

LEADERSHIP BEYOND THE THEORY

RACHEL CARTER

HEAD OF SALES AND MARKETING - SOHO FLORDIS INTERNATIONAL



"It has given me clarity as to where I had strengths and where I was falling short. I believe in myself more now, and this comes through in my decision making and clarity in communication. I am now a calm, confident leader."

10

NUMBER OF YEARS
AS A LEADER

10/10

LIKELIHOOD TO
RECOMMEND TO OTHERS

50

LARGEST TEAM
RACHEL HAS LED

DID THE PROGRAM EXCEED, MEET OR NOT MEET YOUR EXPECTATIONS?

The program exceeded my expectations as it was all so relevant. I didn't think I would use the insights and learnings the very next day/week/month after I learnt them, even though I'd read all the previous student case studies that talked to how 'immediately usable' the content was!

The content really resonated with me, and I found it both easy to retain and easy to introduce into every aspect of my leadership skillset.

WHAT WAS THE MOST VALUABLE THING ABOUT THE PROGRAM?

The clarity as to why these leadership principles exist, and a clear explanation of what happens if they are not used.

And of course, the honesty of the real challenges that we have all faced, or will face in the future!

WHAT RESULTS OR CHANGES HAVE YOU SEEN IN YOURSELF OR YOUR TEAM, SINCE COMPLETING LBT?

I've been doing a lot more challenging, and coaching, which has resulted in better outcomes across the board. I'm doing a lot less 'dipping down', rather, I'm coaching my people to success, letting them fail a little and knowing that's ok.

I've definitely created more clarity in my expectations, and have been able to take the team to a higher learning environment. Reading the 4 Disciplines of Execution at Marty's suggestion has been brilliant too, I use that every day!

WHAT WOULD YOU SAY TO SOMEONE IN A SIMILAR CAREER POSITION TO YOU WHO WAS CONSIDERING DOING THE PROGRAM?

Do it and throw yourself into the engagement opportunities, go in eyes wide open and be really honest with yourself! Listen to all the questions that are being asked by other students in the webinars, and the coaching that Marty gives - there is so much rich content there, where he brings the various modules into context.

WHAT WAS YOUR 'PIE IN THE FACE' MOMENT DURING LBT?

In Module 2: Handle Conflict - it was about giving my team the respect they deserve and being honest with them through challenging, coaching and confronting. I have now had so many team members (after very difficult conversations) say thank you for challenging them, thank you for teaching them and thank you for my honesty.

WHAT SPECIFIC CAREER CHALLENGES DID YOU HAVE, THAT LED YOU TO LOOK FOR A SOLUTION LIKE LBT?

I found that I was learning a lot through the podcast and having a lot of 'ah ha' moments and self reflection, which helped me to identify gaps in my leadership skills. In particular, my ability to Challenge, Coach and Confront my people.

My team members are respecting me more for this approach (although they don't always like the challenging part), but we come through it, land better results, and they learn more.

DO YOU HAVE ANY ADVICE FOR FUTURE STUDENTS?

Ask lots of questions, be curious and vulnerable! There is so much content in this course, so reach out to Marty and Em as you immediately implement the learnings, and really engage in the webinars!