#### LEADERSHIP BEYOND THE THEORY

# JANE FRANK

**MANAGER STAKEHOLDER ENGAGEMENT - CITEC** 



"What I found most valuable was being able to download Marty's brain and listen to his inner workings as a successful CEO - I mean when would you ever get hours and hours of access to someone of his level & credibility teaching their leadership secrets?"

20

NUMBER OF YEARS AS A LEADER 10/10

LIKELIHOOD TO RECOMMEND TO OTHERS

20

LARGEST TEAM
IANE HAS LED

### WHAT SPECIFIC CAREER CHALLENGES DID YOU HAVE, THAT LED YOU TO LOOK FOR A LEADERSHIP PROGRAM?

I was lacking confidence in some aspects of my leadership abilities, and was looking for a program which would provide guidance and reassurance that I was on the right track, and highlight anything I needed to do differently. It was important to me to find a mentor whose values were in alignment with my own, and after listening to many of the podcast episodes where Marty's pragmatic advice resonated so strongly, I was confident that this would be the right choice.

## DID YOUR CONFIDENCE GROW AS YOU WORKED THROUGH THE PROGRAM?

Yes actually! A lot of the key concepts Marty spoke about in the program were in line with my own thoughts, and so hearing that from Marty gave me a huge confidence boost. In particular a lot of the reflection questions and scenario based elements of the program. The specificity really helped me start to apply the principles in my day to day leadership work.

#### WHAT WAS YOUR BIGGEST 'PIE IN THE FACE' MOMENT DURING THE PROGRAM?

The concept that really stood out to me was Working at Level. I realised that I need to step away from dipping down and doing my team's work for them, because in the past I've erred on the side of perfectionism. During one lesson I actually though "Ok, I've got to stop doing that."

It also means that I've had to start doing the 'hard work of leadership' as Marty would say, which has meant actively addressing performance issues. It's more effort and work in the short term, but means I'm not running myself ragged doing someone else's work for them when they don't deliver.

Now I clearly communicate the value delivery required, we chat about how it's going to get done, and the team is accountable for delivering it. If it isn't delivered, then we have an honest performance conversation. I've found Marty's sample scripting incredibly valuable in helping me have these conversations effectively.

#### HAVE THERE BEEN ANY CHANGES IN THE WAY YOU COMMUNICATE UP THE LINE SINCE DOING THE PROGRAM?

I'm confidently providing feedback to my boss because now I'm able to talk about challenges in a different way than before. So for example I'm able to bring things back to our purpose, back to accountability and really am able to use language that moves us forward.

It's almost as though hearing Marty tell me how important it is to be a strong leader, for the good of the organisation and my people, has given me permission in a way to follow my instincts and do the right thing, even when it's uncomfortable.

# WHAT WOULD YOU SAY TO SOMEONE OF A SIMILAR LEVEL TO YOU WHO IS NOW CONSIDERING DOING LBT?

I would definitely recommend it.

The real value lies in the person delivering the program. Getting Marty's thoughts on how to lead successfully from a CEO's perspective, that's the gold.

And more than that, if there's anything you're a little bit confused about (which there hardly ever was because I found every lesson very clear) you have the opportunity to clear those questions up in the webinar on Sunday if you want to! Access to your very own CEO, it's incredibly valuable.