

LEADING HIGH PERFORMING TEAMS  
THROUGH CHANGE AND DISRUPTION

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# THE F.I.R.S.T. LEADER

## NEW MANAGER PROGRAMME

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EQUIP NEW MANAGERS WITH ESSENTIAL TOOLS  
TO TRANSITION EFFECTIVELY INTO MANAGERIAL ROLES  
AND BUILD THEIR CONFIDENCE IN LEADING PEOPLE.

*Inspiring Leaders. Inspired Teams.*

A LEADERSHIP DEVELOPMENT SOLUTION  
BY

**INFLUENCE SOLUTIONS**

YOUR F.I.R.S.T. LEARNING & DEVELOPMENT PARTNER

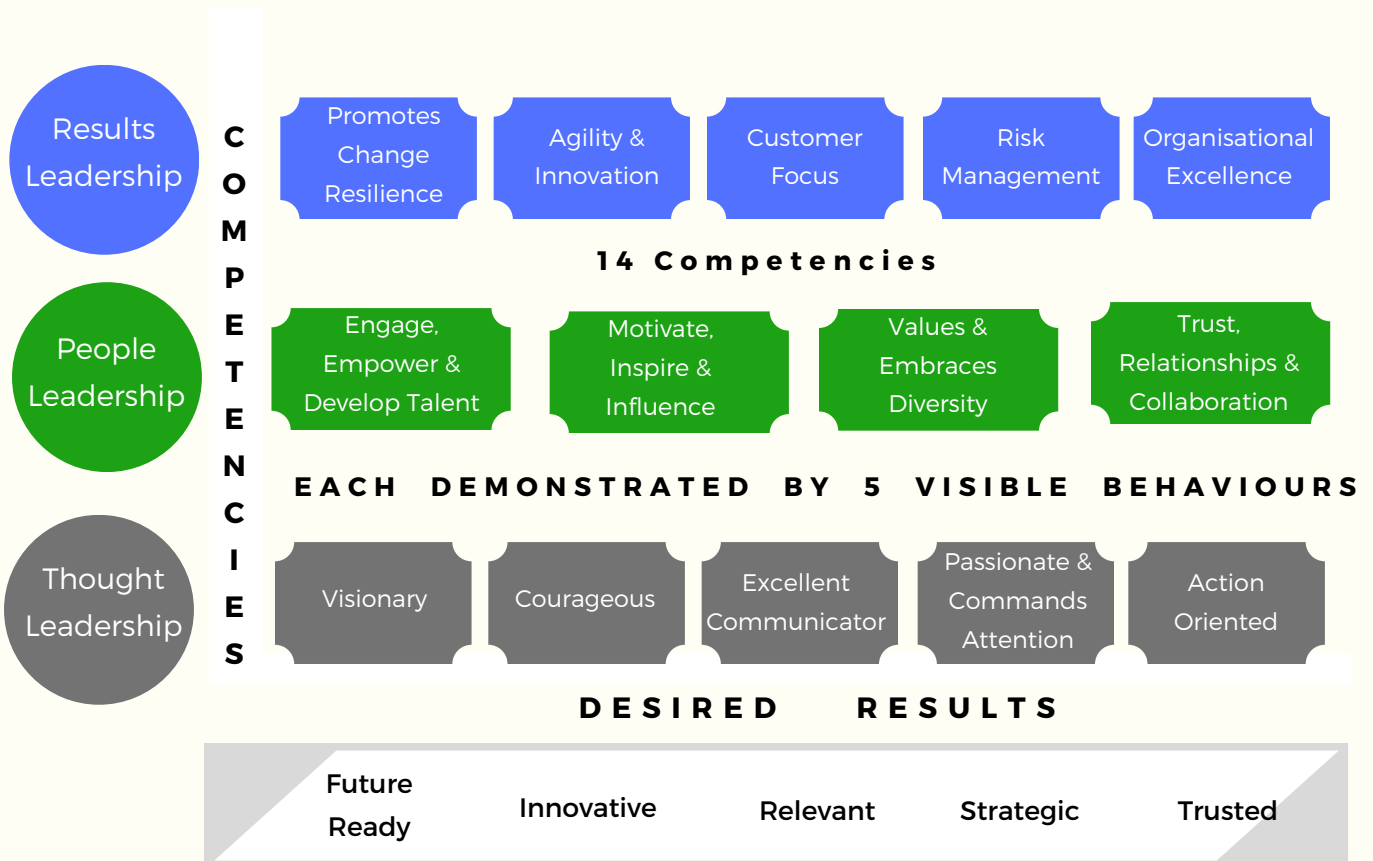
*Holding you steady in a changing world*



