

Integral Leadership Program Q4 Workshop

Agenda

Time	Topic
8:00 AM to 8:15 AM	Welcome & Kickoff
8:15 AM to 9:00 AM	ILP Rapid Review
9:00 AM to 10:00 AM	Self Assessment and Integration
10:00 AM to 12:00 PM	Group Assessment and Learning
12:00 PM to 1:00 PM	Lunch
1:00 PM to 4:00 PM	High Performance Teamwork
4:00 PM to 4:30 PM	A Path Forward
4:30 PM to 5:00 PM	Takeaways

Objectives for Today's Workshop

- Review content from the first three quarters of the program
- Reflect on individual and collective progress over the past nine months
- Explore High Performance Teamwork
- Discuss ways to remain engaged beyond the ILP
- Deepen relationships and have fun

Nerium Core Values

Be Real

At Nerium International, our mantra is real: getting real, being real, and creating real change. But we also want to attract genuine people who can be themselves and have fun.



ENCOURAGE an entrepreneurial spirit

Believe in your dreams enough to get outside your comfort zone. Remember to live life on your own terms.

Embrace & drive

We know it's important to stay one step

ahead and continually evolve. Change is

necessary for growth as a business and a person. So we will always seek new ways to

CHANGE

grow and improve.

PURSUE constant development of self

No matter how successful or accomplished one might be, there are always more improvements to be made.

BE DETERMINED

In our business, it's important to stay the course. Our outlook is such that obstacles are only opportunities in disguise.



SLOW DOWN to go fast

Haste makes waste. Slow and steady wins the race. Get the job done right the first time. Quality over quantity. You get the idea.

DREAM BIG and act on it daily

Dreams consist of many smaller goals that can be acted upon daily. That's how Nerium International grows as a brand, and that's how we want our people to grow, too.

POSITIVE team & family atmosphere

A positive spirit is a valuable asset, and we aspire to use it every day. For Nerium, the cliché "the family who plays together, stays together" is a way of life. We take our work seriously, but we are also a fun-loving family.

PRACTICE servant leadership

We believe that the best leaders are givers, not takers. We help each other and provide selfless service, because that's what a family does.

HAVE **fun** & HELP others to have fun

Nerium consists of real people with a can-do attitude who want to create real change.

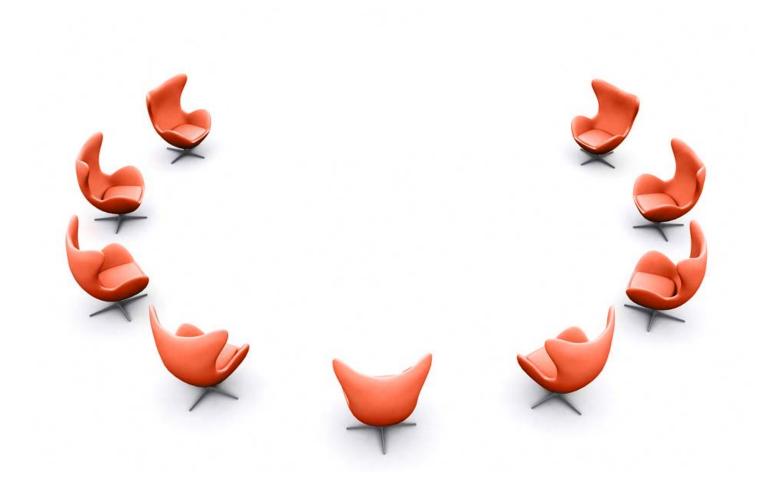
Having fun helps work not feel like work,
which makes us more productive.



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Review



The Next Level

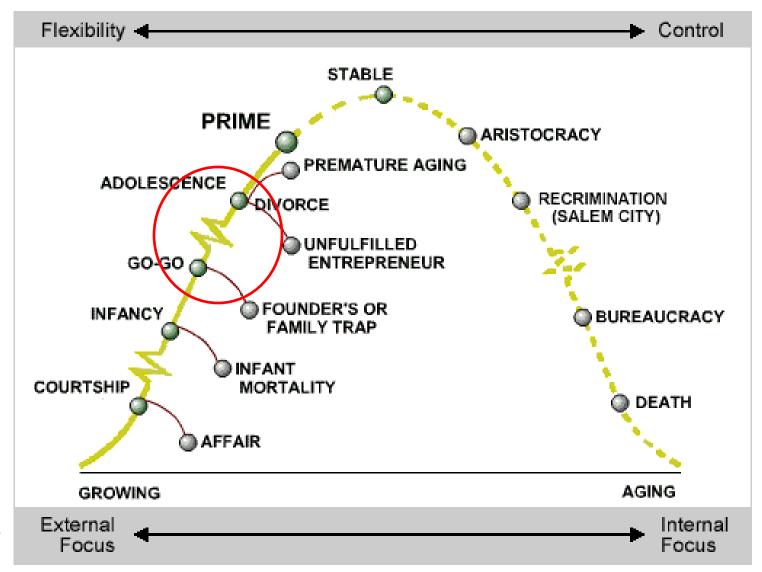
You cannot solve a problem from the same level of thinking that created the problem.

