IMPACT
training
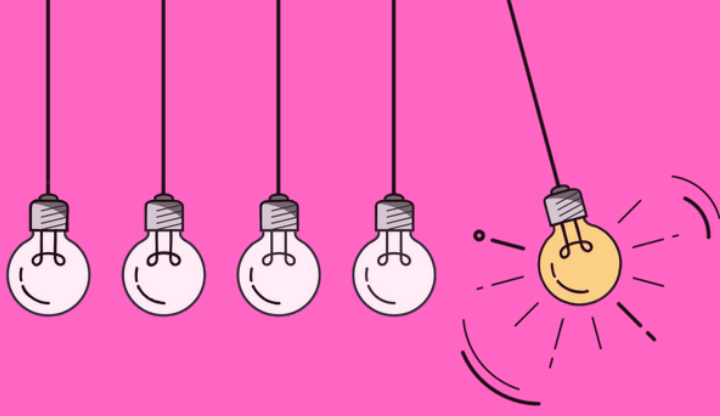
with BoldHR®

Control the PACE
Use the SPACE
Make the CASE

IMPACT
training

Evidence shows that B-Suite leaders have the hardest job of all. They are pivotal to:

- managing the workload
- ensuring day-to-day performance
- translating strategy into action
- implementing and sustaining change
- driving culture

But middle management is like being middle class, middle-aged or a middle child - it's tough!

The evidence is overwhelming that the disparaging 'middle manager' label is a completely - and dangerously - wrong attitude for companies to have.

A high- performing middle manager - or a B-Suite Leader - is by far one of our most valuable leaders if we enable them.

MEET *Rebecca*

Rebecca has over 20 year's experience in Talent and is an expert on mid-level Leadership.

Formerly Head of Talent and Careers for Australia Post Group, she has been instrumental in developing the capability and careers of literally thousands of people. Rebecca is an AHRI Talent Strategy and Golden Quill award-winner as well as the best-selling author of IMPACT: 10 Ways to Level Up your Leadership and the architect of Level Up, the only program of its kind dedicated to busy B-Suite Leaders.

Known for her practical, generous and no-nonsense style, clients rave about her ability to instill confidence through the provision of tools and techniques that actually work.

Rebecca works with individuals, teams and organisations to enhance the impact of her clients such as Heinz, Allianz, Clarins and the Victorian Government. She is committed to building B-Suite Leaders with C-Suite Impact.
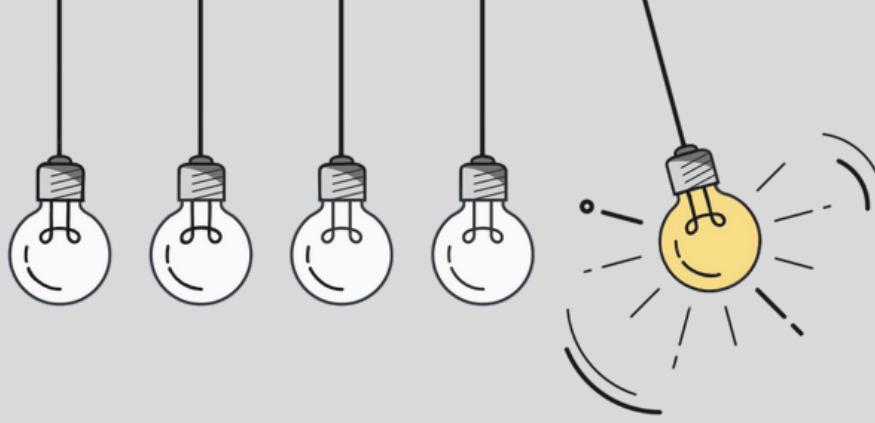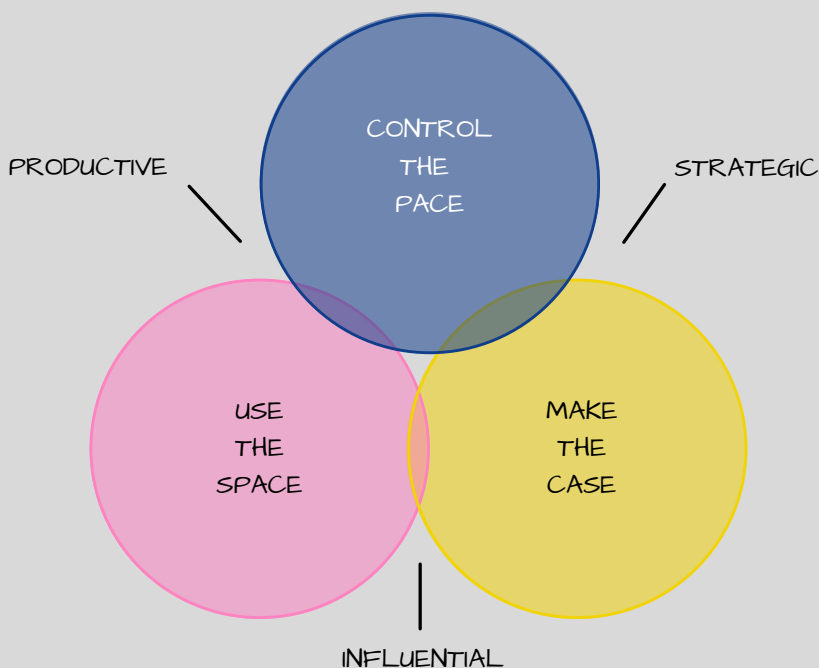
THE IMPACT
model

