

LEADING HIGH PERFORMING TEAMS  
THROUGH CHANGE AND DISRUPTION

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

## SENIOR LEADERSHIP DEVELOPMENT PROGRAMME

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NURTURE VISIONARY, FORWARD-THINKING LEADERS  
WHO CAN STEER THE ORGANIZATION, SET THE TONE FOR  
A PROGRESSIVE CULTURE, AND MAKE HIGH-LEVEL  
STRATEGIC DECISIONS

*Inspiring Leaders. Inspired Teams.*

A LEADERSHIP DEVELOPMENT SOLUTION  
BY

**INFLUENCE SOLUTIONS**

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

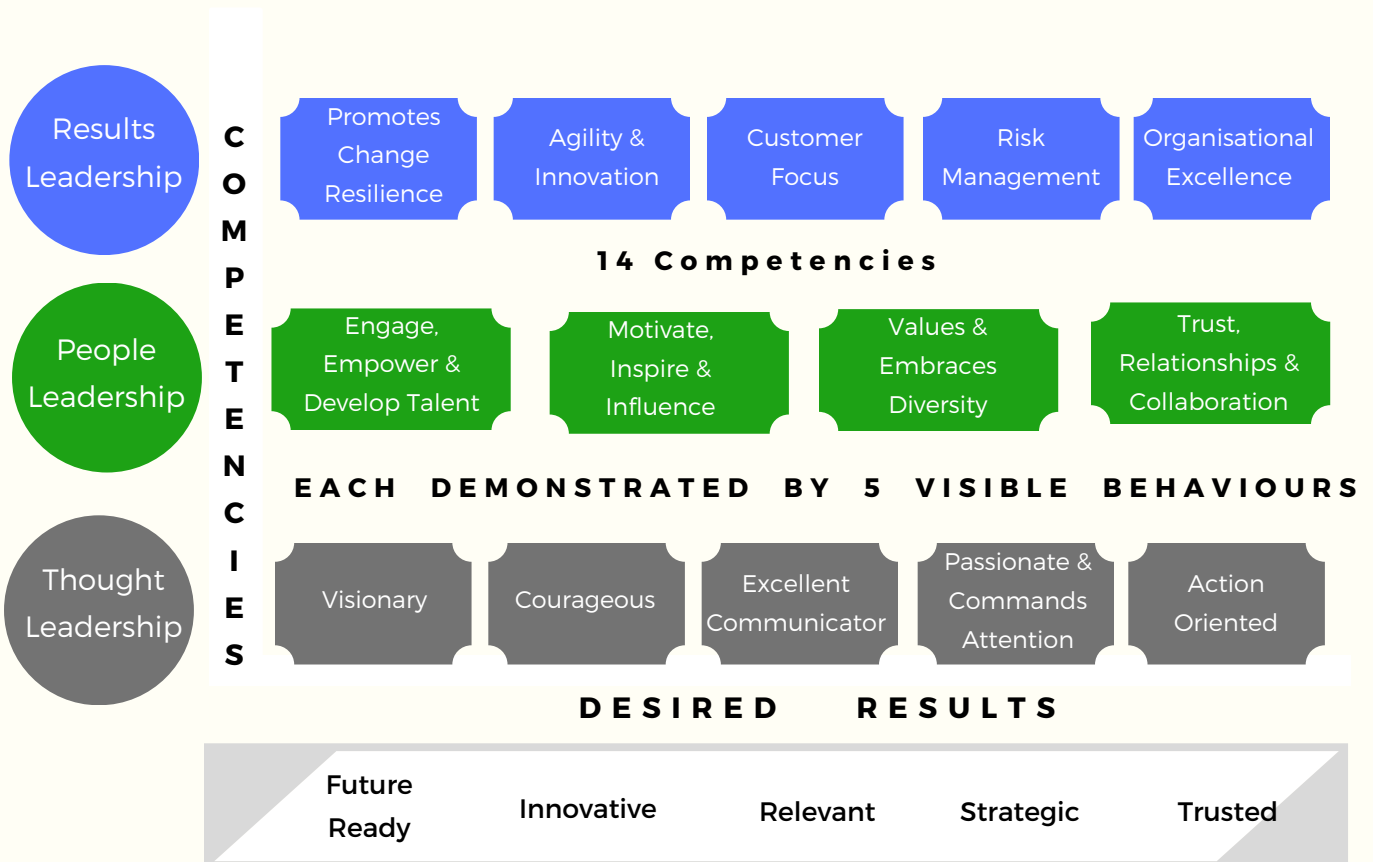
*Holding you steady in a changing world*