- Albert Einstein

Next Level

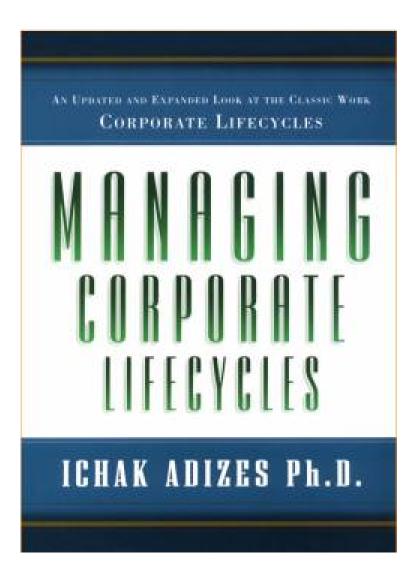
Current Level

Adizes Corporate Lifecycle





Text Book



Go-Go Companies Share these Characteristics and Problems

- Sales drive the ship
- More is better
- Reactivity rather than proactivity
- Some sales accepted that org. cannot deliver
- Unclear profitability per project
- Sales focus, not profit focus
- Uncontrolled growth
- Everything is a priority
- Crisis management
- Management is often ineffective (and frustrated)
- Work is hastily assigned w/out orientation to detail
- Weak information and accounting systems

Go-Go Companies Share these Characteristics and Problems

- Company organized around people and projects
- "Real" org. chart different than printed org. chart
- Employees are frustrated
- Unclear communications
- Founder indispensable
- No consistent human resources management
- Confusion in roles and responsibilities
- Company subject to criticism
- Infrastructure is a house of cards
- Hope for miracles
- A major crisis happens, people point fingers

Keys to Go-Go Success

- Be flexible, strategic AND increase structure
- Identify what is NOT a priority
- Develop the discipline to marshal resources and ignore issues that are not strategic priorities
- Continuously restructure (like a child outgrowing its clothes)
- Bring detail and restraint to org. structures, roles, responsibilities, budgets, and rewards
- Develop the skills, systems, trust and respect needed to support delegation and decentralization
- Delegate to a team of people, rather than an individual
- Develop effective teamwork among senior leadership
- Adopt a thorough commitment to proper systems, controls, real decentralization, and a more professional approach to management

Adolescence Companies Share these Characteristics and Problems

- Heated conflicts, Low morale, turf wars
- We/They infighting between newcomers and old timers
- Struggles with unwanted turnover
- Temporary loss of vision and confusion of goals
- Founder's acceptance of organizational sovereignty (independent power/authority)
- Incentive systems rewarding wrong behavior
- Yo-yo delegation of authority
- Board of Directors' attempt to exert controls
- Love-hate relationship between the organization and its entrepreneurial leadership

Adolescence Companies Share these Characteristics and Problems

- Founder struggles to change leadership style
- Entrepreneuring roles monopolized by Founder
- Infrastructure under upgrades and reconstruction
- Insufficient delegation and decentralization
- Rising profits, flat sales
- Reduced emphasis on sales

Keys to Adolescence Success

- Implement scalable solution that can support current & future growth
- Implement controls in way that doesn't smother entrepreneurial spirit
- Must institutionalize functions & relieve itself from overdependency on the Founder
- Build Founder's trust and respect for the new structure and people's ability to properly execute their responsibilities
- Create structure organized around function, instead of people
- Create company "constitution" that institutionalizes:
 - Governance functions for company
 - Clear roles, responsibilities and decision-making authorities
- Articulate a clear & compelling mission
 - The rest of the org. needs to understand and share that dream

Knower vs. Learner

	THE KNOWER	THE LEARNER
INTELLIGENCE AND EFFORT	Believes that intelligence is essentially fixed and additional effort does little to enhance it.	Believes that intelligence is essentially fluid and can be significantly increased through effort.
ATTITUDE TOWARD LEARNING GAP	Is blind to or denies a learning gap; therefore, is often close-minded toward new ideas and approaches.	Recognizes and accepts a learning gap; therefore, is open-minded toward new ideas and approaches.
FEEDBACK	Places little value on feedback that is inconsistent with their perspective.	Actively seeks out feedback, especially perspectives that differ from their own.
WHEN COMPETENCY IS CHALLENGED	Is preoccupied with preserving the appearance of competence; reacts defensively when challenged.	Readily acknowledges own incompetence; embraces challenge as an opportunity to learn and improve.
EXPERIENCE OF MISTAKES AND SETBACKS	Experiences mistakes and setbacks as frustrating failures—or proof of inability—and often misses the learning opportunities in them.	Experiences mistakes and setbacks as natural part of the learning curve—or as confirmation of effort—and persists in the face of frustration.

Deliberate Practice

- Set specific goals
- Seek immediate feedback
- Emphasize technique as much as outcome



Source: The Cambridge Handbook of Expertise and Expert Performance by K. Anders Ericsson

Approaches to Long-Term Practice

THE DABBLER APPROACH

- Tremendous initial enthusiasm, but quickly loses steam
- Rationalizes not continuing
- Looks for the next new thing

THE HACKER APPROACH



- Gets an initial hang of it
- Willing to stay on same plateau indefinitely
- Does just enough to get by

THE OBSESSIVE APPROACH

- Wants to accelerate learning, but pushes too hard and burns out
- Robust progress initially, but doesn't accept plateau
- Hurt by inevitable big fall

THE MASTERY APPROACH

- Diligent practice leads to mastery
- Appreciate the plateau as much as the upward surges

Source: Mastery by George Leonard

18

Gamefilming

All elite athletes "gamefilm"

- Use video cameras
- Basic tool of high performance sports training
- Evolves <u>how</u> the athlete plays not just <u>what</u> the athlete knows
- Can become a learning tool for leaders

