

GRAVITAS

Programme Highlights by Notion

Programme Overview

Notion were engaged by a Global Consultancy and Technology company to design a 'coaching' programme to leverage the performance of senior leaders across the business. In particular the programme objectives were to **Develop Gravitas & Executive Presence** as part of a strategy to improve Global Leadership Skills in order to 'wow' C-Suite clients.

Additional benefits of this programme were that the skills embedded would also have a huge impact in other areas, including: improving customer and internal peer relationships, project management and better line management. The breadth of results from this example cohort (see right hand column) provides evidence of the direct, positive, commercial impact this programme can have for leaders of any business.

Whilst the core skills covered on this programme were related to advanced communication and coaching skills, it was felt that including materials and showing how these skills related to developing 'Gravitas & Executive Presence' would create greater enthusiasm and appeal amongst the target population.

The commercial and 'softer' benefits from this programme were rapid and significant, resulting in direct project wins and improved client relationships. The **return on investment (ROI)** was in excess of **99 times** the investment within six months of the programme's start date.

6 months after the programme start date... ROI was already greater than 99 times

Programme Objectives

To provide delegates with leadership development skills aligned to core leadership competencies such as **Client Focus, Collaboration, Delivering Results, Responsibility, Building and Managing Teams, Entrepreneurial skills and Innovation, Global Acumen**

In particular, the focus was on enhancing the delegates' Communication Skills, Gravitas and Executive Presence.

The content focused on linking the delivery of business results with leadership skill improvements. Results focused on managing and leveraging client relationships and team performance (through stronger coaching and leading skills), as well as peer collaboration and dialogue with senior leaders and stakeholders across the organisation.

Programme Results *the first 6-months*

The following are examples of the **commercial benefits** shared in the 'Success Sheets' & 'Celebration Workshop':

A project win (circa: \$2M)

Generation of new leads and opportunities

A better visit to major retail client

Improved C-Suite client meetings

A change in the way 'proposals are attacked'

Successful turnaround of proposals

Able to get a meeting with a customer within 24 hours

Impressed a client with consultative coaching

As well as **other benefits** shared:

Helped with dealing with the C-Suite

Improved listening skills in order to 'hear' customers

Fine tuning pitch and connecting very personally with the customer

Helped with performance reviews

Spending more time coaching & mentoring

Asking customers better questions e.g. "what else...?"

Found new ways to deal with difficult situations

Ability to bring in operational changes with buy in from people

Extensive use of Notion's operational coaching model with customers, bosses, direct reports and teams

Implementation of "outcome driven objectives"

Improved delegation

Increased responsibility to next level of leadership

Programme Structure

As with all Notion programmes 'Gravitas' was designed to embed changes in behaviour.

This was achieved by combining a dynamic workshop (with pre-work) and a broader sustainability programme that included small group practice sessions (to reinforce the key tools) and bespoke 1-to-1 Executive coaching sessions.

The high degree of coaching during the workshop and the follow-on sessions, allowed each delegate to enjoy a 'bespoke' experience

Alongside this was a series of emails and mini videos with reminders of key learning points from the workshop to maintain momentum and keep the materials front of mind.

The programme was wrapped up with a live 2-hour 'Celebration' virtual meeting.



Summary of Programme:

- Induction & Pre-work
- **Workshop**
- Reminder Emails
- **Small group practice sessions**
- Reminder Emails
- Reminder Videos
- **1-to-1 Coaching Session**
- Reminder Emails
- Reminder Videos
- **1-to-1 Coaching Session**
- Reminder Emails
- Reminder Videos
- Workshop Preparation Info
- **Celebration Workshop**

Key Feedback Points

Notion's operational coaching model was extremely well received and is being used regularly by all delegates to improve their ability to use an 'Enquiry Led Approach' (ELA™) with clients, peers and teams alike.

Overall this programme delivered:

88% increase in employee engagement

78% increase in customer satisfaction

It was also felt that the skills were directly relevant to over 50% of the time the participants spent at work.

The participants also committed to increase the time they spent utilising more of a coaching style of leadership by 66% (allocating from just 18% to over 30% of their time as managers in this 'domain') and evidence of this shift was seen in the results shared at the Celebration workshop.



Notion's facilitator and Coach received outstanding ratings – a score of 4.8/5 from the feedback forms - a consistent rating of 96%!



The Final Words

Here is a quote from a participant about the workshop:

"The workshop delivered by Notion was a real eye opener. This is a bang-on-target session on gravitas & executive presence which will be appreciated and well received worldwide as it has a global appeal and relevance to context"

The SVP Program Sponsor wrapped up the Celebration Workshop with the following words :

"I have observed that everyone has done plenty of self-reflection and identified areas of improvement. It is also clear that the participants are using the techniques and tools. Everyone has provided good examples in what has worked with different client situations and interactions with others. Overall, this proves that we have got real value in what we have set out to do"