Deloitte and McKinsey agree that the most important traits for leaders in today's world of work are simply these:

Control the Pace: Work on the right things, at speed, with great outcomes.

Use the Space: Make time to think strategically, often, to stay nimble and get smart.

Make the Case: Influence in all directions, all the time.

PRODUCTIVE

CONTROL
THE
PACE

STRATEGIC

USE
THE
SPACE

MAKE
THE
CASE

INFLUENTIAL

Most B-Suite Leaders who are struggling to have the IMPACT they crave, are struggling to level up their capabilities in these three areas - constraining their ability to be more strategic, productive and influential - and ultimately, more valuable and more promotable.

BoldHR's suite of IMPACT training courses and workshops ensures that participants get what they need to be a B-Suite Leader with C-Suite Impact.
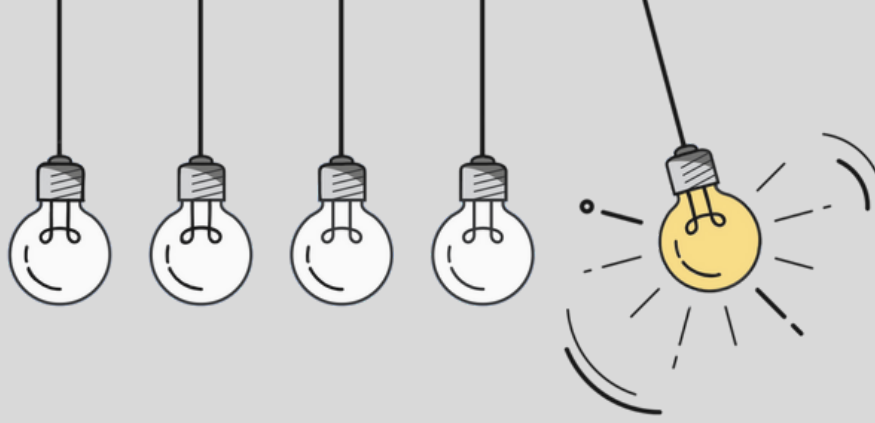
THE BOLDHR®
M³ method

How do we ensure the learning sticks?

BoldHR's proven M3 development method ensures a learning approach that can be **customised without compromise**.