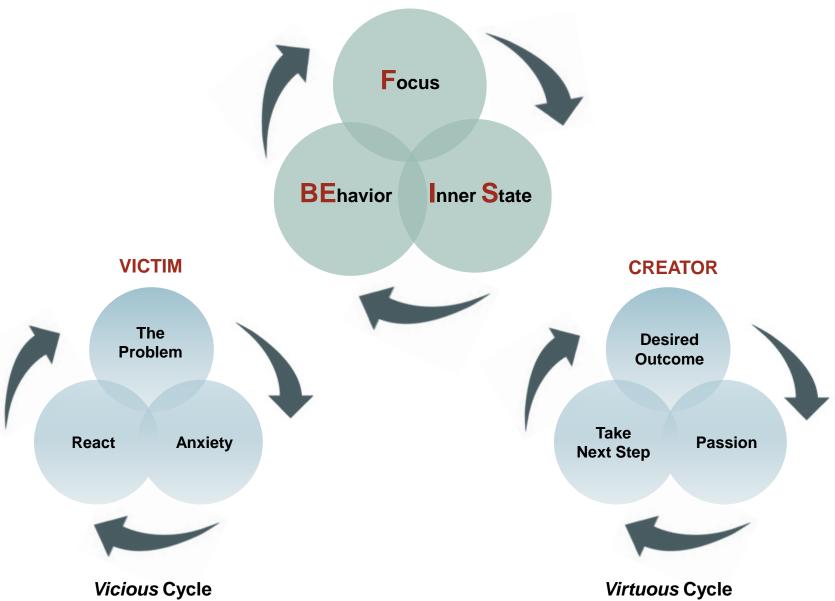


Escaping the Drama Triangle Practice

UNRESOURCEFUL RESOURCEFUL Supports others in tapping their own Evokes or provokes the will to create in capabilities. Feels supportive, optimistic, others. Feels clear, confident, centered, non-attached, and a sense of contribution. and committed. CHALLENGER Shields others from the consequences Aggressively blames, criticizes of their actions. Feels needed, responsible, and dominates. Feels self-righteous, attached, powerful, or superior. threatened, defensive, or angry. RESCUER PERSECUTOR CREATOR Accepts responsibility and makes choices. Feels capable, confident, resourceful, and resilient. VICTIM Is unwilling to take responsibility. Feels powerless, overwhelmed, or hopeless.

Source: Empowerment Dynamic (TED) by David Emerald

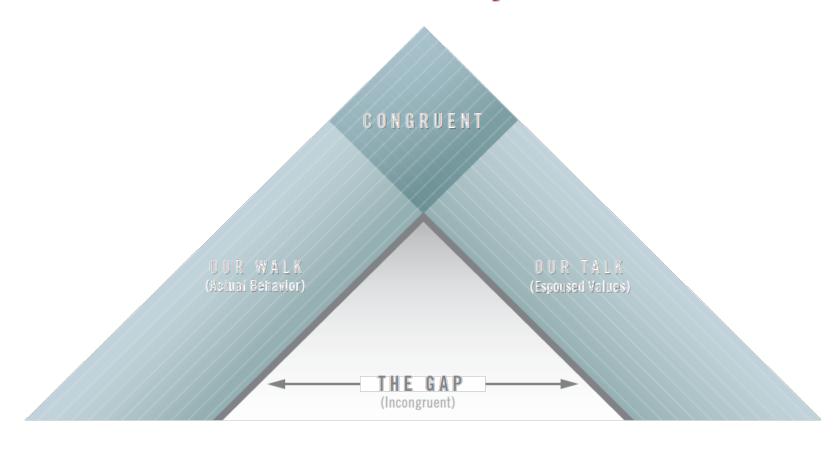
FISBE Model



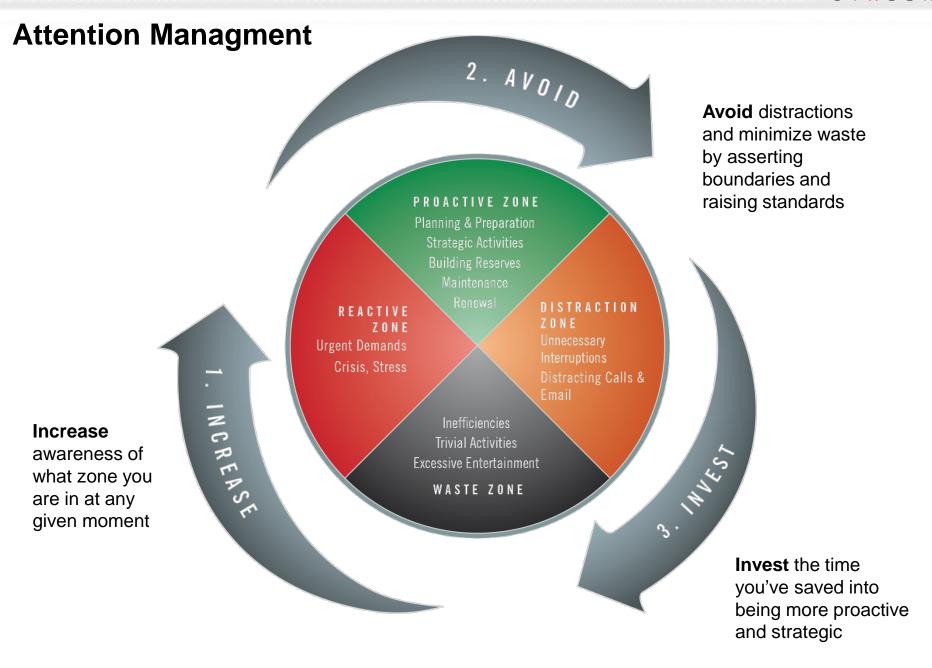
Source: Empowerment Dynamic (TED) by David Emerald

Walk the Talk

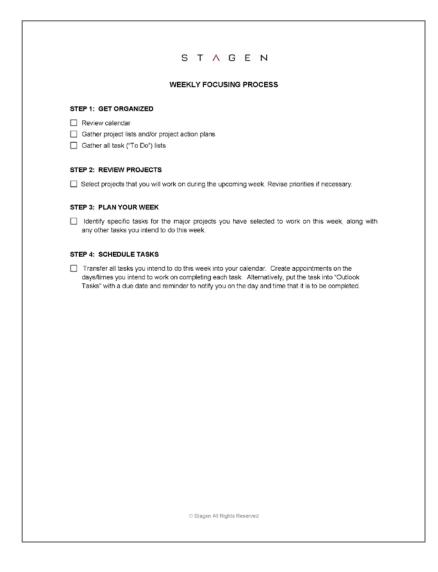
When there is no difference between our walk and our talk we are *congruent*



