

LEADING HIGH PERFORMING TEAMS  
THROUGH CHANGE AND DISRUPTION

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

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EMPOWERING LEADERS TO BE  
FUTURE-READY - INNOVATIVE - RELEVANT - STRATEGIC - TRUSTED

*Inspiring Leaders. Inspired Teams.*



A LEADERSHIP DEVELOPMENT SOLUTION  
BY

**INFLUENCE SOLUTIONS**

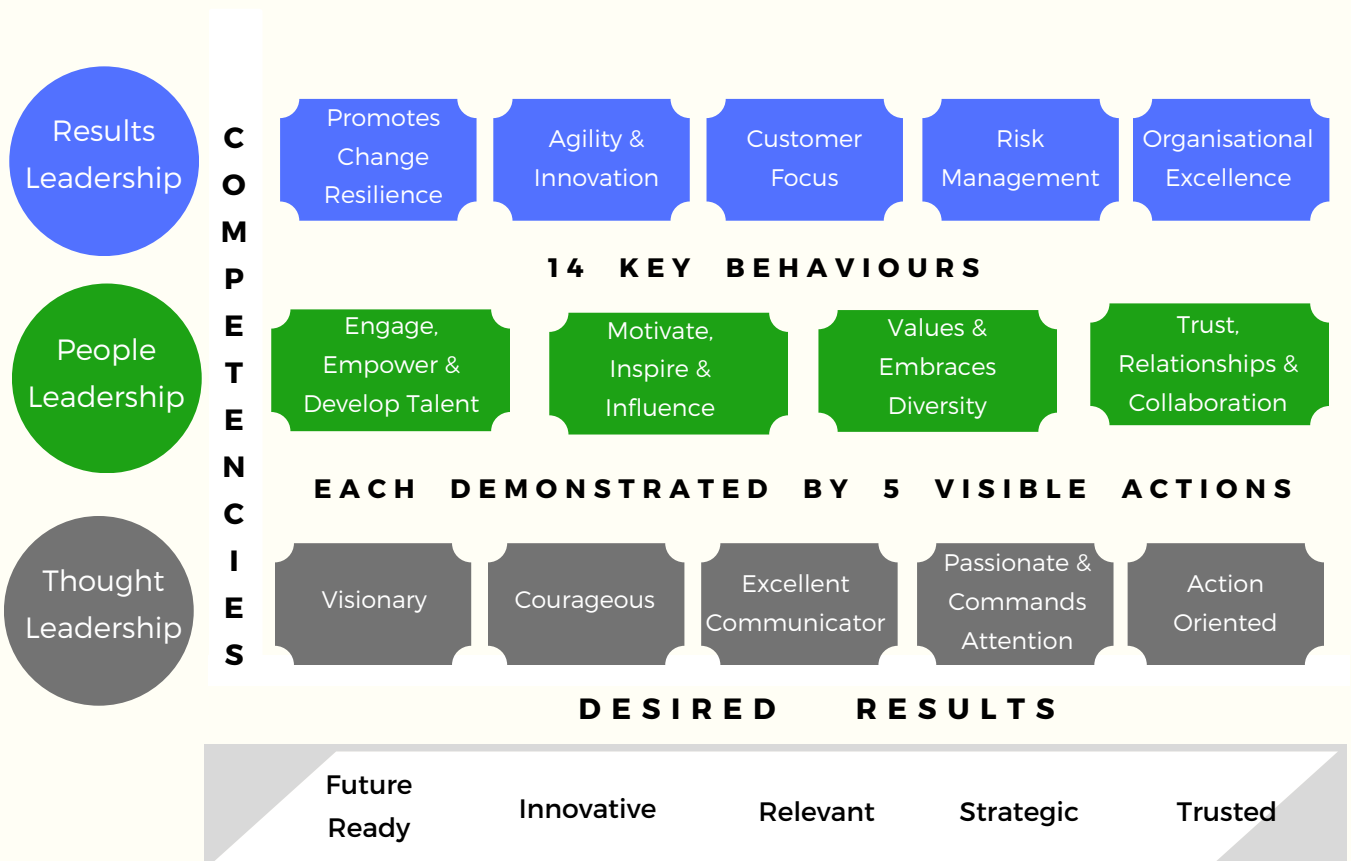
YOUR F.I.R.S.T. LEARNING & DEVELOPMENT PARTNER

*Holding you steady in a changing world*

# F.I.R.S.T. 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

# 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.

## OVERVIEW

The **F.I.R.S.T. Leadership Solution** is designed to empower leaders facing uncertainty due to rapid change and disruption. With an accelerating speed of disruption it is essential to have strategically smart and tactically sound leaders, who can lead high performing teams that thrive in times of challenge and change.