The approach focuses on mindset, methods, and mastery to remove mental barriers, give learners proven 'how to' techniques that they can then master, beyond the learning event.

Many leadership programs operate on the assumption that leaders need more tools in their toolkit. At BoldHR® we know that experienced leaders have already amassed a toolkit. They know what to do, but for some reason they are not doing it. There is a big **difference between knowing and doing.**

So our programs focus on **mindset over skillset,** and on **outcome over input** - which is why so many of our participants report real results and habits that stick.

Unlike other trainers, we stay accountable beyond delivery, supporting the program sponsor with a 'long tail' of embedding activities and behavioural nudges to protect your ROI.

This proven methodology ensures that we can custom-build solutions to fit your capacity, capability and culture, aligned to the level of mastery you want to achieve, and delivered through engaging multi-media methods that work for all learning styles.

MINDSET

➡ our assumptions that are no longer true

➡ our habits that no longer serve us

➡ personalised assessments using B-Suite Benchmarks®

➡ clear perspectives on what good looks like

➡ standards and expectations made clear

METHODS

➡ practical, proven models that work

➡ leveraging known techniques in new ways

➡ easily remembered - easily implemented

➡ easily shared with teams for wider impact

MASTERY

➡ experiment with new approaches

➡ accountability management

➡ coaching clinic embedment sessions

➡ post-event behavioural nudges

➡ Access to deeper resources and support via B-Suite Leaders App
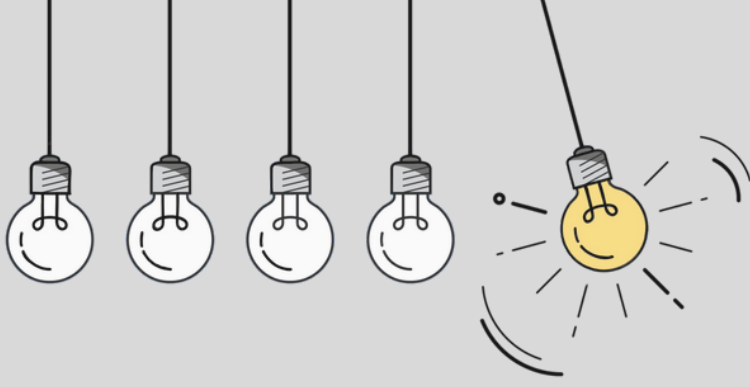
CASE studies

DEPT TRANSPORT + PLANNING, VIC

OVERVIEW

From late 2018 to current, BoldHR® has been engaged to support the capability build of the Strategic Communications function of the Department.

OUTCOMES SOUGHT
- Strategic Clarity and Ways of Working
- Empowerment and Accountability
- Planning and prioritisation
- Influencing and motivating teams
- Banishing Burnout

SOLUTION(S) PROVIDED
1. IMPACT training - the System for Burnout, and the System for Empowerment.
2. Platinum Coaching for select senior leaders.
3. All-Hands facilitation for 400+ workforce.
4. PLAYNICE team effectiveness facilitation.

FINAL OUTCOME
- Connection and relationships across team
- Enhanced influencing capabilities noted by Executive Committee
- Increase in leader confidence and cohesion

CLARINS

OVERVIEW

From late 2019 to current, BoldHR® has been engaged to support the capability build of the Clarins APAC sales function from senior management to individual contributor.

OUTCOMES SOUGHT

For senior managers:
- Enhancing performance outcomes
- Executive presentation skills
- Business case management

For frontline leaders:
- Planning and prioritisation
- Influencing and motivating teams
- Feedback

SOLUTION(S) PROVIDED
1. IMPACT training - the System to Manage Up, the System for Performance, the System to Motivate, the System for Productivity, the System for Burnout.
2. Platinum Coaching for select leaders
3. Coaching Clinics for leaders and teams
4. Video Content and train the trainer

FINAL OUTCOME
- Elevation of sales performance
- Enhanced influencing and presenting outcomes noted by Executive Committee
- Increase in leader confidence
- Increase in staff performance

KEY CONTACT:
Stephanie Speck
Chief Customer + Communications Officer

KEY CONTACT:
Zoe McEntee, Head of Sales APAC

SYSTEM
outlines

IMPACT training systems are designed to be unbundled to suit the unique needs of every client. Outlined in the next few pages, if our most popular courses are not a perfect fit for your needs, you can build your own training program from the Systems of Impact.