When there is a gap between our walk and our talk we are *incongruent*

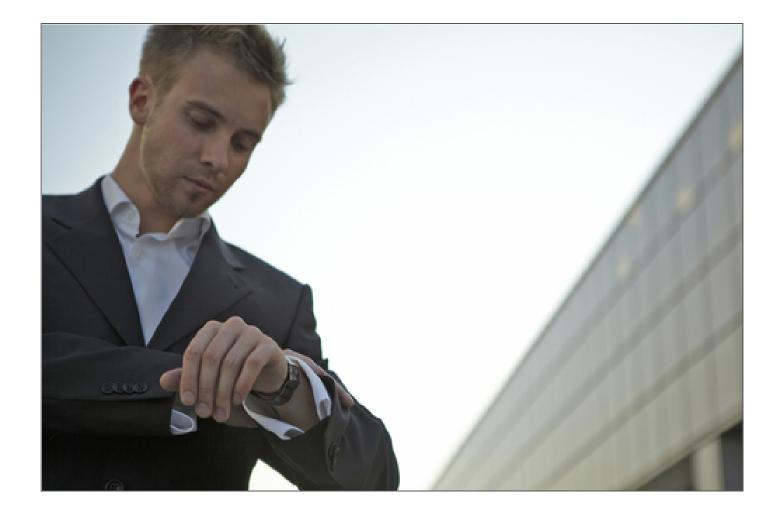


Weekly Focusing Process



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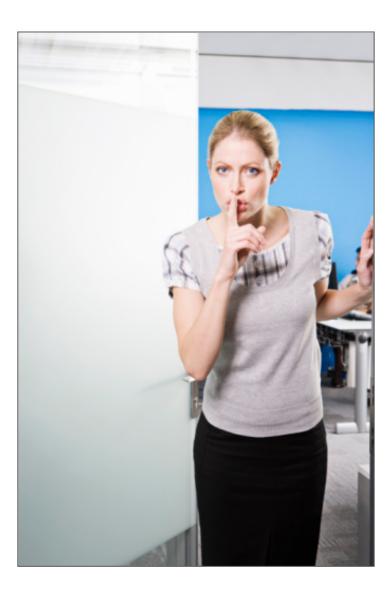
Schedule and Keep Appointments with Yourself



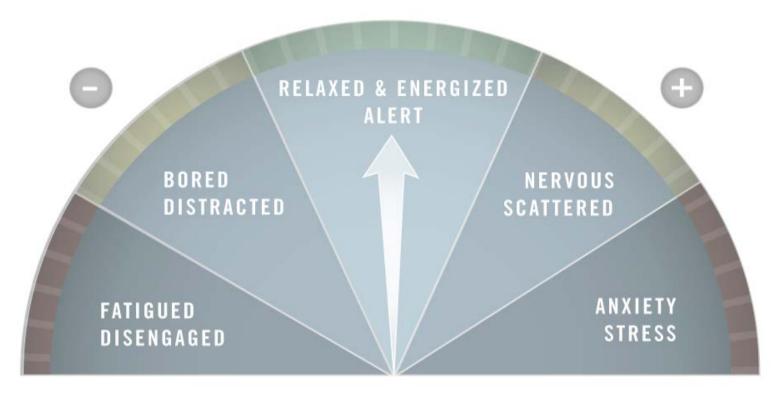
Stop Multitasking: Concentrate on One Thing at a Time



Educate Your Environment



Recalibration





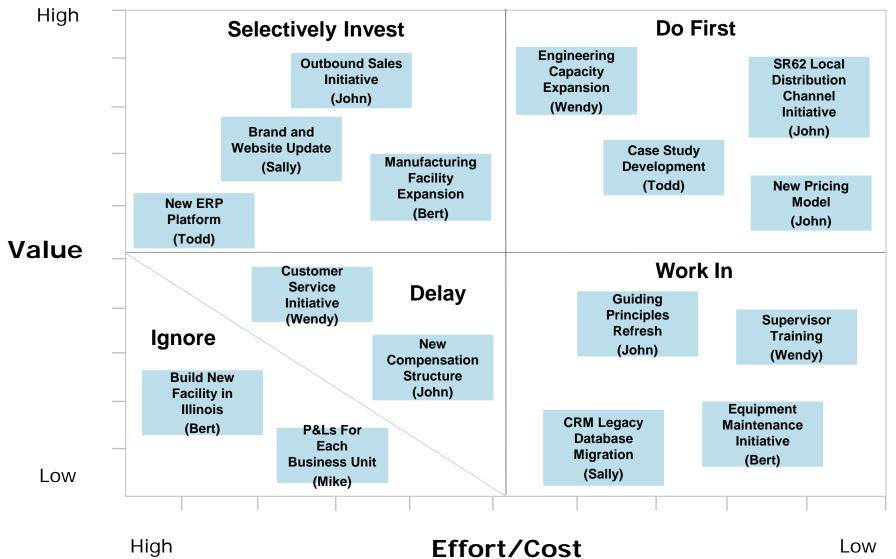
- Stop what you are doing
- Clear your head by taking a deep breath
- Focus on your breathing



- Feet on ground, align and balance posture
- Scan body for tension
- Relax and release tension

- 3 CENTER
- Mentally step back and ask "What's really happening?"
- Decide what's most important and most needed
- Choose the most helpful action to take

