Alchemy’s New Leadership Training Program is Here:

*The Alchemy of Leadership*

Holly Mockus, *Senior Industry Analyst*, Alchemy
Today’s Speaker

Holly Mockus
Senior Industry Analyst
Alchemy
The Alchemy of Leadership Program
The Alchemy of Leadership Program

• Turn supervisors into leaders
• Fill critical “people skills” gaps
• Strengthen new skills through short instructional modules
• Leverage scenarios that harness the power of role play
• Access learning that incorporates knowledge checks
• Follow-up & reinforce with learning aids
• Coaching observations to guarantee success
Why are Leadership Programs Ineffective?

Traditional Leadership Programs

- Training is not contextually accurate
  - Materials are not at the correct educational level
  - Training sessions are too long
  - Office situations & scenarios
  - Too much theory – not enough practical application
  - Amount of information is overwhelming

The Alchemy of Leadership Program

- Equips leaders with a small number of competencies presented in a contextually correct manner to make the biggest impact
Why are Leadership Programs Ineffective?

**Traditional Leadership Programs**

- Learning is distanced from everyday work
  - Difficult to transfer off site knowledge to every day front line experiences
  - Delay in practicing the skill = forgetting curve
  - Lack of reinforcement

**The Alchemy of Leadership Program**

- Modules are available 24/7 and can be retaken as many times as needed
- Learning is done in the plant using real-life scenarios so it can be practiced in the plant
Why are Leadership Programs Ineffective?

Traditional Leadership Programs

❌ It’s hard not to think about the work load
  - Concerned that work is piling up while off site
  - Change can feel overwhelming
  - Eating the elephant whole – versus one bite at a time

The Alchemy of Leadership Program

✅ Modules are concise
✅ Concepts are simple but very effective
Why are Leadership Programs Ineffective?

**Traditional Leadership Programs**

- **Failure to reinforce**
  - No feedback mechanism designed into traditional processes
  - Not tied to personal metrics
  - Lack recognition for behavior change
  - Plant leadership not part of the reinforcement process

**The Alchemy of Leadership Program**

- 5 discussion questions to reinforce learning and encourage supervisor/manager introspective discussions about the use of a specific skill with their teams
- The result of putting that skill into practice, and areas for improvement, support, and positive feedback
The Alchemy of Leadership Program Components
The Alchemy of Leadership Program Course Components

• Periodic Table of Leadership
  – Communicating as a Leader
  – Behaving as a Leader
  – Leading a Team
  – Managing Team Performance
**The Alchemy of Leadership Modules**

<table>
<thead>
<tr>
<th>Communication</th>
<th>Performance Management</th>
<th>Teamwork</th>
<th>Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good First Impression</td>
<td>Anger Management</td>
<td>How to Delegate</td>
<td>Behaving Like a Leader</td>
</tr>
<tr>
<td>Communication Basics</td>
<td>Dealing with Difficult People</td>
<td>Motivating Yourself and Others</td>
<td>Building Trust</td>
</tr>
<tr>
<td>Providing Constructive Feedback</td>
<td>Disciplinary Action</td>
<td>Teamwork</td>
<td>Engaging Employees</td>
</tr>
<tr>
<td>Active Listening</td>
<td>Giving a Performance Evaluation</td>
<td></td>
<td>Managing Change</td>
</tr>
<tr>
<td>Receiving Feedback</td>
<td>Handling Employee Complaints</td>
<td></td>
<td>Valuing Differences</td>
</tr>
<tr>
<td>Difficult Conversations</td>
<td></td>
<td></td>
<td>Follow Up and Follow Through</td>
</tr>
</tbody>
</table>

- Good First Impression
- Communication Basics
- Providing Constructive Feedback
- Active Listening
- Receiving Feedback
- Difficult Conversations

- Anger Management
- Dealing with Difficult People
- Disciplinary Action
- Giving a Performance Evaluation
- Handling Employee Complaints

- How to Delegate
- Motivating Yourself and Others
- Teamwork

- Behaving Like a Leader
- Building Trust
- Engaging Employees
- Managing Change
- Valuing Differences
- Follow Up and Follow Through
Meet our Subject Matter Expert

**Kim Seeling Smith**

- CEO, Ignite Global
- Splits her time between the U.S. and Australia

**EDUCATION AND QUALIFICATIONS**

- BSBA, The Ohio State University, Summa Cum Laude, 1988

**PRESENTER/PANELIST/PUBLISHED WORK/SPEAKER**

- *Mind Reading for Managers: 5 FOCUSed Conversations for Greater Employee Engagement and Productivity*
- Co-author of *101 Great Ways to Enhance Your Career*, with Brian Tracy, mega-author and personal development guru
- Regular contributor to business and HR publications in the US, Australia, New Zealand, Canada and India, including *Forbes* and *CNBC*
The Alchemy of Leadership Module Components

Follow Up and Follow Through

About This Module
To be an effective leader, it's important to follow through on the promises you make and equally important to follow up with the people to whom you've made those promises.

Review Objectives

Click on the buttons below to explore the module.

- INSTRUCTION
- WHY IT WORKS
- EXERCISES
- TAKEAWAYS
1. Introduction

Help people to get to know each other.
Set clear expectations.

Help them communicate, cooperate, and coordinate with each other.

2. Scenario

Follow Up and Follow Through

1. Solve the problem, address the issue, or answer the question.
   - Can you solve the issue yourself?
     - Yes
     - No

2. Follow up within 3 days.
   - Can you solve the issue immediately?
     - Yes
     - No

3. Summary

4. Key Elements

Finish
Thought leader, author, international speaker, and business strategist Julia Felton says that failure to follow up and follow through on deadlines, on calls that need to be returned, or on commitments can cause chaos and failure in business.