We are happy to consult with you to support your selection. Book a call today:

🌐 www.boldhr.com.au
✉ admin@boldhr.com.au
📞 0466 152 975

IMPACT
training

Why would I choose Control the Pace?

Your B-Suite Leaders are feeling overwhelmed and overworked, and you have concerns about productivity and potentially, burn-out.

### Why would I choose Hold the Space?

Your B-Suite Leaders are still too tactical and failing to grasp the bigger picture, frustrating your executive and tying them up in the detail whilst presenting you with succession planning issues.

Why would I choose Make the Case?

Your B-Suite Leaders are seeking more cut-through, more easily, across the full range of stakeholders. Failure to develop these important influencing and motivational capabilities can show up in a range of culture clues from low accountability, avoidance or conflict.
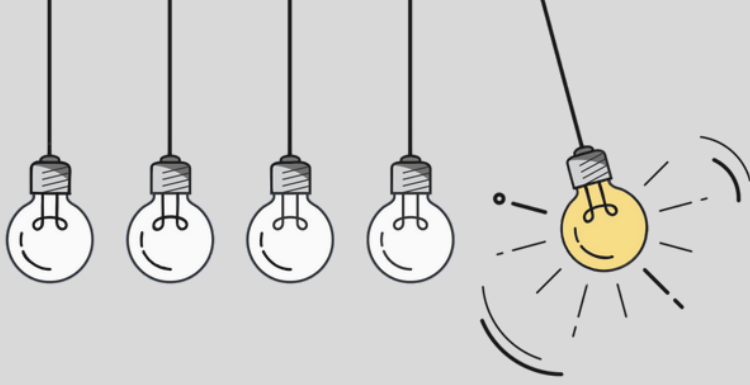
SYSTEMS of IMPACT

Control the PACE
Stop being busy, start being productive

The System for Burnout - Boundaries prevent burnout
Boundaries | Resilience | Workload

The System to Empower - You have the power to empower
Decision Frame | Activate | Negotiate | Delegate | Escalate

The System for Productivity - Control the pace before it controls you
Mindset | Time, Focus, Energy | Productivity Hacks

The System for Change - Change is the only constant
Change Leadership | Behavioural Cues | Brain-based motivation

Use the SPACE
Mindset matters most

The System for Confidence - Confidence is contagious
My confidence combination | inner voice | imposter syndrome

The System to Let it Go - what got you here won't get you there
What's holding you back | Questions not answers | Active Listening

The System for Strategy - Without your own priorities you're at the mercy of others - Introducing BoldHR's RAPIDStrategy® System

Make the CASE
Influence is no coincidence

The System for Visibility - Visible is valuable
Your value | Your proposition | Projecting your value

The System to Motivate - Influence - not coincidence
How the brain works | Neuroscience of leadership

The System for Conflict - Take the difficult out of difficult conversations
Pressure | Arguments | Conflict | Feedback

The System for Performance - Pivot don't push
Get on target | Stay on target | Get back on target | Elevate