# F.I.R.S.T.<sup>TM</sup> FRAMEWORK

Any individual in any organisation demonstrating these key behaviours will have a very high chance of succeeding, because they will be seen as:

**Future-ready, Innovative, Relevant, Strategic and Trusted.**



Each of these 14 competencies can be demonstrated by 5 repetitive, visible and measurable behaviours. (Hence a total of **35 practical behaviours.**)

**Tracking & calibrating these 35 behaviours** helps us get clarity on how we are currently showing and how we can enhance our:

**Thought Leadership** - the way we lead ourselves

**People Leadership** - the intent and manner in which we engage talent

**Results Leadership** - how we ensure organisational results are met, and the organisation keeps growing and evolving to meet changing expectations of (internal/external) stakeholders

# OVERVIEW

The **F.I.R.S.T.™ Leadership Solution** is designed to empower leaders with the confidence to demonstrate strategically smart and tactically sound behaviours, and lead high performing teams that thrive in times of challenge and change.

The system is **highly experiential and has a modular design that can be customised** to meet the learning & development needs of **New managers, Mid-level managers and Senior leaders**. It equips leaders with powerful and practical tools they can use to manage performance, solve complex problems, and harness change/disruption to gain a competitive edge.

**Synchronised with your core values, leadership competencies and current learning philosophy**, this practical and pragmatic program elevates the clarity, confidence, and capacity of leaders; to harness the diverse strengths of their teams to achieve organizational goals efficiently and effectively.

		New Managers	Mid-Level Managers	Senior Leaders
<b>1</b>	Target Audience	New or first-time managers & High Potentials	Experienced managers ready for more leadership	Senior leaders or high-potential executives
<b>2</b>	Focus	Fundamental management skills	Strategic thinking, team leadership, innovation	High-level strategy, organizational leadership
<b>3</b>	Key Skills Developed	Basic leadership, delegation, communication	Strategic planning, team development, influencing	Visionary leadership, governance, crisis management
<b>4</b>	Level of Leadership	Tactical, operational	Tactical to strategic, departmental leadership	Strategic, organizational-wide leadership
<b>5</b>	Scope of Impact	Individual teams	Departments or multiple teams	Entire organization or large parts of it

# IMAGINE...

The phenomenal results your organisation will achieve when your leaders are empowered with the clarity, confidence and skills to lead their teams effectively in times of disruption & change.

## RECOMMENDED JOURNEY New Manager Program

- 1** 60-90 min  
KICK-OFF
- 2** 6-8 min per participant  
DISCOVERY e-SURVEY
- 3** 2-day workshop  
NEW MANAGER PROGRAM
- 4** One-day workshop (OPTIONAL)  
RESULTS LEADERSHIP
- 5** Half-day workshop  
REINFORCENT & APPLICATION OF LEARNING
- 6** 6-8 min per participant  
IMPACT ASSESSMENT E-SURVEY

"I found that changes can be made on a daily basis, on a small scale, yet create results. **Karen is a great motivator, and Mukul highly experienced.**"

**Kwang Sai Weng, Senior Project Engineer  
Land Transport Authority (Singapore)**

# KEY FEATURES & BENEFITS

## GOAL:

Equip new managers with the essential tools to transition effectively into their managerial role and build their confidence in leading people.

## WHO WILL BENEFIT

- Individuals newly promoted into leadership roles (first-time managers)
- High potentials being groomed for leadership

## KEY LEARNING OUTCOMES

- 1. TRANSITION TO LEADERSHIP.** Gain an understanding of the shift from individual contributor to manager, learning how to lead, motivate, and support team members effectively
- 2. BASIC MANAGEMENT SKILLS.** Develop foundational skills in delegation, time management, task prioritization, and decision-making
- 3. EFFECTIVE COMMUNICATION.** Learn how to communicate clearly and assertively with teams, peers, and supervisors, including giving constructive feedback and holding team members accountable
- 4. TEAM BUILDING.** Know how to build and foster a positive team culture, ensuring collaboration and engagement
- 5. CONFLICT RESOLUTION.** Learn how to manage and resolve conflicts within the team while maintaining professionalism and productivity
- 6. EFFECTIVE PERFORMANCE MANAGEMENT.** Gain skills in setting clear expectations, monitoring performance, and conducting basic performance reviews or feedback sessions