2x2 Prioritization Matrix *Practice*



Low

Structural Meetings

STRUCTURAL MEETINGS TEMPLATE EXAMPLE

STAGEN

Meeting	Frequency	Purpose(s)	Attendees
Leadership Team	Monthly or Quarterly	Communicate business performance Debate and resolve complex, multi-team issues of a technical nature; solve longer-term cross-company coordination problems Launch, review, adjust and coordinate business planning (including the development of strategic initiatives) Communicate / reinforce / practice cultural development Presentation / development forum for staff	RP, WB, JS, SS

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Problem Solving vs. Informing

STAGEN

Problem Solving vs. Informing Practices

Meeting Situation	Practice
Before the Meeting	Choose to be in a Problem Solving orientation
Beginning of the Meeting	 Reference Dynamic Agenda with specific focus on decisions to be made or problems to be solved
	 Confirm that everyone understands the objectives for the meeting and adjust as necessary
The Decision Maker is Absent	 Continue discussion and summarize key points for output; send the output to the ultimate decision maker
	 Use the Dynamic Agenda to reschedule item for when the Decision Maker is available
Story Digression / Going in Circles	Use "Time Out" or "Parking Lot" or other similar Ground Rules to regain focus of the meeting
	 Focus on / prompt for clarifying questions that are on task and summarize potential solutions often
Dominant Personalities Takeover the Meeting	 Know the room: acknowledge dominant personalities for their input, but limit their "air time" in the meeting
	 Use "Everyone participates" type Ground Rule to include other personalities as required
Ending the Meeting	 Summarize decisions made and deadlines established with Committed Actions practices
177 Section Remotes	

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Committed Action

- 1. Making Effective Requests
- 2. Enrolling Others
- 3. Committed Responses
- 4. Managing Commitments
- 5. Managing and Learning From Breakdowns



33

The Trust Formula

TRUST =

CREDIBILITY + RELIABILITY + INTIMACY SELF-ORIENTATION

Component	Demonstrated By	Positive Example	Poor Marks Characterized as:
Credibility	Capability in Context	"I can trust her to perform high level analysis"	Windbags
Reliability	Actions	"I can trust her to complete the analysis on time"	Irresponsible
Intimacy	Emotions	"I can trust that her analysis will take into account my qualitative concerns"	Technicians
Self-Orientation	Motives	"I can trust that he wants both our teams to succeed"	Devious

Active Listening Practice

QUESTIONING

- Ask open-ended questions
- · Go through the doors that they open

SUMMARIZING

- Periodically summarize key themes
- At end, summarize and get closure

ADOPT THE ACTIVE LISTENING MINDSET

- · Listen without deciding
- Avoid listening autobiographically
 - Give undivided attention
 - Use a neutral tone of voice
- Maintain eye contact & relaxed postur

REFLECTING

- Restate ideas and facts to show understanding
- Remain impartial don't agree or disagree

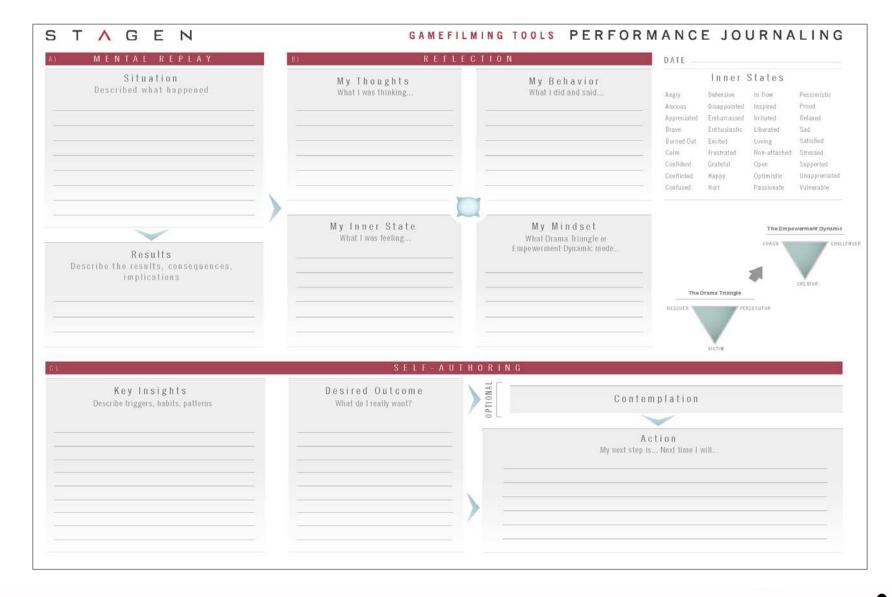
CLARIFYING

- Bring unclear points into focus
- Ensure accurate understanding

EMPATHIZING

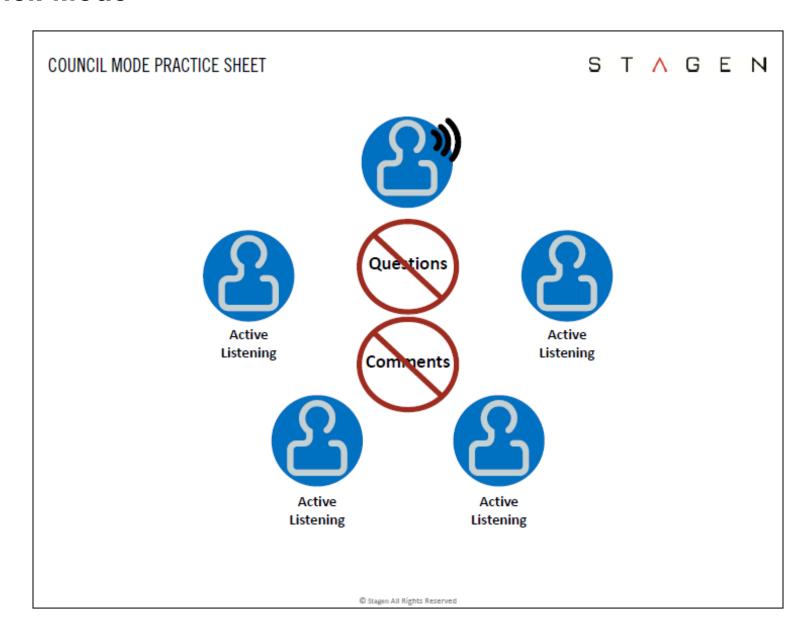
- Suspend judgment
- Understand and identify with emotions