The System to Manage Up - Managing Up is not sucking up
Talk Exec | Politics | Presenting + Speaking | Business Cases
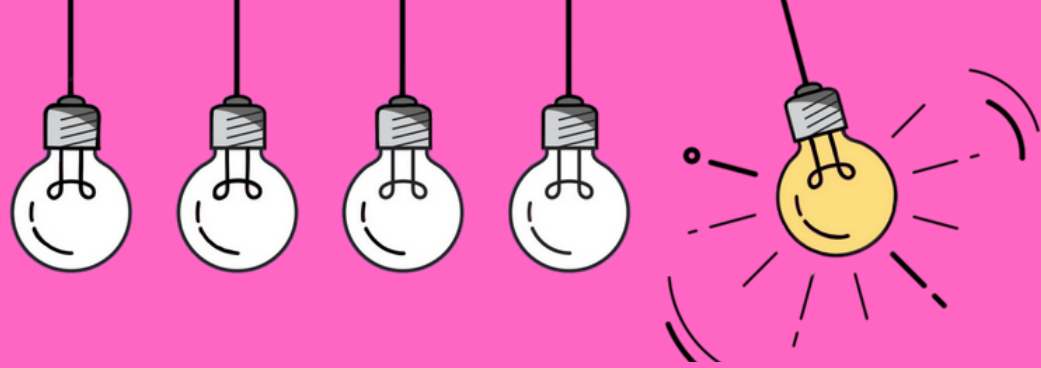
TRAINING
Inclusions

FULL & HALF DAY WORKSHOPS

All full- and half-day workshops include:
➡ one or more design meetings with the program sponsor to ensure context and relevance.
➡ pre- and post-work for participants,
➡ access to the complete System of Impact via B-Suite Leaders Community
➡ individual copies of Rebecca's best-seller IMPACT
➡ post-session debrief and custom recommendations for sponsors to ensure participant uptake and to embed learnings.
➡ Video recordings (online sessions only) upon request

Workshops are available online via Zoom or in person
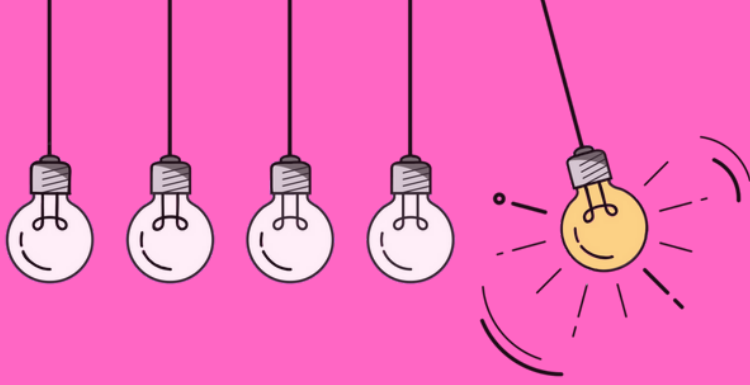Up to 100 participants

BITE-SIZE LEARNING

Bite-Size Learning comprises all of the above items, and sessions are split into three:

➡ Mindset + Methods: 90 minutes of learning
➡ One week to apply learnings with accountability management*
➡ Coaching Clinic: 90 minutes to review and improve*

