

# AN INTRODUCTION TO FLASHPOINT

DEVELOP GREAT LEADERS

BUILD PRODUCTIVE TEAMS

STRENGTHEN YOUR TALENT PIPELINE

# WHAT TRENDS AFFECT LEADERSHIP?

The single greatest predictor of an organization's success is the quality of its leaders. We've spent years partnering with hundreds of organizations to unlock the power of effective leaders and teams. Leadership is learned, and the results are measurable and lasting.

## SELF-RATED LEADERSHIP DEVELOPMENT PROGRAM EFFECTIVENESS

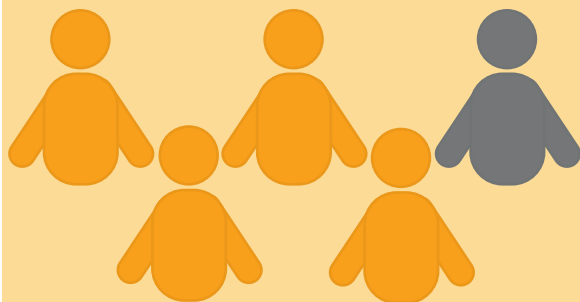


**7% Best-in-Class** (little to improve)  
**47% Aspiring** (requiring some improvements)  
**31% Inconsistent** (some areas require significant improvements)  
**12% Underperforming** (requiring significant improvements)

(Harvard Business Publishing, 2016)

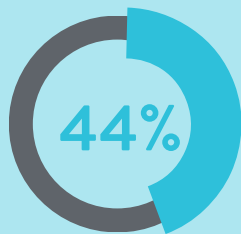
CEOs perceive  
**LEADERSHIP**  
as the  
**#1 SKILLS GAP**

(Mercer, 2017)



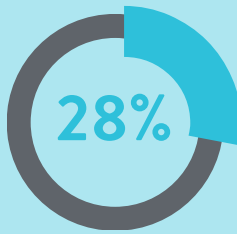
**80%** of business leaders believe  
**GREATER INNOVATION IS NEEDED**  
in leadership development programs

(Harvard Business Publishing, 2018)



**44%** OF MILLENNIALS  
ARE IN LEADERSHIP  
POSITIONS

but...



**28%** ONLY 28% OF  
MILLENNIALS  
BELIEVE THEIR  
ORGANIZATION IS FULLY  
TAKING ADVANTAGE OF  
THEIR SKILLS

(Deloitte, 2017)

**71%**  
OF LEADERS ARE NOT SKILLED  
ENOUGH FOR TOMORROW'S NEEDS

(Loew, Brandon Hall Group, 2015)

# HOW CAN FLASHPOINT SUPPORT YOUR ORGANIZATION'S EFFECTIVENESS?

FlashPoint provides the top research-based leadership programs, as well as customized consulting to support your organization's leaders. Our facilitators and coaches create dynamic experiences to engage and better leverage our clients' most powerful asset – their people. Clients choose us for our collaborative and personal approach, our custom solutions, and our measurable results.

PRACTICE AREAS	FLAGSHIP PROGRAMS	IMPACT
<b>LEADERSHIP DEVELOPMENT</b>  <ul style="list-style-type: none"> <li>• Leadership strategy and programs</li> <li>• Conferences and workshops</li> <li>• Learning reinforcement</li> <li>• Competencies development</li> <li>• Assessments</li> </ul>	<div> <small>GLOBAL TRAINING PARTNER</small>                       The Leadership Challenge®                 </div> <div>                      Management Vitals™                 </div>	<ul style="list-style-type: none"> <li>✓ Recognize potential</li> <li>✓ Grow your leaders' capabilities</li> <li>✓ Build tomorrow's leaders now</li> </ul>
<b>TEAM EFFECTIVENESS</b>  <ul style="list-style-type: none"> <li>• Custom team programs</li> <li>• Retreats and training</li> <li>• New leader assimilation</li> <li>• Assessments</li> </ul>	<div> <small>Authorized Partner</small>                       Everything DiSC®                 </div> <div> <small>Authorized Partner</small>                       The Five Behaviors of a Cohesive Team™                 </div> <div>                      Accelerate New Leader + Team Assimilation™                 </div>	<ul style="list-style-type: none"> <li>✓ Improve collaboration</li> <li>✓ Build healthy and productive teams</li> <li>✓ Create alignment with overall strategy</li> </ul>
<b>COACHING</b>  <ul style="list-style-type: none"> <li>• Executive, high potential, and emerging leader coaching</li> <li>• Team and group coaching</li> <li>• Coaching skills development</li> <li>• Assessments</li> </ul>	<div>                      The Coaching Clinic™                 </div>	<ul style="list-style-type: none"> <li>✓ Provide personalized development</li> <li>✓ Accelerate leader growth</li> <li>✓ Maximize contributions</li> </ul>

# FLAGSHIP PROGRAMS

## RESEARCH-BASED LEADERSHIP DEVELOPMENT PROGRAMS

**The Leadership Challenge®** is a research-based development program that teaches the proven Five Practices of Exemplary Leadership®—*Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart*—and measures leadership effectiveness with the LPI®: Leadership Practices Inventory® 360-degree assessment.