Performance Journaling



36

Council Mode



Intent vs. Impact

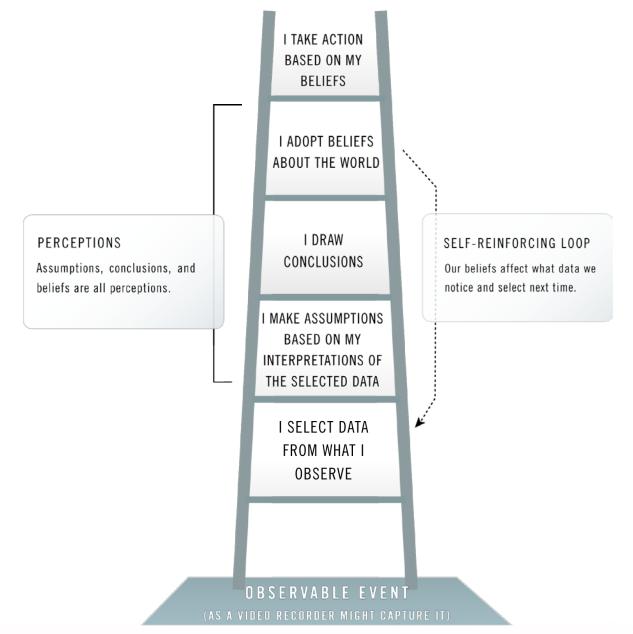
- Archer (intent)
- Arrow (message)
- Target (impact)



Framing



Telling Ourselves Stories Check-in



Constructive and Positive Feedback

Feedback Requirements:

1. Direct: speak to the person

2. Specific: give an example

3. Non-attributive: speak to their behavior not their character

Feedback Formula:

(S) - Situation

(B) - Behavior

(I) - Impact (own your experience by using "I" Statements)

Constructive Feedback
Situation: (name) , during the (situation) when you
(behavior) Impact:
I (am concerned that, feel disappointed that).
"Nancy the client talls me that she feels that your team has

"Nancy, the client tells me that she feels that your team has been unresponsive to her requests. I'm feeling a bit anxious that this will jeopardize our chances to renew the contract when it ends next month."

Positive Feedback (Ongoing Regard) Situation: _____ (name), during the _____ (situation) when you ____ (behavior) ... Impact: | _____ (appreciated, respected, was affected)

"John, I noticed that you provided detailed statistics during the client presentation that really helped clarify our position. I left the meeting feeling confident and hopeful."

in this way).

Achiever Mindset / Strategic Leadership

- Identify with being: highly rational, competitive, ambitious, autonomous and elite
- Emphasize: success and/or status as defined by material acquisition and upward mobility
- Strive for: excellence, advancement, prosperity, achievement, and status
- Prefer to follow strategic leaders:
 who are perceived to have the most
 expertise and ability to achieve goals



Traditional Mindset / Authoritarian Leadership

- Identify with being: dutiful, diplomatic, purposeful, self-sacrificing for future reward
- Emphasize: stability as defined by adherence to the "tried and true, natural order" of things
- Strive for: conformity to "traditional" values, rules, and social roles
- Prefer to follow authoritarian leaders:
 who are perceived as having positional and/or
 "moral authority" (based on traditional values
 and beliefs)



Pluralistic Mindset / Collaborative Leadership

 Identify with being: nonjudgmental, egalitarian, and socially and environmentally conscious

Emphasize: fulfillment as defined by personal growth, harmonious relationships, and "making a difference"

- Strive for: tolerance, cultural sensitivity, diversity, sustainability, interdependence
- Prefer to follow collaborative leaders:
 who are perceived as being aware, sensitive to the
 wellbeing of others, value consensus, and always
 treat others as equals



Power-Centric Mindset / Autocratic Leadership

- Identify with being: courageous, egocentric, impulsive, risk-taking, and often wild
- Emphasize: personal power as defined by the ability to live outside conventional rules
- Strive for:

 "living for today," being respected, feeling in control, and gratifying desires
- Prefer to follow autocratic leaders: who are perceived as having the most power



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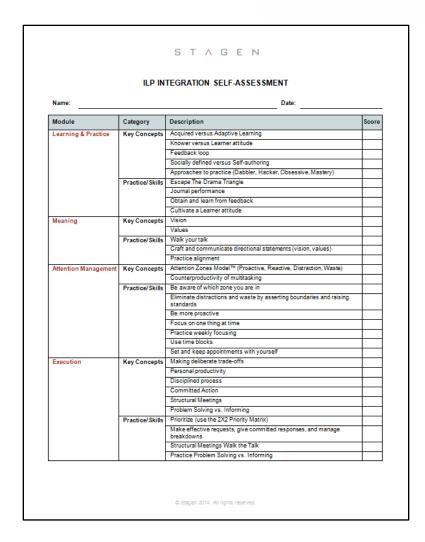
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Integration Self Assessment

10:00

Instructions:

- Individually complete the Integration Self Assessment
- Use the assessment key to score yourself on each Key Concept and Practice

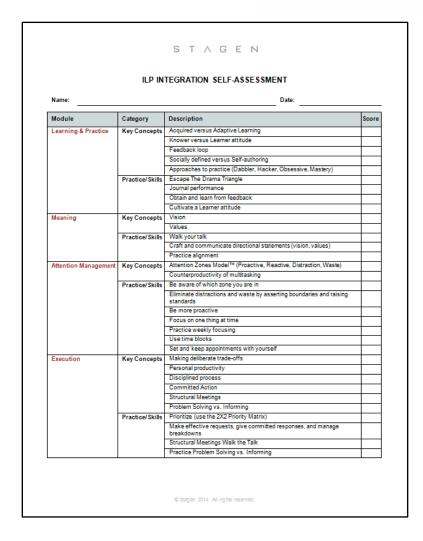


Integration Self Assessment

10:00

Instructions:

- With a partner share your assessment results
- Discuss the following questions:
 - What were the concepts and practices you resonated with most?
 - What were the concepts and practices you resonated with the least?