Bite-Size training is available online only
Up to 100 participants for Mindset + Methods session
Up to 30 participants for Coaching Clinic
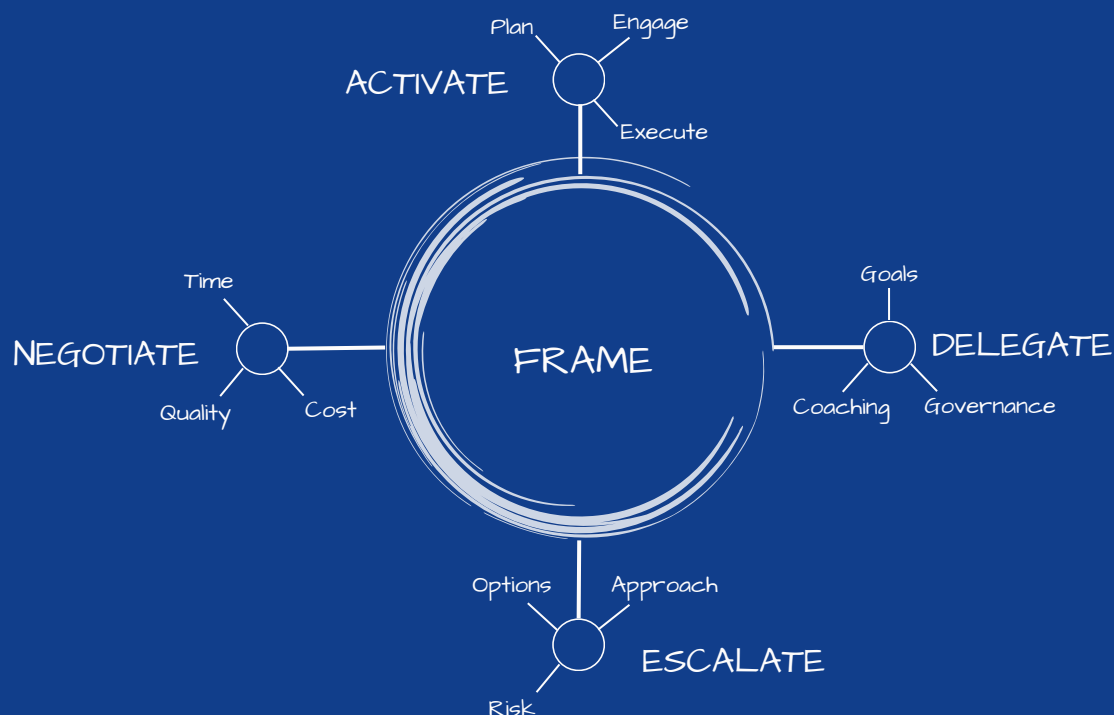*Available to support full and half-day workshops at additional cost

EMPOWERME

EmpowerME System

The diagram shows a central circle labeled **FRAME** with four branches:

- **ACTIVATE** — Plan, Engage, Execute
- **DELEGATE** — Goals, Coaching, Governance
- **ESCALATE** — Options, Approach, Risk
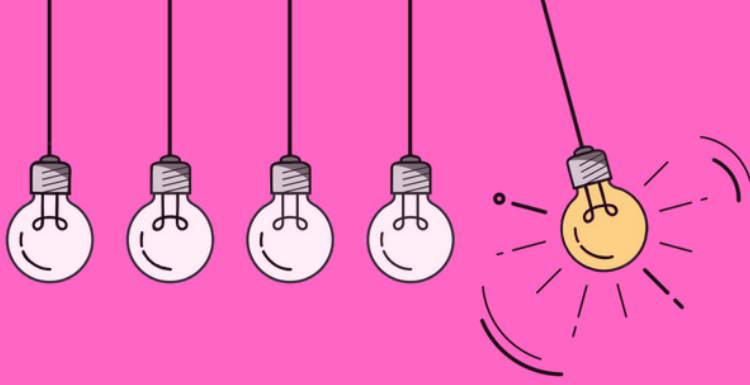- **NEGOTIATE** — Time, Quality, Cost

EmpowerME is a comprehensive training system that incorporates establishing Executive-Level decisioning boundaries, then training C-Suite and B-Suite together to develop a common framework, cadence and language to ensure that the concept of empowerment actually means something in your organisation. In order for leaders to feel "stronger and more confident" we need to ensure the appropriate , controlled transition of "authority or power given to someone to do something" (The two Oxford Language Dictionary definitions of empowerment).

MODULES INCLUDED

This Training System comprises and Executive FRAME session (online) from which the 1 delivery of the System is configured, tailored to your cohort's needs and the decisioning boundaries set with your Executive beforehand.