**"Perfect 10! I learnt how to let my team see the problem, come up with the solution and be accountable. The result is that they grow as leaders. I strongly recommend this session to be extended to our next in-line people managers."**

**Doreen Neo, Senior Leadership Team, MEDIACORP**

# FLEXIBLE FORMATS



## FACE-TO-FACE SESSIONS

- **1-2 DAY PROGRAMS** that enable teams to evolve best practises for sustainable high performance.
- **HALF-DAY WORKSHOP** ideal when time is at a premium
- **EXPERIENTIAL KEYNOTE** inspiring teams to create a growth-oriented culture of trust and transparency.



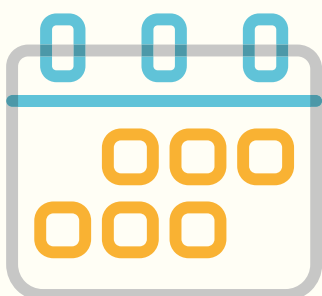
## "LIVE" VIRTUAL WORKSHOPS

- **LONGER IMPACT SERIES** comprising 60-180-min segments held on consecutive days, weekly or monthly. This extends the impact of the program, inspiring participants to act, creating a community spirit where challenges are supported and success is celebrated.
- **HALF-DAY VIRTUAL WORKSHOP** comprising three 60-min segments with a 10-min break between each segment

## WHY THE EXPERIENCE IS IMPACTFUL & ENGAGING

- **INTERACTIVE** SESSIONS LED BY A MASTER FACILITATOR.
- **VIRTUAL MODERATOR** ENSURES A SMOOTH, USER-FRIENDLY & LIFE-LIKE EXPERIENCE BY TAKING CARE OF SET-UP, TECHNICAL MATTERS & QUESTIONS ETC.
- **A PERSONALISED EXPERIENCE** (LIKE THAT OF IN-PERSON SESSIONS) WITH GAMES, ACTIVITIES SMALL GROUP DISCUSSIONS & PEER SHARING IN VIRTUAL BREAK-OUT ROOMS.
- **A SUPPORTIVE MASTERMIND GROUP IS NURTURED**, AS PARTICIPANTS FORGE BONDS THAT INSPIRE THEM TO COACH AND SUPPORT EACH OTHER THROUGHOUT THE LEARNING JOURNEY.

## HYBRID FORMATS TO CATER FOR SPLIT TEAMS



- **THIS COMBINATION (OF FACE-TO-FACE AND "LIVE" VIRTUAL WORKSHOPS)** is great for split or international teams, where some participants are physically present and some call in remotely.
- All participants take part in games, quizzes, activities, small group discussions and peer sharing sessions. A two camera set-up and dedicated online facilitator create an immersive and engaging experience.

# A FRAMEWORK

## THAT HELPS TO ACHIEVE VISIBLE RESULTS



**1. SUPPORT TO SUSTAIN THE DESIRED TRANSFORMATION.** The best of programmes often fail to achieve sustainable results since the push and pull of daily life overwhelms participants. We help to sustain the transformation by providing long-term, continual support and reinforcement through:

- a. Pre-work and reflection before the workshop that help people plan their learning.
- b. Reflection Reminders sent to every participant 4-6 weeks after the workshop.
- c. Learning Journey Buddy arrangements
- d. Letters to self
- e. Follow-up one-to-one coaching, if required.

These inspire people to stay focused on achieving personal and organisational goals.



**2. EMPOWER INDIVIDUALS TO EMBRACE LEARNING.** Our solutions are based on the belief that all human beings are born creative, intuitive and intelligent. We help people to realise that true mastery lies in exploring viewpoints beyond their own, and the continual application of learning.



**3. ALIGNMENT OF PERSONAL AND ORGANISATIONAL GOALS.** People become invested in the success of a program when they understand it is about their personal and professional success.



**4. SHOWCASING VALUE.** People take action only when they fully appreciate the value of doing so. Our programs highlight and demonstrate the practical benefits of the topic.



**5. THEORIES INTO ACTION** Powerful theories are only valuable when people are able to convert them into simple, repetitive & visible actions that help them achieve desired results.