**Everything DiSC®** is a behavioral-style assessment and training suite that helps leaders and teams build more effective relationships. Team members learn to communicate and engage in conflict more effectively and managers are better able to engage employees and manage performance.



**Management Vitals™** is a practical program that equips first-time team leads and managers with the fundamentals of management. Managers learn about communication and management style, managing through change and conflict, goal setting, performance feedback, leveraging diversity, and team dynamics.



**Accelerate™** is a facilitated process designed to onboard leaders using both individual and team development during the critical early months, including individual and team assessments, leader coaching, and facilitated team sessions. It sets new leaders and teams up for success to achieve positive results.



**The Five Behaviors of a Cohesive Team™** is a facilitated learning experience that builds higher-performing, more productive teams. Through a team assessment and series of sessions, members of intact teams learn about and practice the five behaviors of a healthy team—*Trust, Conflict, Commitment, Accountability, and Results*.



**The Coaching Clinic™** builds a culture of coaching by developing manager-coaches who help employees reach their full potential. Managers learn coaching skills using The Coaching Conversation Model™—*Establish Focus, Discover Possibilities, Remove Barriers, Acknowledge Awareness, and Plan the Action*—and real-world peer coaching practice sessions to engage employees and improve performance.



# WHY FLASHPOINT?

We want to help you make your leaders and teams more effective. We've worked with hundreds of clients to deliver creative and measurable solutions. As a boutique firm, we can be nimble in an ever-changing landscape, and we'll work with you to achieve real and lasting results. Headquartered in Indianapolis, IN, we have satellite offices in Sonoma, CA and Phoenix, AZ.

## OUR EXPERTISE INCLUDES...



**Leadership Development:** Leaders drive your organization. Our consultants, coaches, and facilitators are committed to understanding your organization's current state and the competencies your leaders need in order to build a strategically aligned development program. FlashPoint excels at leadership program development, custom content design and delivery, facilitation, assessment, and measurement.



**Team Effectiveness:** At FlashPoint, we believe in the power of teams to propel organizational success. We are experienced in improving collaboration, building healthy and productive teams, and establishing alignment within your organization's overall strategy by creating an environment where employees feel engaged, trust one another, commit to common goals, and achieve business objectives.



**Coaching:** Focused, personalized attention accelerates your employees' development. Coaching helps people become better leaders, exert more influence, maximize strategic contributions, and move the organization forward. Thanks to a wealth of experience across sectors and organizations, FlashPoint's coaches are able to drive deeper conversation and reflection to achieve long-lasting growth.

## AT A GLANCE...

**WBE** *Women's business enterprise*

**20** *Facilitators and coaches*

**300+** *Clients around the globe*

**2002** *Founded*

## WHO DO WE WORK WITH?



# HOW DO OUR CLIENTS BENEFIT?

## CREATIVE AND MEASURABLE LEADERSHIP RESULTS

### VERA BRADLEY

In the midst of company growth, Vera Bradley wanted to maintain cohesion, productivity, engagement, and excellence.

FlashPoint planned and co-facilitated a 12-month program for high-potential leaders who could “influence change and mold opportunities into possibilities.”

**68%** of high-potential employees have been retained.

**78%** of participants have been promoted in the company.

“The great thing about FlashPoint is they really listen. And by listening, they’re creative and able to bring unique solutions to bear. . . . They really care about our business outcomes.”

### CENTURYLINK TECHNOLOGY SOLUTIONS

In the fast-paced, competitive, and rapidly changing IT Industry, CenturyLink Technology Solutions knew it needed to equip leaders in order to remain competitive in the future. FlashPoint helped the company implement a 10-month leadership program focused on building leadership bench strength.