Felton, n.d.

According to authors Larry Bossidy and Ram Charan who wrote *Execution: The discipline of getting things done*, the execution of any task or project relies on the leader’s ability to follow up and follow through on outputs. Without this, things simply do not get done.

Bossidy, Charan, & Burck
Exercises

Follow Up and Follow Through

Exercises

Let’s take a minute to learn about this module’s exercises.

• These exercises are designed to help you put what you have just learned into practice.
• You must get 8 out of 10 questions correct to get a completion on this section.
• You may retake the exercises if you do not get a passing score.

Click Begin Exercises to get started.

When you follow up and follow through, what four qualities are you displaying? Check all that apply.

- Trustworthiness
- Organization
- Friendship
- Sympathy
- Compassion
- Reliability
- Honesty

Submit

In the scenario video, what impression did the employee have of all the managers after Rick didn’t follow up and follow through?

- They can’t be trusted.
- They are busy.
- They care about their job.
- They are doing their job.

Submit
Takeaways

- The PDF attachments offer the learner the option of printing or downloading documents to supplement the course.
- Depending on how the browser is set up, the PDFs may open in a new tab.
Takeaways

Instruction & Summary

Scripts

The Alchemy of Leadership
Follow Up and Follow Through

Introduction Video Script

Let me tell you the tale of two bosses – both mine! One of my bosses, Jim, never followed through on his promises. I would ask him a question or make a decision and he'd say, 'I'll get back to you – and never would. So, I'd need him to do something before I could take the next step to help one of my employees. He'd promise to do it by the following Tuesday – and I could rely on him – not to keep his word!

All of Jim’s employees – including me – spent hours chasing Jim, trying to get him to do what he promised to do. Sometimes we had no choice but to do it ourselves. This wasted time and made us look bad to our team or other managers in the business because we couldn’t keep our promises to them – or we couldn’t action things while we waited for Jim.

My other boss, John, was great at following through on his promises, but was terrible at following up with me to tell me what he was going to do or what he’d already done. That made it hard for me to tell my employees what was happening. I knew I could rely on John to do what he said – but I’d never know when or how. As a result, I would spend a lot of time following up with him to make sure he had followed through.

Now you’d think, Jim or John? Before? Probably – and you probably been as frustrated I was! That’s why both follow up and follow through are critical as a leader.

People depend on you to make decisions, complete tasks and handle complaints or problems. Often, they need your involvement before the next step can occur, or they need to know what you’re doing so they can communicate better with the team. That’s why it’s so important to develop the daily habit of following up and following through.

You must follow through on your own promises as well as the expectations of others. It’s equally important to follow up with them so they understand that you are doing your job well and keeping your promises.

This is essential to being effective as a leader and to helping your team work as well as possible. It’s also critical to managing your manager’s expectations.

Key Elements

The Alchemy of Leadership
Follow Up and Follow Through

Key Element – Effective Follow Up and Follow Through

- Yes: Can you solve the issue yourself?
- No: Can the issue be solved immediately?

- Yes: Solve the problem, address the issue, or answer the question.
- No: Follow up within 3 days.

- Yes: Decide if you need more time, information, or additional approval.
- No: Determine the immediate next step to move the issue forward.

- Yes: Make an action plan and immediately take the first step.
- No: Follow up with your team member to let them know who owns the issue.

- Yes: Continue to check in with all parties until the issue is resolved.
- No: Continue to update your employee until the issue is resolved.

Bibliography


Coach Observations - 5 questions for each module

Benefits

• Encourages Supervisor introspection
• Reinforces the learning
• Relates to actions on the floor/with teams
• Asks supervisor to dissect situations in the workplace
• Allows for continued dialog
• Automates recordkeeping
• Enables customizable observations
Important Call Outs!

- Modules are English
- Modules can be viewed via eLearning/No Group Based Training
- Must have Coach to use the reinforcement
- Anyone can take these modules as many times as they like/need
Why is The Alchemy of Leadership Different?

• **Food Industry Focused**
  - Targets *front line leaders* in the food industry with relevant images/vignettes/topic areas

• **Incorporated into the Work Environment**
  - Blended Learning (Modules + Coach) with follow up activities and reinforcement so Supervisors can actively practice what they learned real time in their own work environment

• **Customizable Learning Path**
  - Supervisor can take only the courses that fill their specific needs or ALL courses
Why is The Alchemy of Leadership Different?

- **Measurable**
  - Learning plan (Alchemy Manager) progress provides key performance indicators to gauge progress in completion of tasks and recognition of behavior changes and can be used in conjunction with performance reviews.
  - Coaching activities can be captured, measured, and tracked when manager follow up is recorded in Alchemy Coach.

- **Cost Effective**
  - Execute within the facility
  - No travel costs
  - No need to fill supervisor absences to accommodate time away to train.
  - Modules are short and to the point — packed with valuable information.
Next Steps...

1. Complete survey at the end of this webinar to let us know if you are interested in learning more about The Alchemy of Leadership training program.

2. Your Account Manager will reach out to you with more information or email Holly Mockus (holly.mockus@alchemysystems.com).

3. Stay tuned for our next webinar on *The Alchemy of Leadership: Practical Lessons on Developing Frontline Leaders* with Kim Seeling Smith on November 14\textsuperscript{th}.

*Register on our website under upcoming webinars!*
Questions?
THANK YOU