

# CRITICAL COMPETENCIES FOR 21<sup>ST</sup> CENTURY LEADERS



01

- Developing self-awareness
- Resiliency
- Emotional fortitude

02

- Shared purpose
- Shared processes
- Clear roles
- Mutual accountability

Take yourself, your organization, and your community to new heights of success!

## OPTIMUMMGLOBAL

Leadership Development

Training and Workshops

Coaching & Mentoring

[www.optimumm.global](http://www.optimumm.global)

# 21ST CENTURY LEADERSHIP DEVELOPMENT

## What you need, and don't have, when it comes to leadership talent

Research shows that the four most important future skills - leading people, strategic planning, inspiring commitment, and managing change - are among the weakest competencies for today's leaders. Other areas where there is a significant gap between the needed and existing skill levels are: employee development, balancing personal life and work, and decisiveness.



Shaping leaders for tomorrow's global challenges is a matter of commitment to:

- Updating current leadership practices from ego-system to eco-system.
- Building the next generation of leaders able to innovate, unleash human potential for thriving, optimal performance, and positive impact.

Companies can equip managers with soft and hybrid skills, and help them become powerful change agents that raise the potential of others. Effective leaders today facilitate positive outcomes by tapping into the power of human energy.



## HOW TO BRIDGE THE GAP

There are five steps organizations can take to help bridge the gap between current leadership talent and future leadership needs:

1. Perform a needs assessment
2. Create a leadership strategy
3. Develop clear, specific goals and strategies for individual leadership development
4. Create systems
5. Evaluate.

We never take the one size fits all approach to leadership development. Instead we partner with our clients and help them design and deliver high quality, engaging programs and essential tools for managers and their teams.



# OUR SERVICES

We emphasize the importance of training and coaching Millennials, as our next generation of leaders.



## Leadership and Managerial Training



We partner with your organization to define training needs through determination of knowledge gaps and needs assessment. We develop and deploy instructor-led e-learning initiatives that don't require onsite presence. We incorporate motivating, creative, and interactive training techniques to enhance the training experience, in an effort to maximize learning and retention. We actively seek out new, cutting edge technology to further improve training initiatives and build efficiency.

## Talent Engagement Culture Design



Today, culture is a company's competitive advantage. If you're not proactive about designing your company culture, it is already being determined for you! We help you build a culture of creativity and innovation in your organization. We inspire and engage teams. We help you design a working culture that increases employee engagement, productivity, fulfillment, and brings more value for your customers.

## Workshops



We provide on-site workshops (half-day, one day, two days, or customized). All workshops are grounded in design and delivery best practices and theory. Each workshop includes activities, handouts, tools, assessments and presentation slides...along with a very engaging facilitator! Our current workshops deliver key learning on today's most pressing business needs!

## Coaching



As an ongoing performance development, we provide individual and team coaching support. We can help you build your own coaching culture. A strong coaching culture is a feature of an exceptional organization.



# WORKSHOPS & TRAININGS

- Leadership
- Communication Skills
- Coaching
- Customer Service
- New Manager
- New Employee Orientation
- Change Management
- Emotional Intelligence
- Project Management
- Attention Management
- Facilitation Training
- Talent Engagement Basics
- Understanding Change and its Impact
- Conflict Resolution for Workplace Teams
- High Performing Teams
- Building a Coaching Organization
- Great Coaching Dialog
- Helping Performers get Unstuck
- Generations Working Together
- Nurturing Diversity
- Creativity and Futuristic Leadership
- Manager's Guide to Employee Development



## OUR COMMITMENT

Rather than relying on antiquated, quantitative-based approaches, what if we consciously developed a future thinking competency within your organization? Equipped with this 21st-century mindset, your leaders—and, as a result, your organization—would be more flexible and resilient... able to embrace change and adapt to new conditions seamlessly.

We are devoted to providing one-stop solution for human capital development, through training, workshops, coaching, and positive culture design. We are committed to releasing human potential for thriving, optimum performance, and positive impact.

Leaders who create and operate in an ECO-SYSTEM organizational climate are committed to:

- Continuously learn and expand their own success, impact and growth.
- Help their entire culture thrive by helping all the people around them, and ultimately transform their organization.



## WHAT PEOPLE SAY

*"I had the amazing opportunity to be introduced to Maria during our company Leadership Training program and have benefited immensely on the knowledge and help she imparted. She personally went out of her way to ensure she helps an individual with all aspects, especially with mastering being effective and motivated at work. Maria was able to provide me with multiple tools that helped me with managing my workload and also helping me mold to a better professional. She is incredibly helpful and is always encouraging. Being a great mentor, I always turned to her to speak about daily struggles a person would come across at work and always was a phone call or an email away. I am extremely grateful for how caring and amazing she has been when helping me out and I hope everyone gets the opportunity to work with her."*

**- Upeka Hettiarachchi, Team Lead**

*"Your Training Program & Coaching sessions really helped me in my Career Growth. It not only changed the way I was looking at things but it also helped my team to go the next level. You had a Personal Touch with everyone in our Team. Thank you for visiting us in Sri Lanka."*

**- Aruna Damith Ratnayake ACMA, CGMA**

*"While I had a small part of the puzzle, Maria knew where to place it so I could better understand the situation I was in. She always had a bigger picture that I was not able to see alone. She was like a dictionary for all my problems. With all the support and courage she gave me, I am now more confident and doubt less, when facing uncertainty and change."*

**-Julia Kabdebo, Financial Analyst**

# ABOUT



**Maria Marc**

Facilitator, Change, Learning and Development | Trainer | Coach

*The world is facing a global leadership crisis at the moment. Research led by Rasmus Hougaard and Jacqueline Carter shows that 77 percent of leaders think they do a good job of engaging their people, yet 88 percent of employees say their leaders don't engage enough...therefore organizations and leaders aren't meeting employees' basic human needs of finding meaning, purpose, connection, and genuine happiness in their work.*

My name is Maria Marc. After +15 years worldwide leadership experience and a diverse international education I founded OptimummGlobal in 2015, with the desire to create more collaborative work environments, where people thrive and are happy to go to work.

OptimummGlobal is a leadership and organizational development consulting practice, focused on helping teams and organizations transform in areas like communication, conflict management, team building, culture design, and leadership development.

I inspire leaders (emerging and seasoned) expand their potential and impact, to become powerful change agents that raise the potential of others.

My specialty is helping IT / BPO companies in particular, build their human capital potential for tomorrow's global leadership challenges.

# TALENT WINS, PUT PEOPLE FIRST



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*"You get the best effort from others not by lighting a fire beneath them, but by building a fire within." - Bob Nelson*