactive Mindset

Feel threatened  
Focus on self-protection or self-promotion  
See mistakes as failure  
Avoid feedback  
Take things personally and get defensive  
Don't listen well  
Get aggressive  
Use accusations, blame or complain a lot  
Overly critical and judgmental  
Withdraw effort or withhold information  
Become rigid and inflexible  
Behaviour is impulsive or reactive  
Seek to win at any cost  
Treat conflict as a battle  
Create silos or win-lose relationships

## Learning Mindset

Feel curious  
Focus on learning and improvement  
See mistakes as vital to learning  
Seek feedback and value it  
Stay balanced and composed  
Seek to understand  
Talk calmly and respectfully  
Take accountability and seek solutions  
Show empathy and value differences  
Show initiative and share information  
Stay open-minded and adaptable  
Behaviour is responsive or creative  
Seek to achieve a shared vision  
Challenge constructively  
Create collaborative, win-win relationships

Notes

# Activity

## Activity: Mindset audit

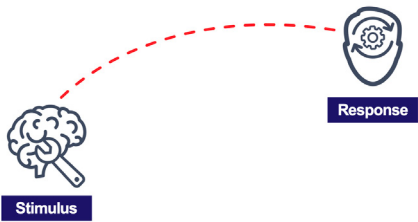
### In pairs:

- Describe when you were in a **Reactive Mindset**
  - What behaviours do you recognise?
- Describe when you maintained a **Learning Mindset**
  - What behaviours do you recognise?
- What helped you maintain a **Learning Mindset** under pressure?



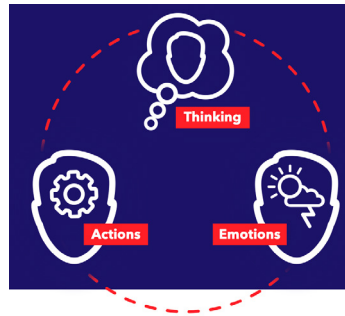
Notes

# Stimulus response



Notes

# TEA model



Notes



# Activity

## Activity: TEA model

### Individually:

- Think about a challenging situation or conversation that you have experienced
- Use the TEA model to explore your **Thoughts, Emotions and Actions** related to this experience
- How did you respond or react?
- Would you choose to do anything any different?



Notes

# Activity

## Activity: Reflection

### Individually:

- Reflect on today's session
- What are the key learning points for you?
- What areas of your leadership do you need to work on?
- What one thing are you going to choose first?



Notes











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