The system is highly experiential and has a modular design. It comprises three one-day workshops that equip leaders with powerful and practical tools they can use to manage performance, solve complex problems, and harness change/disruption to gain a competitive edge. It can also be delivered as short VIRTUAL modules, which deliver JUST-IN-TIME learning to your leaders. These can be half-day sessions.

Synchronised with your corporate values and current learning philosophy, this is a highly experiential, practical and pragmatic programme that elevates the clarity, confidence, and capacity of leaders; such that they can inspire teams to think for themselves, be more self-directed, solve their own problems, and harness their diversity and strengths to achieve organizational goals efficiently and effectively.

## THE INFLUENTIAL LEADERSHIP SYSTEM

### Part One

Influential Leadership  
Essentials & Advanced

2 Day Program

One Individual  
Coaching Session  
(Per participant)

45 min session, within  
4-6 weeks of the  
Essentials & Advanced  
Program

### Part Two

Influential Leadership  
Mastery

2 Day Program  
(within 4-6 weeks of  
the individual coaching  
session)

One Individual  
Coaching Session  
(Per Participant)

45 min session, within  
4-6 weeks of the  
Mastery Program

"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 TAKEAWAYS

These 4 one-day workshops (or 8 half-day virtual workshops) will be customised to the specific leadership competencies of your organisation. The programme is ideal:

- As a management development programme for high performers being groomed for managerial positions
- For veteran leaders seeking to re-ignite and get re-inspired
- For new managers seeking to enhance and fine tune their leadership toolkit
- For technical professionals keen to fine-tune their people leadership skills

## The programme will help participants to:

- 1. Enhance self-awareness.** Understand how their feelings drive their thoughts and actions, and how to manage them, such that they are responding in a purposeful and positive manner at all times.
- 2. Harness strengths more powerfully for changing times.** Learn how to be more versatile in leading diverse personalities and situations effectively. This ability is essential to lead teams in these times of disruption and change.
- 3. Gain clarity and confidence in delivering organisational goals.** They learn to break down their roles into **Simple, Repetitive and Visible actions**. And leverage on practical tools and techniques to enhance personal and team performance.
- 4. Nurture empowered, high performing teams.** Know how to build and nurture high performing teams, manage inter-personal conflicts, empower, motivate and support them to deliver the organisational goals in the most cost and time-efficient manner.
- 5. Demonstrate the desired leadership competencies.** Such that the teams, superiors, peers, and clients of participants are able to see them walk the organisational core values.

"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

## Thought Leadership (Day One)

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### Module 1: The Foundation of Exemplary Leadership

- Understanding myself - how I think, behave and inter-relate
- Emotional Intelligence at work
- Managing myself so that my best is consistently visible
- The Leadership Wheel
- Balancing people needs and organisational goals

### Module 2: Managing Tasks Effectively & Efficiently

- Aligning personal goals with corporate values
- Clarifying my role and how I am meeting organisational goals
- Breaking down my role into a simple, easy to implement action list
- Increasing my confidence in delivering on my role, most time and cost effectively
- Walking the talk on Pivotal core values

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

- Creating an open and growth-oriented culture
- Giving forward-looking, actionable feedback
- Equipping people with a solutions-focused mindset where they are motivated to solve their own problems and achieve their goals effectively
- Laser coaching at work

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

- Learning circle
- Setting a new direction - walk out with a simple and effective action plan that resonates with you.