**6. HIGH APPLICATION TO THEORY RATIO.** Experiential programs with a 30-70 knowledge-application ratio and a blend of training and coaching ensures participants gain:

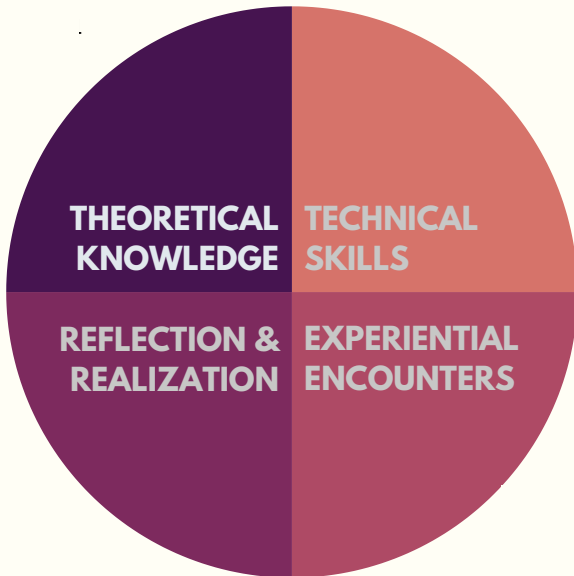
- a. **CLARITY** – In understanding and applying the key concepts
- b. **CONFIDENCE** – In implementing these concepts and ideas
- c. **COMMITMENT TO ACT** – Leaving with a clear, personally chosen action plan

This ensures participants leave every workshop with a simple and well-defined action plan, which they can use naturally and effortlessly.

# METHODOLOGY

## OUR ACTION-BASED LEARNING METHODOLOGY

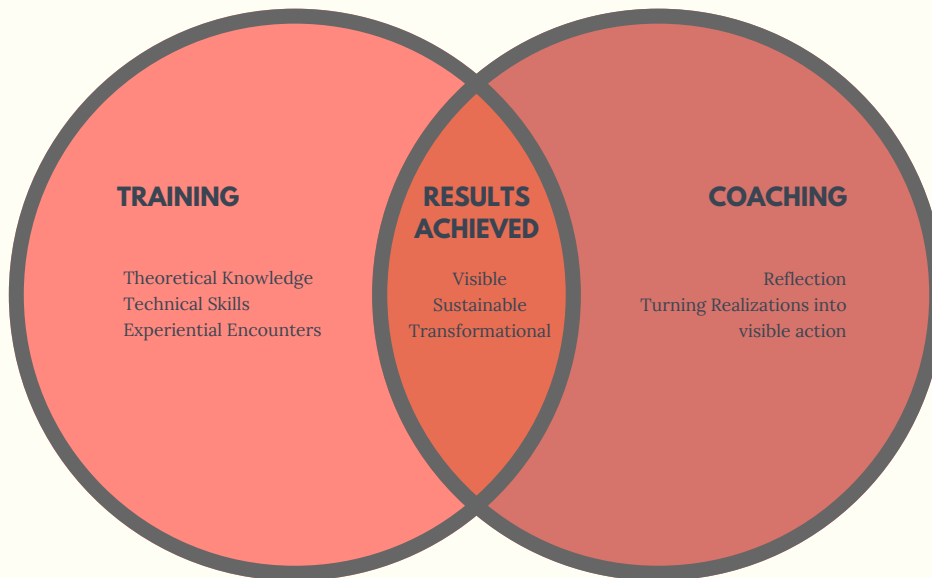
The foundation of all our programmes is a unique Action-based Learning Methodology designed to produce lasting, personal, relevant, and actionable realisations.



The Action-based Learning Methodology has four distinct modes of knowledge production: theoretical knowledge, technical skills, experiential encounters, and reflection and realisation.

The use of these multiple methods to engage and challenge participants generates the buy-in, commitment, and connection needed to ensure sustainable transformation, and thus, the increase in profitability and productivity.

## BLENDED APPROACH OF TRAINING & COACHING



Our unique action-based methodology enables participants, not just to expand their horizons by seeing other concepts, but also to identify Simple-Repetitive-Visible actions, which they can use to implement the concepts, at work and in their personal lives.

## TRANSFORMATION THAT IMPACTS ORGANIZATIONS



Future-ready. **I**nnovative. **R**elevant. **S**trategic. **T**rusted.

INSPIRING LEADERS. INSPIRED TEAMS.



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# INFLUENCE SOLUTIONS

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YOUR **F.I.R.S.T.** LEARNING & DEVELOPMENT PARTNER

FOR MORE INFORMATION, GO TO  
**INFLUENCE-SOLUTIONS.COM**