

## L.I.H.E (Leading In a Hybrid Environment)

### OVERVIEW

Multiple published research and our conversation with 700+ managers across Asia, US and UK have confirmed the following challenges faced by people leaders in the current uncertain times with high velocity of change:

- Retention due to Great Resignation
- Low morale and mental health – Focus on wellness
- Poor communication leading to lack of engagement
- Diminished focus and productivity
- Managing accountability- Upskilling
- Maintaining team relationships – Building Trust & Psychological Safety

While many leaders with their resilience and grit managed to survive and revive the operations by realigning and enabling working from anywhere (#WFA). This has left them exhausted and now need guidance not only on how to thrive in this new normal but to on how to reinvent their leadership style. There is no published guidebook for managerial effectiveness in the post- COVID environment.

<b>Duration</b>	<b>12 Hours</b>
<b>Module</b>	<b>4 (Including Assessment Session at the end)</b>
<b>Structure</b>	<b>4 Modules (3 hours every week on Thursday evenings, flexible to suit multiple time zones)</b>
<b>Methodology</b>	<b>Facilitator led intervention with the element of team coaching. Peer to peer discussions, activities, quizzes, case studies and practice tools</b>
<b>Target Participants</b>	<b>People Managers, Individual Contributors managing stakeholders</b>
<b>Course Fee</b>	<b>USD 400 (International Participants) INR 20,000 (Indian Participants)</b>
<b>Registration</b>	<b>Write to- <a href="mailto:Supriti.banerjee@ficci.com">Supriti.banerjee@ficci.com</a></b>

### What is L.I.H.E ?

LIHE is a facilitator led intervention with the element of team coaching. Through appreciative enquiry facilitators can engage participants with their real-life challenges and through experience sharing help them deliberate the possible solution. The key to LIHE is to help the managers to appreciate the underlying problems and then equip them to develop their own leadership style to overcome them. LIHE is to address the three key pillars

- Managing Self through effective communication and Planning
- Managing Teams' performance and engagement
- Managing Stakeholders

The three pillars have the overlay of virtual environment highlighting the key difference between in-person leadership and virtual leadership.



### Managing Self

**Communication:** Precise Articulation, Empathy, Active Listening, Confidence

**Planning:** Meeting Management & Time Management,



### Managing Teams

**Managing Team Performance:** Virtual Leadership, Coaching & Development.

**Managing Team engagement:** Building relationship. Integrating new joiners and Conflict resolution



### Managing Stakeholders

Building stakeholder relationship. Developing value proposition for the stakeholder to influence. Be proactive to build credibility and responsiveness

#### Learning Objective:

The key to LIHE is to help the managers to appreciate the underlying problems and then equip them to develop their own leadership style to overcome them.

#### Benefits:

It is a managerial effectiveness program for People Leaders & Individual contributors managing multiple stakeholders.

This program is to equip people Leaders to deeply explore the challenges of the hybrid environment and then co-create the solutions with the facilitator. The facilitators equip the leaders to lead effectively.

#### Impact of L.I.H.E

Program is currently averaging a rating of 4.82 out of five amongst the 700+ attendees so far. Knowledge shift has gone up by 16% as per the internal metrics reported by the clients to the senior management. The team engagement has increased by 10% and effective communication has gone up by 11 percent. Also there has been reports of wins for more work from the client while applying the basic learnings from the client module

#### Learning Journey:



## Facilitator Profile

**S**haily Gupta is a certified executive coach from Singapore Management University and TPC of Netherland. She has a Masters in Science (Tech) in Science and Technology Development from a premier institute – The Birla Institute of Technology and Science (BITS), Pilani, India. She has been coaching C-Suits and high potential leaders.



She possesses over two decades of experience in Human Resources. As an HR professional her work led to transformative changes where executive coaching was integral to all the leadership interventions and change management. Currently she is engaged in multiple coaching assignments.

She has served as the Chief Human Resource Officer with professional services firms like Deloitte Consulting and PricewaterhouseCoopers GHRS Pte Ltd, Singapore.

A significant part of her experience with companies like Merrill Lynch, Standard Chartered Bank and Edelweiss Financial services has been in business facing roles and required partnering with business & other stakeholders to architect and deliver an HR strategy aligned to business priorities. She has led large scale change management initiatives to drive impactful organizational changes, including architecting the workforce of the future through Technology implementation & adoption, Leadership Development and Talent Management. Some of these change management initiatives and leadership interventions have generated remarkable organisational growth. At Edelweiss Financial Services Ltd. a large Indian diversified financial services enterprise, as the Global Head of Human Resources, she worked closely and advised the Chairman cum Managing Director as the chief architect for the leadership development framework and developed the organisation structure.

She has lately curated a certification program titled Leading in a Virtual Environment (L.I.V.E Certification) and successfully delivered virtually to people leaders in five geographies. With her industry experience, she brings in a strong practitioner's perspective in dealing with the entire spectrum of real-life issues faced by leaders and organisations straddling its entire depth – from the CXO layer to its emerging leaders. Through her career as a senior human resource professional, she has been involved both on the Buy-side (with corporate enterprises) and the Sell-side (with Professional Services firms) of such leadership transformation journeys and hence brings in a balanced and unique richness to the engagement. She would be able to share real life examples of situations and solutions adopted by organisations which makes the coaching and leadership interventions transformative.