

OUR MISSION

“Our world is ever changing. Corporations must transform to meet the challenges of tomorrow. Today, we need leaders who can instill trust, inculcate values and inspire hope. Meta is committed to helping you transform your tomorrow today!”

John Ng, Ph.D
President,
Meta

We partner our clients to fulfill their strategic business initiatives by transforming leadership, renewing culture and developing human potential.



OUR **UNIQUE** DIFFERENTIATION

“We understand, analyze, design & facilitate”

1. WE UNDERSTAND

- Seek to understand unique needs of organization using appropriate focus interviews, survey, assessment tools.
- Foster strong relationship by working closely with CEO, senior management & task force to ensure success in intervention.

2. WE ANALYZE

- Diagnose precisely and clearly organizational needs
- Ability to recommend well-thought through solutions to meet short-term challenges for long-term impact

3. WE DESIGN

- Work closely with organization to design appropriate interventions to address immediate needs and future challenges
- Involve key leaders in recognizing the unique challenges and accepting the recommended solutions

4. WE FACILITATE

- Facilitate training & discussion to encourage ownership of challenges & solutions.
- Follow through on solutions by working with SALT members

SALT

“Intentional in Strategic Implementation”

S STRATEGIC

- Implement mission critical assignments to achieve organizational objectives.

A ACTION

- Select change champions, map out game plan & set deadline to achieve quick wins (META SALT template will be used).

L LEARNING

- Learn by doing as assignments are executed to improve on future projects.

T TEAM

- Promote cross-functional learning opportunity by working together to solve common organizational challenges.

SALT

SALT & Role of Sponsors

The SALT project

- is selected and embarked on by participants at the end of each leadership module
- is a mission critical project. Project selection will be made stringent to ensure that project outcomes have a significant impact on the organization. It will be within the participant's existing job scope and will not be an additional assignment
- is for participants to demonstrate the leadership competencies and skill sets learned during the program. Additionally, the participant's ability to translate concepts and skills into their workplace will be looked at.
- can become part of the participant's PMP (Performance Management Process)

SALT

SALT & Role of Sponsors

Role of Sponsors

- Approve *SALT* project after each module by confirming with participant and Meta consultant. *SALT* Project must be a mission critical project based on a specific leadership perspective, framework or competency learnt during the program.
- Meet with participant *at least three times* for 1- 2 hours within a 6-month period to debrief and follow through on the project and to ensure participant tracks milestones, meets deadlines and delivers on outcomes.
- Participate when necessary in discussions with the participant and Meta Consultant on the project progress (through conference calls etc.)
- Sign off on project with their input when project is completed.

META LEADERSHIP PROGRAM

- *ACHIEVE:*

High Performance Managerial Development

Objectives of our programs are to:

- Develop leaders with high integrity, strong emotional quotient and deep commitment to high-performance.
- Help participants learn critical leadership competencies and skills for successful leadership within the organization

ACHIEVE: MANAGERIAL LEADERSHIP DEVELOPMENT PROGRAM

ACHIEVE: Managerial Leadership Development Program (MLDP) is a modular leadership development program customized by META for managers in the organization.

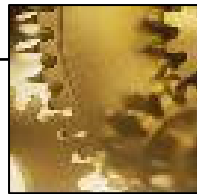
OUTCOMES

Managers will embrace new mindset, motivate staff, develop their capability, and use managerial tools and frameworks to become more inspiring and effective managers.

- **ACHIEVE** consists of five 2-day modules spread over a one-year period.
- Each 2-day module will be followed by a 1-day evaluation of the SALT projects to be undertaken by the participants.