# 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 mangers & 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 Senior Leadership Development Programme

1	60-90 min KICK-OFF
2	6-8 min per participant DISCOVERY e-SURVEY
3	2-day Workshop-1 SENIOR LEADERSHIP DEVELOPMENT PROGRAMME
4	2-day Workshop-2 SENIOR LEADERSHIP DEVELOPMENT PROGRAMME
5	2-day Workshop-3 SENIOR LEADERSHIP DEVELOPMENT PROGRAMME
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:

Nurture visionary, forward-thinking leaders who can steer the organization, set the tone for company culture, and make high-level strategic decisions

## WHO WILL BENEFIT

- Senior leaders, executives, or high-potential individuals on the track for executive leadership positions (e.g., Director, VP, C-suite).
- Senior leaders seeking to recharge, refresh and reignite the spark.

## KEY LEARNING OUTCOMES

**1. VISIONARY LEADERSHIP.** Align departmental goals with organizational objectives, and develop the ability to think and act strategically to drive business results.

**2. ORGANIZATIONAL LEADERSHIP.** Enhance capabilities to motivate, inspire, and influence teams, peers, and senior leaders, even without direct authority.

**3. CORPORATE GOVERNANCE & RISK MANAGEMENT.** Improve skills in working across different departments / functions, facilitate collaboration and break down silos to achieve organizational goals.

**4. ADVANCED DECISION-MAKING & PROBLEM SOLVING.** Develop the ability to lead through change, fostering innovation, managing resistance, and implementing effective change strategies within teams and departments.

**5. SUSTAINABILITY & INNOVATION.** Effectively coach and mentor junior managers and employees, helping them to develop their own leadership skills and grow within the organization.

**6. CRISIS LEADERSHIP & RESILIENCE.** Leverage data and analytics to make informed decisions, assess performance, and drive continuous improvement within teams.

**"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**

# AGENDA

## Day One - Strengthen Self-Awareness and Hone a Future-Ready Mindset

*Agenda will be customised after discovery survey and stakeholder discussions.*

### Module 1: The Foundation of Exemplary Leadership

- Set up agenda, expectations and confidence scaling
- Deal with the challenges I will face on my development journey
- Understand myself - how I think, behave and inter-relate
- Identify my priorities so I can shift role from individual contributor to leader
- Balance people's needs with organisational goals

### Module 2: Leveraging Daily Conversations

- Understand how daily conversations impact trust, empowerment, accountability, mental health & wellness
- Leverage conversations to build rapport, provide clarity and foster learning
- Role Play - having a high trust conversation

### Module 3: Use Conversations to Create a People-Centred Culture

- Create an open and growth-oriented culture
- Give forward-looking, actionable (developmental & affirmative) feedback
- Equip people with a solutions-focused mindset so that they are motivated to solve their own problems and achieve their goals effectively
- Role Play - Laser coaching at work

### Module 4: Roles of a leader

- Transform from individual contributor to managing people
- Strategic allocation of effort between thought, people and results leadership
- How to demonstrate the desired core values and leadership competencies

**"The Influential Leadership programme is concise, easy to understand and implement. Mukul is one of the best facilitators I have ever seen. He made learning simple and easy. "**

**Collin Lee, Head Customer Lifestyle Management  
Singtel**

# AGENDA

## Day 2 - People Leadership for High-Performance Teams

*Agenda will be customised after discovery survey and stakeholder discussions.*

### Module 1: Effective Performance management

- Leverage the 4A Process to enhance the performance of my team members
- Case study - Plan & conduct a performance management conversation

### Module 2: Create a Culture of Empowerment

- Identify the value of empowerment, and risks of not investing in it
- Understand the six factors that enhance empowerment
- Evolve an action plan to make team members feel more empowered

### Module 3: Augment Accountability

- Identify the factors that foster a culture of accountability
- Master the art of demonstrating accountability to my performance manager / key stakeholders
- Plan to help team members see the value of demonstrating accountability

### Module 4: Craft a Meaningful Leadership Journey

- Scaling - how confidently am I demonstrating the desired values / competencies.
- My plan to apply my learnings & realisations
- How I will monitor the change in impact of my leadership style on my team members