10:00



Implementation Plan Scores

Q1-Q3 Reflection

10:00

- 1. What do you personally want to experience from this program?
- 2. What are you willing to give to have that experience?
- 3. What are you willing to risk to have that experience?
- 4. What kind of experience do you want for other members of the class?



Q4 Intentions

2:00

- What do you personally want to experience from this program during the next quarter?
- 2. What are you willing to give to have that experience?
- 3. What are you willing to risk to have that experience?
- 4. What kind of experience do you want for other members of the class?



Sign and Seal Envelope



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Group Assessment & Learning



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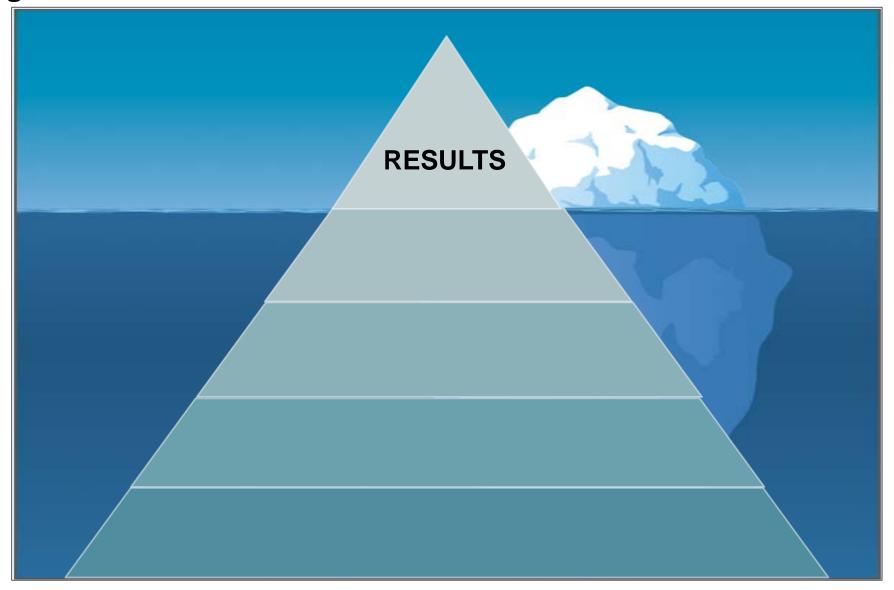
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High Performance Teamwork

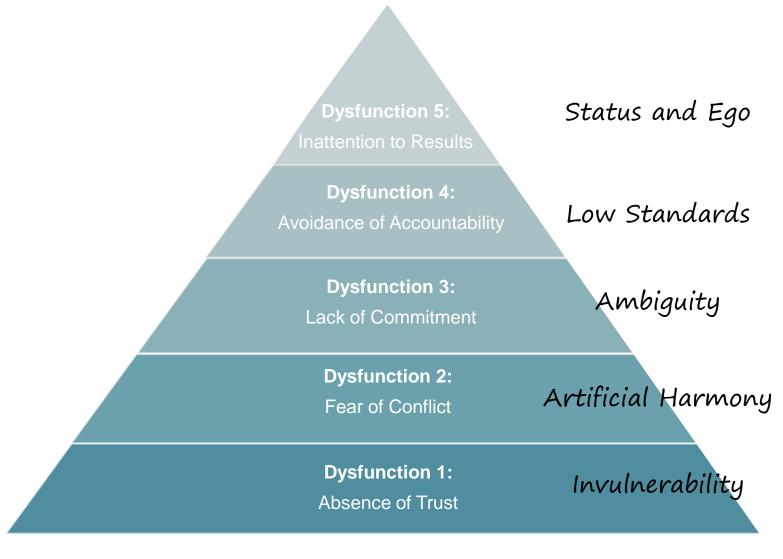


High Performance Teamwork



Source: Five Dysfunctions of a Team by Patrick Lencioni

Five Dysfunctions of Teamwork



Source: Five Dysfunctions of a Team by Patrick Lencioni

Take the High Performance Teamwork Assessment

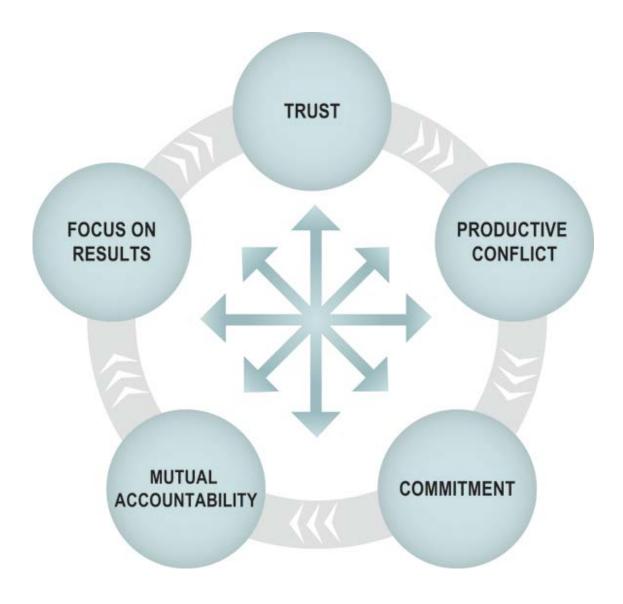
5:00

Instructions:

- Answer as honestly as possible
- Self-score using the key on the back

Adapted from Five Dysfunctions of a Team by Patrick Lencioni

High Performance Teamwork Capacities



HPT Practice Integration

TRUST

- Walk the Talk
- Positive Feedback
- Trust Formula

PRODUCTIVE CONFLICT

- Escaping the Drama Triangle
- Recalibration
- SBI, Telling Ourselves Stories, Active Listening
- Council Mode

COMMITMENT

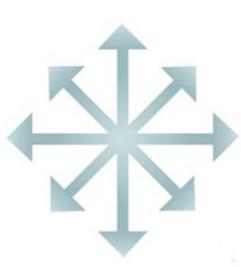
- Vision
- 2x2 Prioritization Matrix
- Structural Meetings



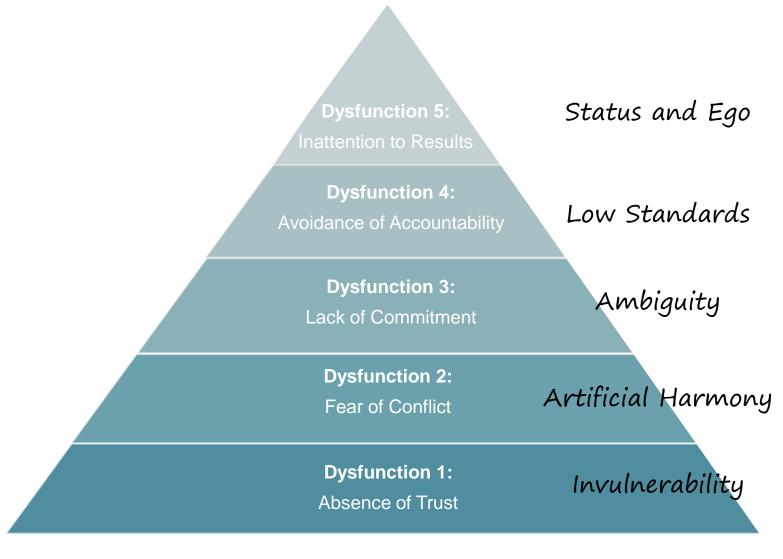
Committed Action



- Attention Management
- Vision (Goals)
- Gamefilming (AAR)



Five Dysfunctions of Teamwork



Source: Five Dysfunctions of a Team by Patrick Lencioni

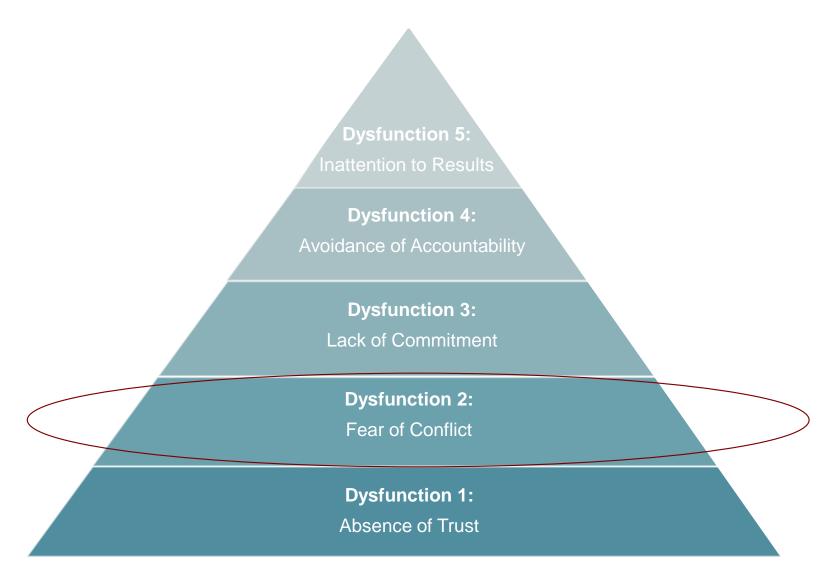
Five Dysfunctions of Teamwork

Dysfunction 5: **Dysfunction 4:** Avoidance of Accountability **Dysfunction 3:** Lack of Commitment **Dysfunction 2: Fear of Conflict Dysfunction 1: Absence of Trust**

Source: Five Dysfunctions of a Team by Patrick Lencioni

The Trust Formula

Five Dysfunctions of Teamwork



Source: Five Dysfunctions of a Team by Patrick Lencioni

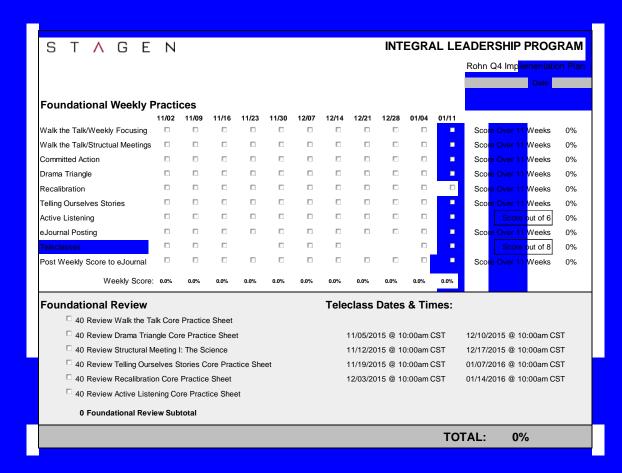
Productive Conflict

"Seek first to understand, then to be understood."

Steven Covey

Q4 Implementation Plan Assignments

- Foundational Weekly Practices
- Foundational Review



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A Path Forward



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