MODULE ONE

SELF:
UNDERSTANDING SELF-LEADERSHIP



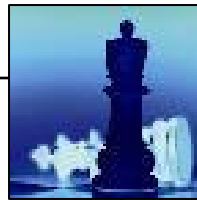
MODULE FIVE

CHANGE:
MANAGING TRANSITIONS



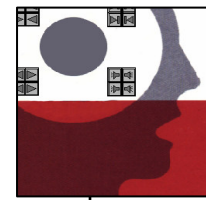
MODULE TWO

ACT:
EXECUTING STRATEGY



MODULE SIX

DIALOGUE:
COMMUNICATING CLEARLY



MODULE THREE

AGREE:
MANAGING CONFLICT EFFECTIVELY



MODULE SEVEN

COACH:
BEING A GREAT COACH



MODULE FOUR

TEAM:
MANAGING HIGH PERFORMANCE TEAMS



MODULE EIGHT

GROW:
MANAGING PERFORMANCE



ACHIEVE

A major part of the workshop is very interactive to create greater self-awareness plus learning experience from peer group members.



MODULE ONE:

SELF: UNDERSTANDING SELF-LEADERSHIP

TOPICS

- Meta Great leader Model
 - **Centered Leader**
 - **Call**
 - **Competence**
 - **Character**
- Centered: Focus on values
- Call: Focus on Passion
- Competence: Focus on Strengths
- Character: Focus on Trust
- What is Self-Leadership: Self-Awareness, Self-management, Other-Awareness, Other-Management
- How do leaders learn?

ACTIVITIES

- Reading: John Ng: What Makes A Great leader? And Self-Leadership
- Experiential Activity: Life Image
- Self Reflection: Centered: What values are important?
- Self Reflection: Call: What is my passion?
- Self Reflection: Competence: What are my strengths?
- Self Reflection: Why should people trust me?
- DVD: Cool Runnings
- Experiential Activity: Win as much as you can



MODULE TWO

ACT: EXECUTING STRATEGY

TOPICS

- What is Execution?
- Why does Execution Fail?
- The Connected Activities Map
- Case-Study of Connected Activities
- Formulation of Connected Activities in Organization
- Role Of Manager In Execution
- Managerial Styles: Authoritarian, Coercive, Coaching, Pace-setting, Democratic, Affiliative

ACTIVITIES

- Reading: Larry Bossidy & Ram Charan: “What Is Execution?”
- Case Study: Southwest Airline, Ikea & Vanguard
- ‘Live’ Case Study: Special Guest CEO to focus on Execution
- Formulating New Strategy For Special Guest
- Mapping the Organization Connected Activities: Strengths & Weaknesses
- Managerial Style Questionnaire (MSQ) Instrument



MODULE THREE:

AGREE: MANAGING CONFLICT EFFECTIVELY

TOPICS

- Conflict Perspective
- Types of Conflict
 - **Data**
 - **Interest**
 - **Value**
 - **System**
 - **Relational**
- Levels Of Conflict
- How to de-escalate conflict?
- Destructive Conflict Skills
- Constructive Conflict Skills:
Paraphrasing, Summarizing, Clarifying,
& Listening to Positive Voices
- Meta 8 Golden Rules

ACTIVITIES

- Reading: John Ng: Transforming Conflict Into Opportunity
- Experiential Activity: Girl & Sailor
- Self Reflection: Personal Conflict Chart
- Role Play: Conflict in the office
- DVD: Conflict Situations
- Applying Meta 8 Golden Rules



MODULE FOUR

TEAM: MANAGING HIGH PERFORMANCE TEAMS

TOPICS

- Why Team ?
- What makes a great TEAM?
 - **Transforming Leadership**
 - **Enhancing Relationship**
 - **Aligning Roles & Responsibilities**
 - **Managing Systems & Processes**
- Transforming Leadership: Vision & Goal Clarity
- Enhancing Relationship: Trust Relationship - Five Elements of Trust
- Aligning Roles & Responsibilities: Role Clarity
- Managing Systems: Efficient & Effective

ACTIVITIES

- Reading: John Ng: “What Makes A Great Team?”
- Experiential Activity: TEAMWORD
- Experiential Activity: Traffic Jam
- TEAM Survey Result
- Working On Team Strengths and Weaknesses
- Experiential Activity: Win As Much As You Can
- Case Study: Improving Process in Organization

ACHIEVE

MODULE FIVE

CHANGE: MANAGING TRANSITIONS



TOPICS

- Key Principles of Change
- Understanding Driving & Restraining Forces In Change
- What is Transition Management?
- Differentiating between Change and Transitions
- William Bridges Change Transitions Framework: Ending, Neutral Zone, New Beginning
- How do we manage transitions
 - *Managing the Ending*
 - *Moving from neutral zone*
 - *Facilitating New beginning*
- 2 Cs & 4 Ps in Communication
- Human Side of Change