Key Elements

- Prioritization
- Mastering Activation (understanding the planning fallacy and procrastination)
- Negotiating Expectations
- Introduction to Delegation (expanded in Conversations that Drive Performance)
- Introduction to Escalating well (expanded upon in the System to Manage Up)
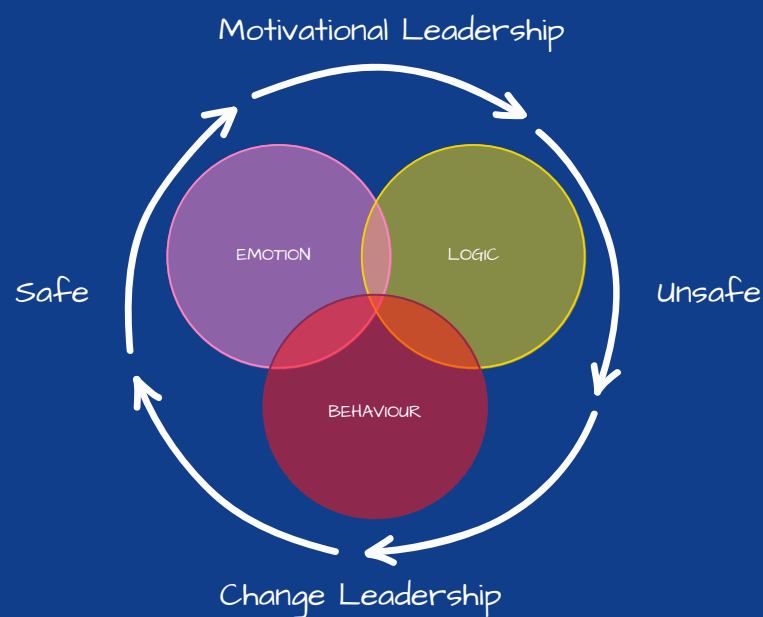
CHANGESAFE

Change Safe System

Motivational Leadership

Safe

EMOTION   LOGIC
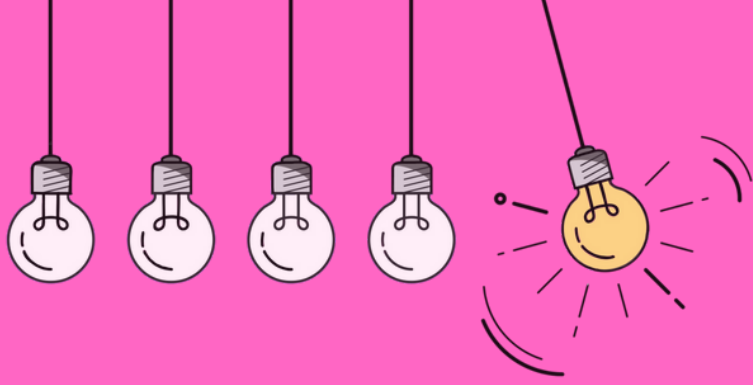
BEHAVIOUR

Unsafe

Change Leadership

ChangeSAFE is a powerful training system that equips leaders to actively lead a change culture in their teams, essential to prepare for organisational change programs or for industries that experience ongoing change and disruption. This System focuses on the method for classifying change-based behaviours, and learning brain-based tactics proven to shift those behaviours in 80% of staff. Strongly focused on creating and leveraging psychological safety, this course provides learning that transcends change management and delivers the foundation of motivational leadership - powering leadership impact whether in change, growth or downturn.

MODULES INCLUDED

Commonly used for organisational change purposes, this course is highly contexted to your organisation's current and future state. This course is either 2 consecutive days or 3 half day sessions based 2/3 weeks apart, with experiments applied in between to increase levels of mastery.

Key elements:
- Diagnosing Behaviours of Change
- The role of psychological safety in change
- Leveraging Motivational Leadership (The System for Motivation)
- Leveraging Logical Leaders (The System for Change)

CONVERSATIONS THAT DRIVE PERFORMANCE

$$P = B + E$$

The formula for performance is behaviour + environment

Purpose	Conversation	Leaders are	Others are
GET on target	Conversational goal-setting	MANAGING clear + confirmed	CLEAR
STAY on target	Accountability Coaching	COACHING casual + curious	ACCOUNTABLE
BACK on target	Difficult Conversations	LEADING compassion + accountability	SAFE

The formula for performance is behaviour + environment: when leaders create the right environment for the right people, performance will follow. What most often happens is the people are right, but the environment is not clear, accountable or safe - so performance suffers.

