LEADERSHIP BEYOND THE THEORY

COURTNEY HEINZEL

FUNCTIONAL PROCESS CONSULTANT - SIME DARBY INDUSTRIAL



"After doing LBT I absolutely feel like a more confident, capable leader. Every new module helped me to understand certain situations that I had gone through or was going through. No one could regret doing this course!"

NUMBER OF YEARS AS A LEADER **10/10** LIKELIHOOD TO RECOMMEND TO OTHERS

LARGEST TEAM COURTNEY HAS LED

15

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

It absolutely exceeded my expectations. I was able to consume the content so easily! It was professional but real. Often people who talk about leadership use 'wanky' words and I don't seem to pay attention to that type of content, so I loved how real the content and examples were.

The weekly webinars were worth every moment and it was great to be able to listen to the one I didn't attend via the replay. Also, lifetime access to the content is so valuable!!

WHAT CHALLENGES WERE YOU HAVING THAT LED YOU TO LBT?

I didn't understand how senior managers made decisions and my manager told me that something that I needed to work on was to learn how decisions are made, particularly around strategies.

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

I don't get frustrated about the decision making process above me anymore. I now understand what leaders go through when they're making complex decisions, and I'm more understanding when I am not provided with the full context or reasoning behind the decision.

I believe this has also helped with my decision making. I can now make a decision swiftly while considering multiple stakeholder risks or concerns to allow the business keep operating and moving forward.

WAS THERE ANYTHING THAT PLEASANTLY SURPRISED YOU ABOUT THE PROGRAM?

The webinars. I do so many at work and they are not always a value add, but the weekly webinars were so engaging, it was easy to pay attention and not get bored.

WHAT WAS YOUR SELECTION CRITERIA WHEN DECIDING WHETHER OR NOT TO DO THIS PROGRAM?

Ultimately I needed a course that I could consume easily weekly and that wasn't too intense. I also couldn't afford a massive expense immediately but I could pay it off monthly which was amazing.

WHAT WAS THE MOST VALUABLE THING ABOUT THE PROGRAM?

Nothing can be discounted, but the access to Em and Marty as real humans, was amazing.

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

I'd say my light bulb moment was when I learned the difference between a matrix and business unit model and how accountability gets blurred if there is no strong accountability culture.

It really helped me to understand the organisation I am in!

WHAT WOULD YOU SAY TO SOMEONE CONSIDERING DOING THE PROGRAM?

Make the time to do the webinars.

I know someone who did the program at the same time I did and she couldn't make time for the webinars, and I think it makes a big difference to your learning experience!

I would also say that you should 100% do it. No one could regret doing this course!