ACTIVITIES

- Reading: William Bridges: 'Managing Transitions'
- Survey: Keeping Stock of Change
- Case Study: Where are people in transition process?
- Experiential Activity: Juggling
- Case Study: Working through ending, neutral zone, and new beginning

MODULE SIX

DIALOGUE: COMMUNICATING CLEARLY



TOPICS

- Communication Models: Linear, Transactional
- Types of Communication
- Communication = Content + Relationship
- Understanding & Interpreting Nonverbal: 5 Factors
- Elements of Effective Communication
 - **Clarity**
 - **Multiplicity**
 - **Diversity**
- The Effective Facilitator
- Dealing with Different People

ACTIVITIES

- Reading: Communication Article
- Johari Window
- Experiential Activity: Charade
- DVD: Communication
- Facilitation Role Play:
- Experiential Activity: Bubble, Bubble
- Role Play: Communicating Effectively
- Role Play: Overcoming Biases

MODULE SEVEN

COACH: BEING A GREAT COACH



TOPICS

- Meta 5 Cs of A Great Coach
- Character: The Power of Relationship
- Clarity: The Power of Excellence
- Competence:
 - ***The Power of Affirmation***
 - ***The Power of Feedback***
 - ***The Power of Flexibility***
- Consistency: The Power of Recovery
- Commitment: The Power of Possibility
- Meta Coaching Framework

ACTIVITIES

- Reading: John Ng: 'Marks Of A Great Coach', 'Affirmation'
- DVD: Chocolat: Contrast Madam & Mayor
- Meta Affinity & Respect Survey
- Experiential Activity: Web of Affirmation
- Successful People Two Questions
- DVD: Hospital: Giving Feedback
- Role Play: Coaching for Performance
- Experiential Activity: Tower of Power
- DVD: Ben Zander: The Power of Possibility
- Case Study: Implementing Meta Coaching Framework

MODULE EIGHT:

GROW: MANAGING PERFORMANCE



TOPICS

- Performance Management Perspectives: Grow Deep, Grow Out, Grow With, Grow Together
- Jack & Beanstalk: Learning to Grow
- Jaws: Identifying Your Fears
- All the World's A Stage: Managing Unpleasant Situations - 3 Stagers

“A Pound of Flesh”: Understanding Underlying Interests
Pride & Prejudice: Appreciating Personal Biases
Frodo & Sam: Building Trust Relationship
Chocolat: Coaching For Growth
Mission Possible: Let's Grow Together

A CTIVITIES

- GROW Grid
- Self Reflection: Competency Framework Management, Area of Development
- DVD: Chocolat: Contrast Madam & Mayor
- Rating Error: What are my errors?
- Top Ten Bingo: What are my fears?
- Successful People Two Questions
- DVD: Dreaded Appraisal
- Role Play: Performance Management of Difficult Situations
- Ugli Eggs

LEADERSHIP PROGRAM BENEFITS

- ***Perform Self-Assessment Using Instruments***

Analyze and appreciate own personality types and management styles through the use of instruments such as the MBTI and 360° Feedback Managerial Style Questionnaire (MSQ).

Manage Change Effectively

Learn how to manage change in the organization and reduce

- stress points by implementing the META change framework and managing the emotional side of change.

Develop a High Performance Team

Learn how to build and lead high performance teams through

- building a trust culture, vision-casting and understanding engagement/motivation factors.

LEADERSHIP PROGRAM BENEFITS

- ***Acquire Critical Leadership Skills***
Develop various skill-sets to utilize in the workplace: including effective coaching skills to mentor and support team members, conflict management skills to manage conflicts from escalating and methods of providing constructive feedback (both positive and negative) to manage staff performances.
- ***Build Your Team Members***
Develop coaching skills to identify competency gaps and overcome specific difficulties of your team members. Design a coaching program to improve their individual effectiveness and organizational performance.