This proven system is designed to support leaders at all levels to create an environment of clarity, accountability and psychological safety. This course enables them to take the difficult out of difficult conversations and get sustainable results through three essential and interconnected conversations that are proven to drive performance.

MODULES INCLUDED

This program is customised to each client and comprises four modules: The program can be run in 4 half day sessions based 2/3 weeks apart, with experiments applied in between to increase levels of mastery.

Key elements
- Psychological Safety + Motivational Leadership (expanded upon in the System to Motivate)
- Conversational Goal-setting
- Leader as Coach
- Taking the Difficult out of Difficult Conversations (expanded upon in the System for Conflict)
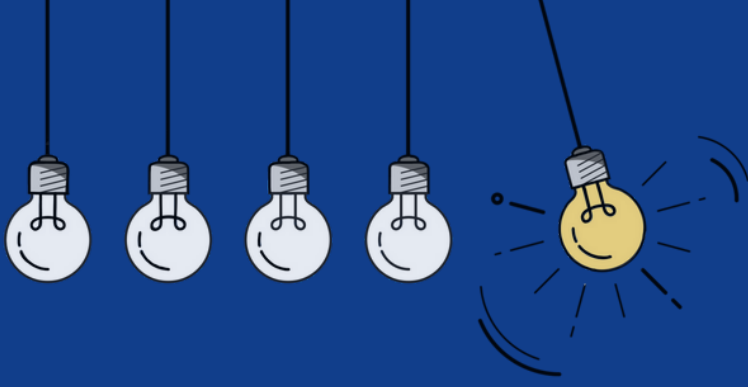
BUILD YOUR OWN PROGRAM

CORE

ONCE YOU HAVE SELECTED YOUR IMPACT TRAINING SYSTEMS, PARTICIPANTS RECEIVE FREE B-SUITE COMMUNITY MEMBERSHIP PLUS

Personalised Learning
- [x] INSIGHT Assessment
- [x] Personal Action Plan
- [x] On-demand Access to Rebecca

Peer to Peer
- [x] Quarterly Open Workshops
- [x] Quarterly Networking

Self-Paced
- [x] Select Systems for Impact
- [x] Impact: 10 Ways to Level Up
- [x] Commitment sharing
- [x] Behavioural Nudges

ELECTIVES

DEPENDING ON THE LEVEL OF INSIGHT REQUIRED AND MASTERY DESIRED, ADDITIONAL ELECTIVES INCLUDE:

Strategic Review
- [x] BenchStrength Assessment

Corporate Context
- [x] Custom Program design
- [x] Welcome 2:1 Event
- [x] 5 Cohort Coaching sessions
- [x] Quarterly Sponsor Updates
- [x] Progress surveys

Premium Upgrades
- [x] BLINDSPOT 360 Survey
- [x] 1:1 coaching with Rebecca
- [x] Accountability Management
- [x] 2:1 Goal-Setting with Leader

100%
guaranteed

100% Satisfaction Guaranteed

We know we make an impact for our clients. That's why they use us again and again.

We are so confident that we'll make an impact with you too, that we make you this pledge:

If you're not satisfied within 30 days of engaging BoldHR™, you'll get your money back.

Custom combinations? Something different? Talk to me.

I work with progressive organisations, leaders and their teams to identify and adopt opportunities for IMPACT.

I also customise, combine and create bespoke content for my clients - simply ask me!

I can also help you and your team:

- Build B-Suite Leaders with C-Suite Impact™
- Rethink Talent for Today with BoldHR™ Consulting
- PlayNice for team effectiveness

Book a call today

🌐 www.boldhr.com

✉ info@boldhr.com

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