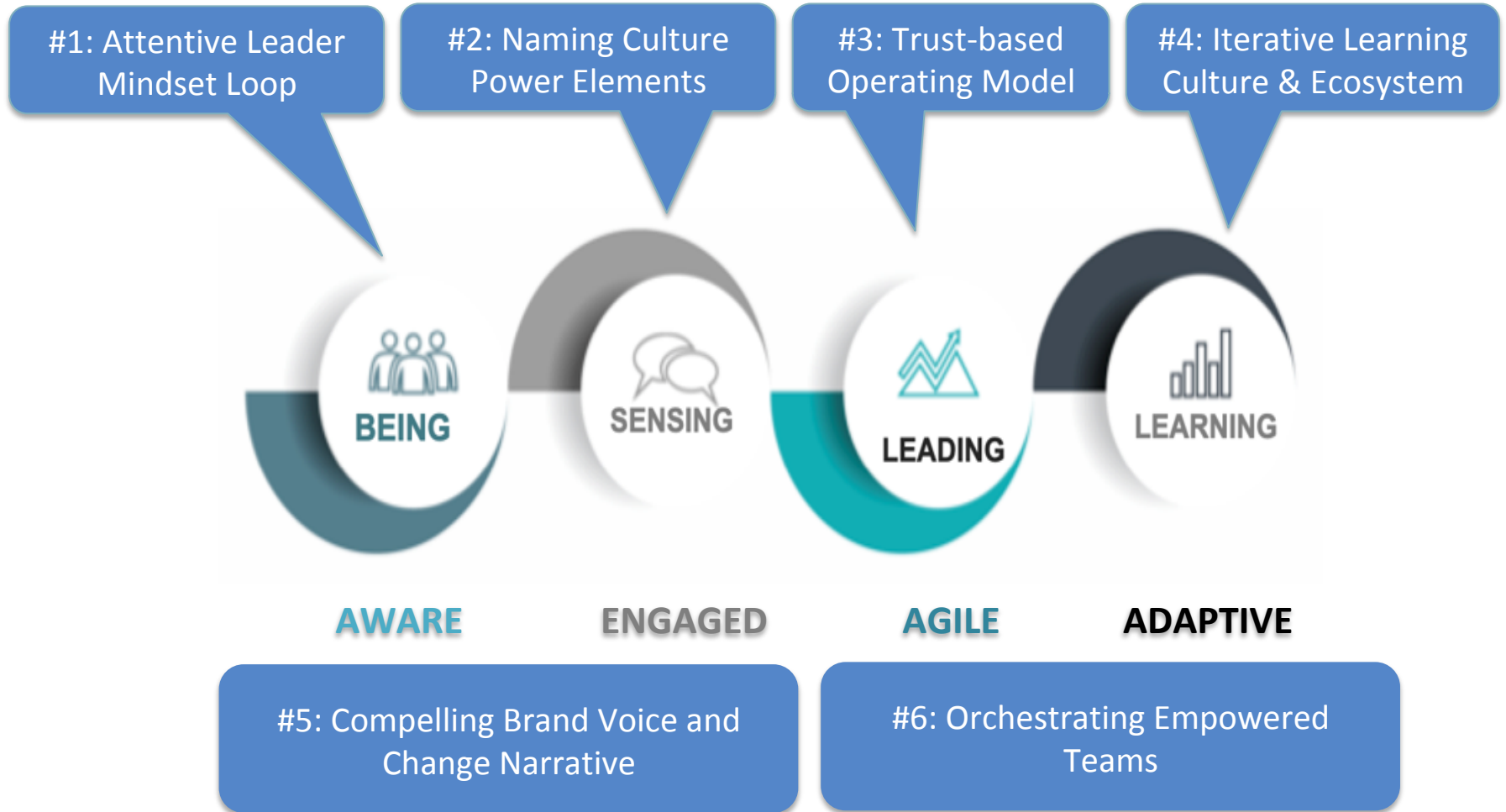


# Introducing an Integrated Socio-Technical Model



# People Empowerment Skills

## Present

Cameras on  
Instant messaging  
& email off  
Minimal  
multitasking  
Check-in with self  
Group energy  
level checks  
Mindful listening