**"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

## People Leadership (Day Two)

### Module 1: Reinforcement & Application of Learning

- Case Study & Group presentations - re-visit, reinforcement and application of learning
- Peer sharing - Evolving practical solutions to real leadership issues

### Module 2: Inspiring People, Managing Performance

- Small group discussion - aligning personal values and corporate goals
- How my team members think, behave and inter-relate with others
- Their levels of competence and how to adapt my style to get the best out of them
- The tasks they need to perform - application of tool and buddy sharing
- Measuring, managing and supporting their performance
- Peer coaching - Helping them perform in the most energised and empowered manner

### Module 3: Personal Development & Succession Planning

- Planning my development - ensuring I am always future ready & relevant
- Supporting team development, to build a robust succession plan and leadership pipeline
- Harnessing the power of team diversity - across cultures, gender, job functions and personality

### Module 4: Making It Real - 'Live' case study

- Case study - application of learning
- Action plan to deal with live issue or opportunity being faced by the organisation
- Group presentations and de-briefing.
- Reflection and preparation of individual action plans

**"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

## Results Leadership (Day Three & Four)

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### Module 1: Reinforcement & Application of Learning

- Individual reflection and buddy sharing – My learning journey
- Group Presentations – peer sharing to reinforce the application of learning

### Module 2: Critical Leadership Skills & Managerial Functions

- Fundamentals of Decision Making, Delegation, Communication & Conflict Management
- Case study – Effective delegation
- Team competition – Structured & Rapid Decision Making
- Role play – Communicate with clarity & communicate for impact
- Case Study – Resolving ‘Live’ conflicts
- Peer coaching – developing my influence base

### Module 3: Final Integration & Reinforcement Experience

- Case study – application and reinforcement of learning
- Action plan to deal with live problem or opportunity faced by the organisation
- Group presentations and de-briefing.

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

- Reflection and peer sharing.
- The learning circle
- Walk out with a simple and effective action plan that resonates with you

**"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**

# 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.



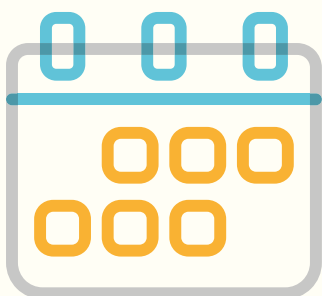
## "LIVE" VIRTUAL WORKSHOPS

- **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

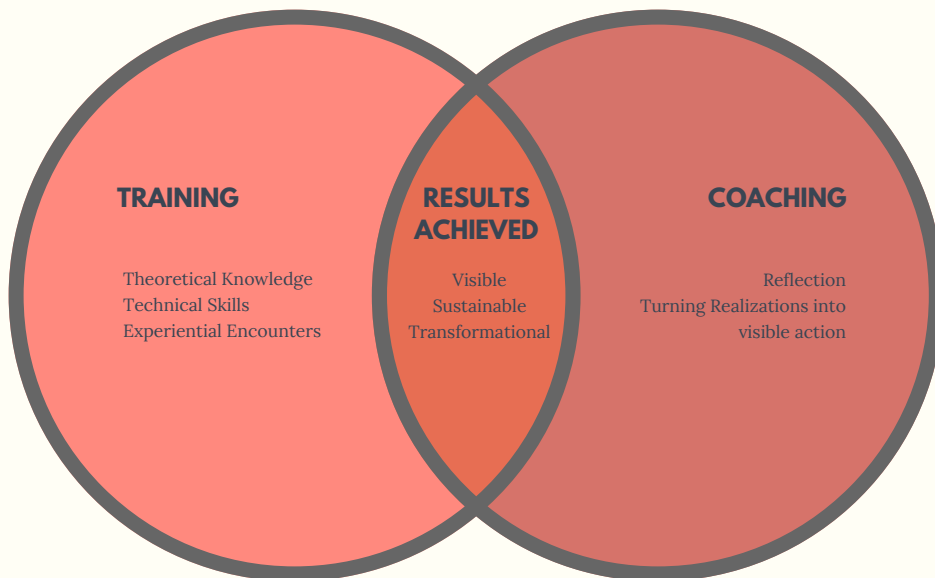
The foundation of all our programmes is a unique Action-based Learning Methodology designed to produce lasting, personal, relevant, and actionable realisations.



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.



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# INFLUENCE SOLUTIONS

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

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**FOR MORE INFORMATION, GO TO  
[INFLUENCE-SOLUTIONS.COM](https://www.influence-solutions.com)**