**"Impressive. Exactly what I wanted. Simple, but striking, efficient and lively, and it made people think about change and how they personally cope with it.**

**It gave me a good view of people's expectations, so that I can support the change properly. Mukul and Karen from Influence Solutions have been great!"**

**Gilles Gelle, COO, Capital Markets Asia Pacific  
BNP Paribas**

# AGENDA

## Day 3 - Driving Strategic Impact Across Functions

*Agenda will be customised based on participant feedback and stakeholder discussions.*

### **Module 1: Reinforcement & Application of Learning**

- Review the impact of my leadership on my team members
- Evolve a plan to reinforce the successes noticed and my plan to overcome obstacles faced while applying my learnings / realisations

### **Module 2: The Foundation of High Performance**

- Understand the factors that impact team performance
- Identify my team's current needs.
- Case Study – help my team realise how they can achieve more with less effort

### **Module 3: Manage Conflicts, and Enhance Mental Health & Wellness**

- Leveraging Conflicts to foster innovation
- The basics of ensuring mental health & wellness; for myself and my team members
- Case study – How to enhance Trust, Empowerment, Accountability, and Mental Health and wellness in a measureable manner

### **Module 4: Review, Reflection and Personal Action Plan**

- Reflection and peer sharing.
- Scaling - how confidently am I demonstrating the desired values / competencies.
- Re-evaluate my priorities
- Plan how you will stay on track with your development & leadership impact plan

**"Mukul brought a depth of experience and insight. His training modules on leadership and communication - consistently of excellent instructional design - were well received by senior government officials of a number of countries, as well as representatives of the United Nations."**

**Berin McKenzie, Specialist and ATD Master Trainer  
United Nations Institute of Research & Training**



# AGENDA

## Day 4 - Transformational Leadership for Long-term Success

*Agenda will be customised based on participant feedback and stakeholder discussions.*

### Module 1: Reinforcement & Application of Learning

- Review the impact of my leadership on my team members
- Evolve a plan to reinforce the successes noticed and my plan to overcome obstacles faced while applying my learnings / realisations

### Module 2: The Foundation of High Performance

- Understand the factors that impact team performance
- Identify my team's current needs.
- Case Study – help my team realise how they can achieve more with less effort

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# AGENDA

## Day 5 - Transformational Leadership for Long-term Success

*Agenda will be customised based on participant feedback and stakeholder discussions.*

### Module 1: Reinforcement & Application of Learning

- Review the impact of my leadership on my team members
- Evolve a plan to reinforce the successes noticed and my plan to overcome obstacles faced while applying my learnings / realisations

### Module 2: The Foundation of High Performance

- Understand the factors that impact team performance
- Identify my team's current needs.
- Case Study – help my team realise how they can achieve more with less effort

### Module 3: Manage Conflicts, and Enhance Mental Health & Wellness

- Leveraging Conflicts to foster innovation
- The basics of ensuring mental health & wellness; for myself and my team members
- Case study – How to enhance Trust, Empowerment, Accountability, and Mental Health and wellness in a measureable manner

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# AGENDA

## Day 6 - Transformational Leadership for Long-term Success

*Agenda will be customised based on participant feedback and stakeholder discussions.*

### Module 1: Reinforcement & Application of Learning

- Review the impact of my leadership on my team members
- Evolve a plan to reinforce the successes noticed and my plan to overcome obstacles faced while applying my learnings / realisations

### Module 2: The Foundation of High Performance

- Understand the factors that impact team performance
- Identify my team's current needs.
- Case Study – help my team realise how they can achieve more with less effort

### Module 3: Manage Conflicts, and Enhance Mental Health & Wellness

- Leveraging Conflicts to foster innovation
- The basics of ensuring mental health & wellness; for myself and my team members
- Case study – How to enhance Trust, Empowerment, Accountability, and Mental Health and wellness in a measureable manner

### Module 4: Review, Reflection and Personal Action Plan

- Reflection and peer sharing.
- Scaling - how confidently am I demonstrating the desired values / competencies.
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# 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.