## Engaged

Act with integrity and  
encourage others  
Diffuse defensive  
behaviors or finger  
pointing  
Out any elephants in  
the room  
Ask the tough  
questions  
Be transparent  
Orient towards  
action

## Agile

Step Up  
Drive alignment and  
accountability  
Encourage  
innovative thinking  
Coach & develop  
(peers, mgrs., staff)  
Embrace measured  
risk  
Look to the future  
not past

## Adaptive

Keep the bigger picture in  
mind  
Use actionable intelligence  
sensors and operational  
metrics  
Encourage continuous  
experimentation and  
course corrections  
Balance with trust-based  
transparency and authentic  
knowledge sharing

# BEING - Attentive Leaders: it starts with self

## “ Attentive Learning & Action Loop”™

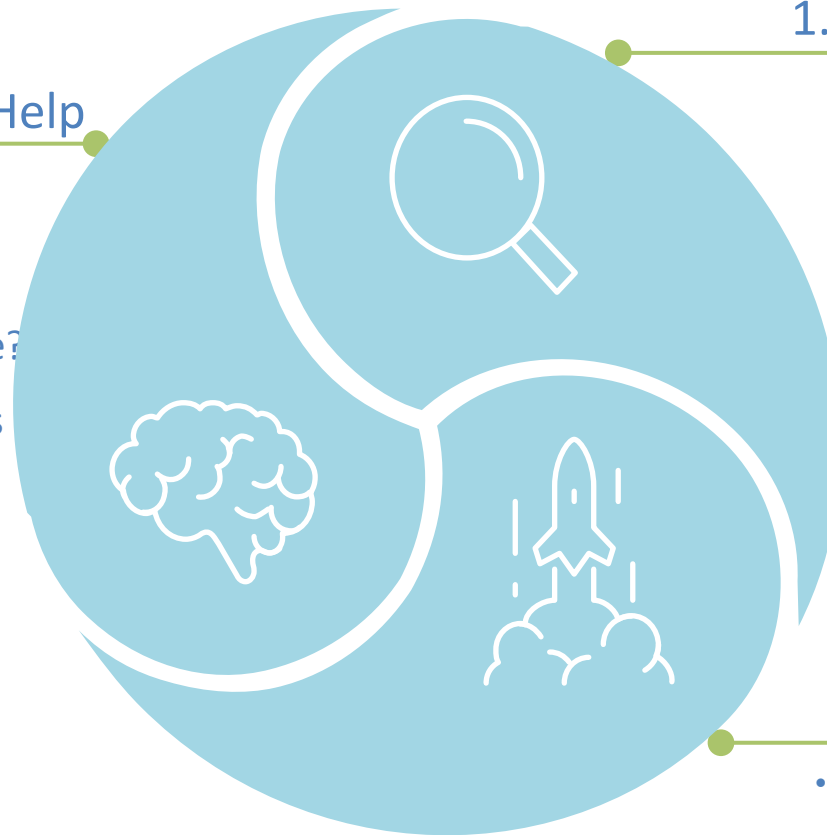
### 3. Reflect, Learn & Help

### 1. Awareness

- Attention to self (values & biases)
- Attention to environment (team & culture)
- Attention to current & extended leadership challenge