**PROGRAM PARTICIPANTS PERFORMED AT A HIGHER LEVEL THAN THEIR PEERS BY 28%.**

NON-PROGRAM PARTICIPANTS

PROGRAM PARTICIPANTS **+28%**

GOAL PERFORMANCE RATING

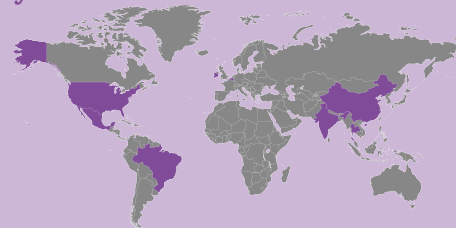
### INGERSOLL RAND

FlashPoint has worked with Ingersoll Rand to develop *Leading the Ingersoll Rand Way* for newly promoted and hired people leaders. The program includes a custom, highly interactive two-day The Leadership Challenge® Workshop, chosen for its close alignment with IR’s values, purpose, and leadership competencies.

#### *Leading the Ingersoll Rand Way*

#### PROGRAM LOCATIONS

The program has been delivered in India, China, Thailand, Mexico, Brazil, United States, Ireland, and Belgium.



### MILESTONE CONTRACTORS

Milestone Contractors’ leadership strategy sought to develop leaders, promote excellence, and bridge communication gaps between divisions and generations while also cross-pollinating emerging and high-potential leaders throughout the organization.

Through our multi-year partnership, “The Milestone Way” offered emerging leaders successive, leveled development including annual summits, behavioral assessments, coaching skills training, follow-up webinars, and accountability partners.

**96%** retention of program participants

Sales have increased **+21%**

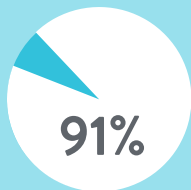
“My mindset and energy have shifted. We learned that to be a leader is a choice, and I think about that again and again. I believe I will be a great leader. The coaching model is simple and from now on I will use it every day with my team – and even my family and children!”

# HOW DO OUR CLIENTS BENEFIT?

## CREATIVE AND MEASURABLE LEADERSHIP RESULTS

### REPUBLIC AIRLINE

In response to its employee engagement survey, Republic Airline worked with FlashPoint to implement culture change centered on making people the organization's #1 priority. We used group coaching, quarterly leadership conferences, management training, competencies development, employee action teams, strategic communication, and customized leadership development programs to address employee engagement and culture change.



#### AFTER OUR MANAGEMENT VITALS™ COURSE

91% of respondents said that as a result of the course, their ability to positively impact employee engagement increased.

### INDIANAPOLIS AIRPORT AUTHORITY

FlashPoint and IAA developed a year-long leadership and business skill development program to bring deeper awareness to IAA's leaders.

Participants learned what was working well and where they could hone leadership skills through in-person leadership workshops, 360-degree pre and post-assessment, individual coaching, webinar reinforcement, and an in-person capstone event.

*Participants in the program have increased LPI® scores*

**+5.1%**

*across all Five Practices of Exemplary Leadership® from pre to post-assessment*

### EXECUTIVE JET MANAGEMENT (EJM)

EJM sought to foster and enhance its culture of performance, by helping managers better lead and engage their teams. FlashPoint developed an 18-month skill-building and leadership development program for managers to learn to more effectively lead and engage their teams, including Management Vitals™ training modules, Everything DiSC® assessments, webinar reinforcement sessions, and group coaching.

#### LIKELY TO RECOMMEND



**8.09**

(10 = highly likely)

### ASCENSION HEALTH MINISTRY SERVICES CENTER (MSC)

The MSC grew exponentially in a very short period of time and wanted to create a firm foundation for leaders to excel though that growth. So, they invested in coaching. The impact was so great with the two leadership teams that they decided to continue to grow the program.

Investing in more coaching has been the vehicle to reach their business goals through growth and change.

**94%**

of participants said they worked to apply the skills they learned throughout the coaching process to their jobs.

**100%**

of participants responded favorably that the 360-degree LPI® assessment was a useful tool to help gain self awareness.

“

This is the only workshop I've attended in the last several years in which I was fully engaged and excited to be there every minute of it. I left wanting to come back for more!

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# CONTACT

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**FLASHPOINTLEADERSHIP.COM**

## WEBINARS

Interact with the experts while learning how to boost your leadership effectiveness.

## EVENTS

Build your skills while engaging with others in your field.

## WHITE PAPERS

Equip yourself with knowledge of developments in your industry.

## BLOG

Access quick, practical insights, and tips to support your leadership development work.



LEADERSHIP DEVELOPMENT



TEAM EFFECTIVENESS



COACHING

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 [LinkedIn.com/Company/FlashPointLeadership](https://LinkedIn.com/Company/FlashPointLeadership)