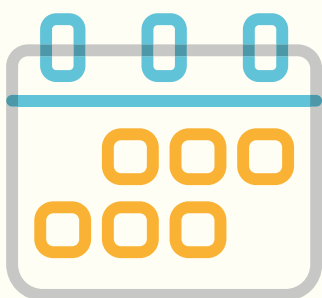
## "LIVE" VIRTUAL WORKSHOPS

- **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:

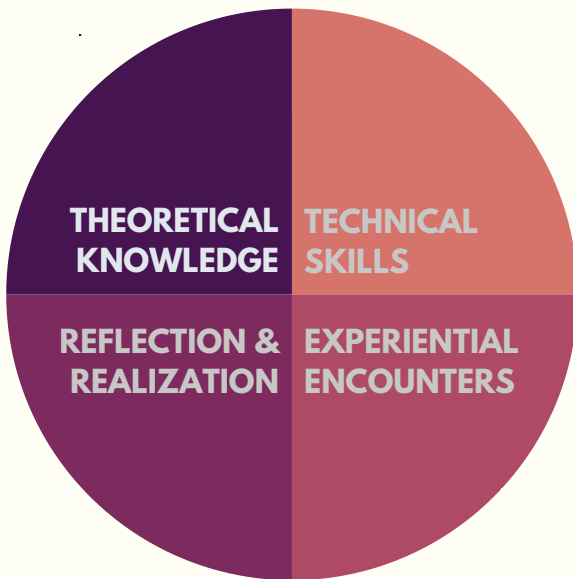
- a. **CLARITY** – In understanding and applying the key concepts
- b. **CONFIDENCE** – In implementing these concepts and ideas
- c. **COMMITMENT TO ACT** – Leaving with a clear, personally chosen action plan

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

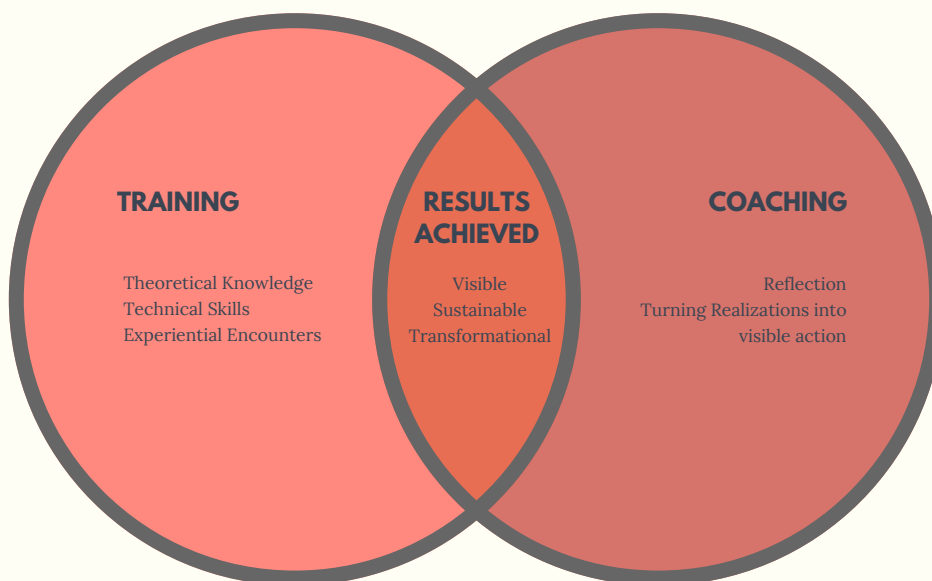
The foundation of all our programmes is a unique Action-based Learning Methodology designed to produce lasting, personal, relevant, and actionable realisations.



