



REVERSE LEADERSHIP TRACK

People follow people, not strategy



WHY is this relevant

During the Reverse Leadership track we will zoom in on the leadership skills that are required to activate the intended customer/guest experience, and to keep this alive. Your leaders will learn how to actively live each leadership behavior as described in the Reverse Blueprint. The track design is designed for the purpose of experience-based learning with various coaching moments, supported by group- and individual assignments. All in line with the leadership behaviors as defined in your Reverse Blueprint.



WHO is the target audience

Leaders, (middle) managers and supervisors



WHAT is the main (learning) objective

- Understand the power of context and the importance of building new default behavior for lasting change
- Understand how behavior is shaped and how new behavior can be influenced and shaped
- Understand the difference between management and (reverse) leadership
- Learn how to actively live the leadership behaviors as pre-defined in the Reverse Blueprint
- Learn how to lead teams in bringing the Reverse Blueprint to life and create a culture of effective coaching



WHAT is the main deliverable

Your leaders (middle) managers and supervisors will experience all elements of your Reverse Blueprint for two to three days.

Each leadership track contains a string of experiences, group discussions, team assignments and specific tasks. All aimed at transforming (middle) managers and supervisors to impactful Reverse Leaders.



HOW does the program look

Part 1

Lead Myself

- Welcome, introduction and objectives
- Context is decisive: how being drives everything
- Immersing leaders into the Reverse Blueprint part one
- The purpose of purpose (Why) and identity (Who)
- Bringing the essence (How & What) to live
- Introducing the Reverse Blueprint part two with intended experience, behavior, working climate & leadership
- Experience-based assignments related to each of these parts of the Blueprint
- The Leadership Behaviors from the Blueprint
- Experience based assignments and discussions related to the Blueprint
 - My personal 'why' and 'who'
 - My roots and pride
 - My destination
 - My connection to the Reverse Blueprint
- My core qualities



REVERSE LEADERSHIP TRACK 2

People follow people, not strategy

Emergenetics

(psychometric profiling - optional)

- General introduction about how the brain really works
- Studying own profile
- Shering with and learning from others
- Team profile

Part 2

Lead my Team

- Management versus leadership
- Inverting the organization chart
- How behavior is shaped and can be influenced
- Growing from 'Good to Great' (based on insights from Jim Collins)
- Effective coaching skills
- Leadership SWOT

Emergenetics

(psychometric profiling - optional)

- Team profile
- Leadership and the power of WE Teams
- Team assignments related to the team profile

Part 3

Lead Change

- Paradigms and default behavior
- Natural response to change
- Engagement before urgency or necessity
- Emotive leadership (based on insights from Dan Hill)
- The 8 phases of change (based on insights from John Kotter)
- Introduction to Transactional Analysis



DURATION

2-3 Days (ideally consecutive)



GROUP SIZE

Up to 14 participants (for 1 facilitator)