



7 TELLTALE SIGNS YOUR LEADERSHIP PLAN NEEDS A REBOOT

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CULTIVATE YOUR GREATNESS

Let's all agree on one thing: remaining profitable and a market leader over time is no small task. You have so much to contend with, including disruptions from competitors, technology, the environment, your workforce, and the list goes on.

Successful organizations who stand the test of time know that a rapid response to disruption represents a competitive advantage and a new opportunity for growth. But every disruption cannot be envisioned (hello, pandemic).

Your leaders, prepared with the right competencies and mindset, are the catalysts for powering through chaos and disruption.



HERE ARE 7 SIGNS THAT IT'S TIME TO REBOOT YOUR LEADERSHIP PLAN:

01.

LACKING RESULTS

In this increasingly digital, fast-moving, and competitive business climate, organizations without a leadership development plan hinder their ability to grow or maintain a competitive advantage. Leadership learning plans must align with business measures and ensure that new managers are prepared to manage change.

TIP:

Look for resources that empower leaders with continuous skills development around topics that support managing change like innovation, agility, resilience, and emotional intelligence.

02.

FIRST-TIME MANAGERS FAIL

A first-time manager is under tremendous pressure, and without the right preparation and coaching, they are likely to fall flat. Failure impacts performance goals, employee engagement, productivity, and the culture of the workgroup.

TIP:

Don't wait until employees become managers to develop them as leaders. Building your bench is crucial to strategic succession planning—and developing employees is critical to retaining them.

Building capabilities around developing people, creating accountability, driving execution, and applying emotional intelligence is **CRITICAL TO THE DEVELOPMENT AND SUCCESS OF A NEW MANAGER.**



03.

YOUR HIERARCHY IS COMMAND AND CONTROL

Organizations in every vertical are flattening their structures with deeply collaborative and cross-functional teams to drive innovation. Recent studies have shown organizations are changing their leadership competencies and expanding leadership capability to more employees.

TIP:

Recognize that leaders can take many forms.

They can lead a functional area, a team, or even a one-time project in your organization. Empower leaders with learning opportunities that cover agility, humility, leading teams, and customer-centric leadership.

04.

LEADERSHIP DEVELOPMENT FOR A FEW

A hero leader making all decisions is no longer effective. Modern organizations are agile and team-based. In the past, leadership training has been too exhaustive, too costly, and not contextualized for the learner. Today, the leadership development landscape has been reinvented and democratized to support future leaders at different levels in their career journey.

TIP:

Seek learning content that supports a leader

throughout their journey: first-time manager, mid-level manager, and leader of leaders. Opening leadership learning to all who are interested democratizes learning and supports an inclusive, continuous learning culture.

Seek learning content that supports a leader throughout their journey:

**FIRST-TIME MANAGER,
MID-LEVEL MANAGER,
AND
LEADER OF LEADERS.**



05.

POOR CSAT SCORES

When your employees engage with customers, they create a memorable experience that impacts your organization's brand, reputation, and revenue. If your employees are ill-prepared or unhappy in their role, interactions with customers can be unproductive or worse.

TIP:

Equip your front-line leaders with the mindset to listen and enable superior customer service. Solutions on emotional intelligence, coaching, developing people, and empathy can offer front-line managers insights to manage teams and drive customer satisfaction.

Leaders of customer-centric cultures identify unique wants and needs, understand customer processes, and exhibit worthy intentions.

EVERY DAY, THEY PUT THE CUSTOMER FIRST.

06.

NO SUCCESSION PLAN

Your organization is at risk without a solid plan for who would take over should one or more leaders become incapacitated, retire, or leave unexpectedly. Successful organizations regularly evaluate their plans and cross-train employees by developing leadership competencies, company knowledge, and a holistic understanding of the organization.

TIP:

Provide broad-based leadership development training to help those with leadership potential to evolve and meet leadership challenges whenever they arise.



07.

IN-PERSON TRAINING ON HOLD

Even in the best of times, your instructor-led courses can be sidelined due to budget constraints, instructor availability, changing business needs, and more. Merely moving a training event from in-person to online is not usually effective. Digital delivery requires different tools for engagement to fight boredom and facilitate learning.

TIP:

Find leadership training designed specifically for a digital experience to complement your instructor-led activities. Digital leadership content should include opportunities for multi-modal engagement and scenario-based learning.

With an agile mindset, your leaders will build the competencies to learn, respond quickly, overcome obstacles, and grow the organization.

Skillsoft's Leadership Development Program (SLDP) is powered by MIT Sloan Management Review, the preeminent content leader at the intersection of business and technology. SLDP addresses the changing way in which leaders must develop to ensure continued growth for themselves and their organizations.

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ABOUT THE SKILLSOFT LEADERSHIP
DEVELOPMENT PROGRAM.**

ABOUT SKILLSOFT

Skillsoft delivers digital learning, training, and talent solutions to help organizations unleash their edge. Leveraging immersive, engaging content, Skillsoft enables organizations to unlock the potential in their best assets – their people – and build teams with the skills they need for success. Empowering 45 million learners and counting, Skillsoft democratizes learning through an intelligent learning experience and a customized, learner-centric approach to skills development with resources for Leadership Development, Business Skills, Technology and Developer, Digital Transformation, and Compliance.

Skillsoft and SumTotal are partners to thousands of leading global organizations, including many Fortune 500 companies. The company features three award-winning systems that support learning, performance and success: Skillsoft learning content, the Percipio intelligent learning experience platform, and the SumTotal suite for Talent Development, which offers measurable impact across the entire employee lifecycle.

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