

Leadership Behaviour Model - Details



Leadership Capabilities

Leading Yourself: Building awareness around the mindsets and behaviours that help you be a successful leader

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| Self-Awareness | <ul style="list-style-type: none">• Seeing yourself clearly and objectively through reflection and introspection• Knowing your strengths, opportunities, beliefs, biases, motivations, and emotions• Seeking feedback to learn how others perceive you, your attitude, and your responses to them |
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Collaborating With and Inspiring Others: Developing strong relationships and motivating others to perform at their highest potential

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| Empowerment | <ul style="list-style-type: none">• Inspiring ownership and accountability within others• Enabling others to succeed by effectively coaching and delegating work• Recognizing and respecting others' contributions• Encouraging others to stretch their capabilities• Developing others by providing relevant direction, resources, training, and mentoring |
| Collaboration | <ul style="list-style-type: none">• Creating and delivering on shared goals through influence and cooperation• Initiating and maintaining relationships with others• Leveraging multiple perspectives to work towards common outcomes |

Communicating Effectively and With Empathy: Communicating a clear vision to accomplish key objectives

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| Compelling Communication | <ul style="list-style-type: none">• Conveying information and ideas persuasively and succinctly• Capturing and holding others' attention in a focused and captivating way• Adapting the message to the audience's diverse needs• Developing visually appealing, inclusive, and coherent presentation materials |
| Authentic Conversations | <ul style="list-style-type: none">• Listening actively to gain insights to other perspectives• Addressing challenging conversations proactively• Providing appreciative and constructive feedback effectively• Managing conflict with a win-win approach• Encouraging conversations that build a culture of equity and inclusion |
| Emotional Intelligence | <ul style="list-style-type: none">• Conveying empathy and recognizing the emotions of others• Being authentic while also demonstrating social and situational awareness• Recognizing when emotions and biases affect decision-making |

Executing Strategic and Operational Excellence: Consistently delivering extraordinary results

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| Critical Thinking | <ul style="list-style-type: none">• Identifying the root cause of a business issue• Making timely and sound decisions based on data and analytical insights |
| Strategic Thinking | <ul style="list-style-type: none">• Analyzing global trends• Identifying strengths, weaknesses, opportunities, and threats• Defining a strategy to align with long-term business direction• Monitoring and measuring the impact of implemented strategies |
| High Performing Environment | <ul style="list-style-type: none">• Supporting and trusting others to achieve their highest potential• Working tenaciously to meet or exceed expectations• Balancing competing priorities and managing workloads |

Fostering Innovation and Agility: Encouraging new ideas and solutions through creative approaches

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| Customer-Centricity | <ul style="list-style-type: none">• Demonstrating empathy for the customer• Keeping customers central to strategies and activities while ensuring the needs of customers and the organization are met• Being flexible to continually changing and diverse customer expectations |
| Innovation | <ul style="list-style-type: none">• Exploring new ideas, methods, and alternatives to achieve outcomes• Creating an environment where others feel safe to innovate• Spotting new patterns, generating insights, valuing diverse perspectives, and translating them into new ideas |
| Change Agility | <ul style="list-style-type: none">• Seeing the necessity or opportunity created by change• Embracing discomfort and pursuing change with commitment• Practicing resilience in the face of change and setbacks• Proactively seeking out new challenges and opportunities to acquire new knowledge, perspectives, and skills• Leading others through organizational and cultural changes• Removing barriers, managing resistance to change in others, and demonstrating the benefits of change |