### 2. Action

- Presence
- Build Trust
- Attentive Shifting

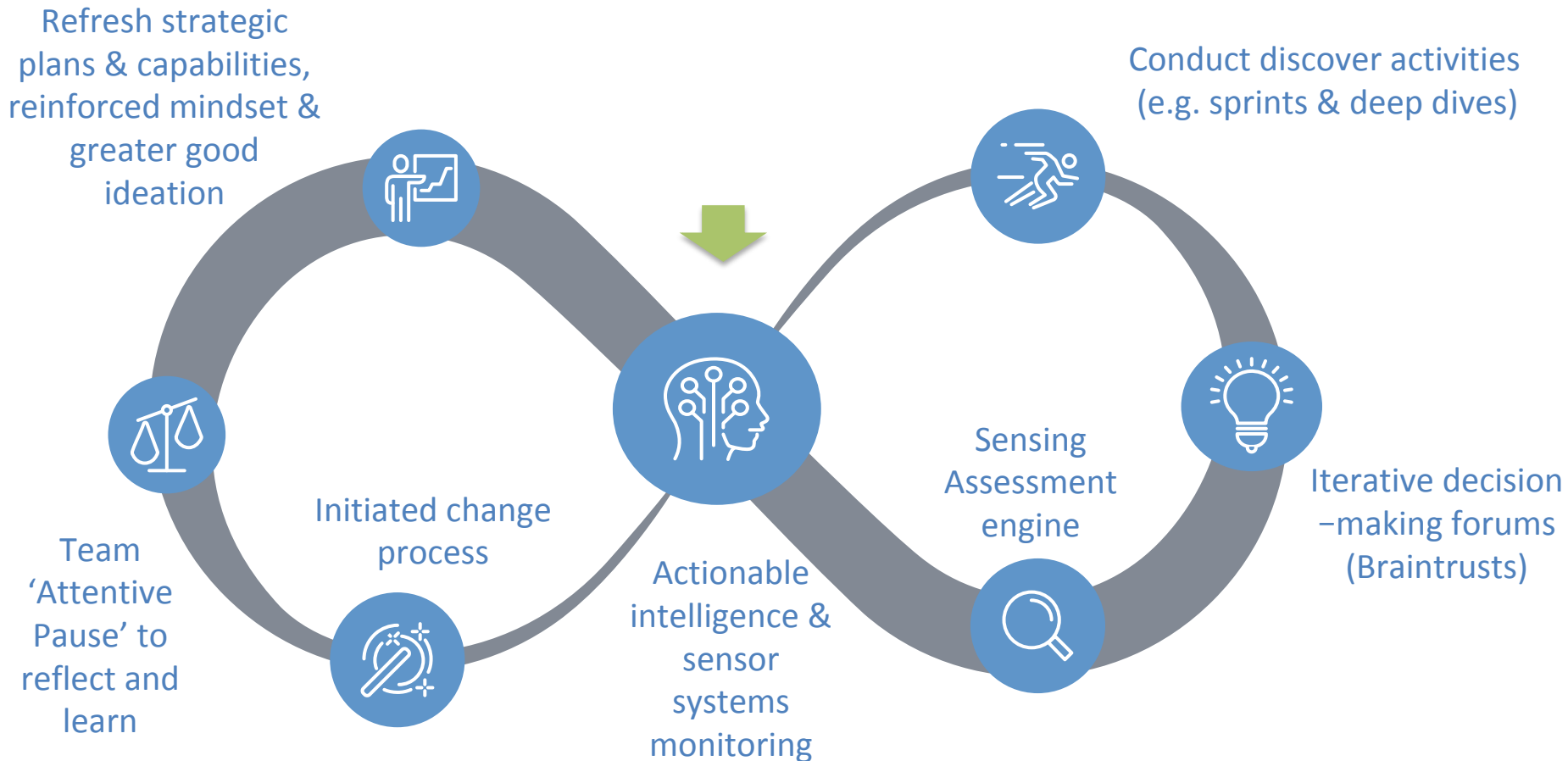


The “Attentive Pause”:

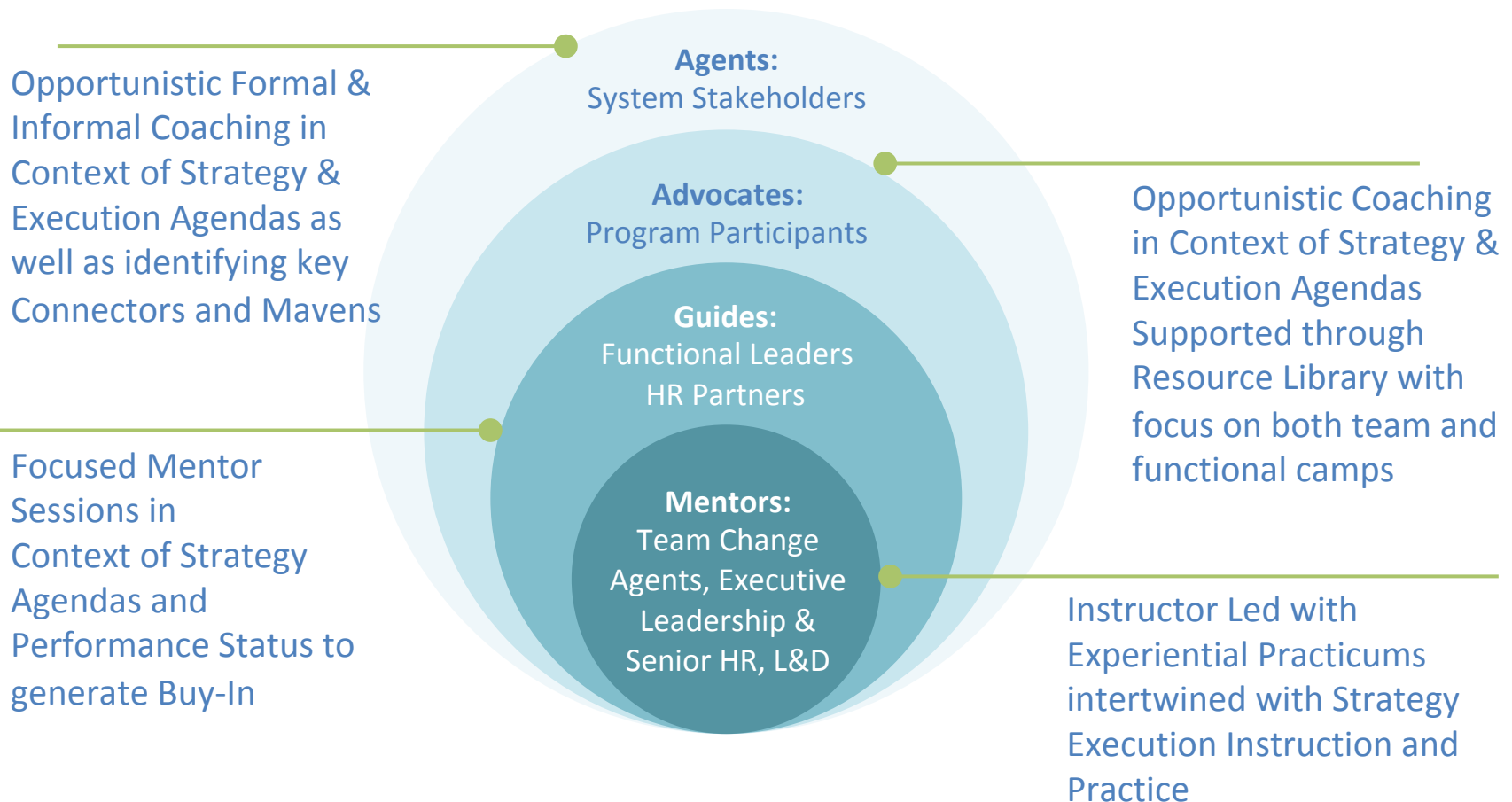
1. “Why did this affect me?”
2. “How did, or could, this affect my leadership behavior?”
3. “How can I use this reflection to help all going forward?”

# LEADING - Agile & Adaptive Strategy

## Execution Using an Orchestrated, Trust-Based Operating Model



# Building a persona-led iterative *LEARNING* culture and ecosystem



# Creating a proactive and compelling *BRAND VOICE and Change Narrative*

Constant Leader Engagement and  
Visibility

Common Purpose and  
Willingness to be  
Vulnerable

Building Trust, Belonging  
and Safety

Fresh  
Visuals

Shared  
Language

Consistent  
Messaging

Deliberate  
Feedback

# Taking portfolio management to a higher plane through new *ORCHESTRATION* skillsets