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

## RECOMMENDED JOURNEY & INVESTMENT OPTIONS

Ser	Description of events	Investment SGD
1.	<b>STAKEHOLDER DISCUSSIONS</b> to understand opportunities and obstacles faced by the organisation and participants' learning needs	Complimentary
2.	<b>KICK-OFF SESSION (60-90 mins)</b> to help participants understand how to get the max value from this training.	2800
3.	<b>DISCOVERY E-Survey</b> to understand learning needs of the participants, and establish their teams' current level of Trust, Empowerment, Accountability and Mental Health & Wellness @ SGD 50 per person, subject to a minimum of 16 people	800
4.	<b>OPTIONAL - F.O.L.D.A.C. Trust-Survey</b> to identify the current trust level of the participants' teams @ SGD 200 per team, subject to the condition that there are minimum 8 people in the team.	TBC
5.	<b>DESIGN &amp; CUSTOMISATION - One-time cost</b> ONLY applicable for first run of the program @ SGD 1200 per training day & 600 per half-day	$(1200 \times 4) + 600 = 5400$
6.	<b>FACILITATION</b> of the 2-day Management Development workshop-1 for up to 16 participants @ SGD 14100 per day. <i>NOTE - Pro-rated cost of additional participant is SGD 1762.50</i>	28200 for 2 days
7.	<b>CUSTOMISED LEARNER GUIDE &amp; MATERIALS</b> in English @ SGD 24 per participant. <i>NOTE - Other language guides can be provided at additional cost of SGD 28 per language per page (Machine language translation.)</i>	384 for 16 participants
8.	<b>FACILITATION</b> of the 2-day Management Development workshop-2 for up to 16 participants @ SGD 14100 per day. <i>NOTE - Pro-rated cost of additional participant is SGD 1762.50</i>	28200 for 2 days
9.	<b>FACILITATION</b> of half-day REINFORCEMENT & APPLICATION OF LEARNING workshop for up to 16 participants @ SGD 8100. <i>NOTE - Pro-rated cost of additional participant is SGD 506.25</i>	8100 ?????
10.	<b>IMPACT ASSESSMENT E-Survey</b> to identify the increase in the participants' level of Trust, Empowerment, Accountability and Mental Health & Wellness @ SGD 50 per person, subject to min 16 people	800
	<b>TOTAL INVESTMENT for Serials 1, 2, 3, 6, 7, 9 and 10</b> <i>(Serial 5 excluded since it is a one-time cost only)</i> <i>(Serials 4 and 8 not included since both are OPTIONALS)</i>	<b>68900</b>

### INVESTMENT INCLUDES THE FOLLOWING VALUE-ADDED ITEMS

1. To help sustain the transformation all workshops confirmed for the participants in the next 12 months from the date of the last engagement will be at the same investment as stated in this proposal.
2. Sessions will be **facilitated by an experienced Master F.I.R.S.T. Facilitator**
3. For virtual sessions, Breakout Room enabled, secure Zoom platform and moderator is included

# TERMS AND CONDITIONS

1. The investment fee quoted above is inclusive of taxes payable ONLY in Singapore, but, unless specifically stated otherwise, does not include venue rent, equipment, refreshments, learner guide, stationary used by participants, any special requirements, and / or any psychometric or other tests requested by client. The investment quoted does not include any overseas taxes which, if any, are payable by your organisation.
2. In case of an overseas engagement (outside Singapore), your organization will bear the Overseas Surcharge, which is 15% of the facilitation rate. Also, all travel (surface, air and sea), visa, travel insurance, board and lodging, per diem for facilitator(s) as per IRAS guidelines, as well as any other incidental costs not directly related to the special package offered above, and cost of additional participants (if any) will be borne by your organisation. As per standard practice, business class travel is applicable when flight duration is six hours or more.
3. 50% of the investment fee must be made upon confirmation of the engagement date. The balance 50% must be made at least 10 working days before the engagement date.
4. Fees are payable by cheque to Influence Solutions Pte. Ltd, or can be remitted directly to our Account #: 641-277199-001, at OCBC Bank Ltd, 65 Chulia Street, OCBC Centre, Singapore 049513. (For remittances from overseas - SWIFT Code: OCBCSGSG - Bank Code: 7339 - Branch Code: 641)
5. For overseas transfers, please add banking charges of SGD10 per transfer.
6. If the event needs to be rescheduled, please inform us 10 working days before the engagement date to facilitate the booking of an alternative date, as long as the contracted program is completed within 12- months from the original date. There will be no charge for re-scheduling the date if there is a 10-working day notice period. For urgent notice of less than 10 working days, a 25% rescheduling charge will be imposed. There will also be a 50% cancellation charge if event is cancelled.
7. In the event of force majeure or unforeseen special circumstances, Influence Solutions Pte Ltd (ISPL) reserves the right to provide another qualified and experienced facilitator / keynote speaker in place of the primary speaker.
8. No soft copies of learner guides, slides or any other material used for training will be provided to your organisation unless these have been separately contracted for, an agreement signed for the same and the required IP-release fee paid. Even where provided as a special case for printing, these shall remain the intellectual property of Influence Solutions Pte Ltd and must be deleted after they have been printed for the particular programme.
9. No video or audio recording of any session or program, by any person or party is permitted. However, ISPL retains the right to record for quality control, program development, content marketing and / or evaluation purposes.
10. This agreement is subject to the laws of the Republic of Singapore.

**WE ARE COMMITTED TO YOUR SUCCESS**



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](https://www.influence-solutions.com)