

CREATING A FUTURE  
READY WORKFORCE  
THROUGH LEADERSHIP,  
CHANGE READINESS  
AND ADAPTABILITY

# OUR CORE EXPERTISE...

- 
- Creating Leaders who adapt to continual change and see opportunities in obstacles
  - Igniting energy, passion and alignment in teams to achieve business results
  - Fostering a culture that values diversity, builds empowerment and nourishes belonging
  - Building future-ready teams who respond to change, lead and drive innovation

40%

of jobs that exist today will not exist in 10 years time\*

Depression & anxiety cost the global economy \$1 trillion in lost productivity every year\*\*\*

375 mil

may need to switch occupations and learn new skills\*\*

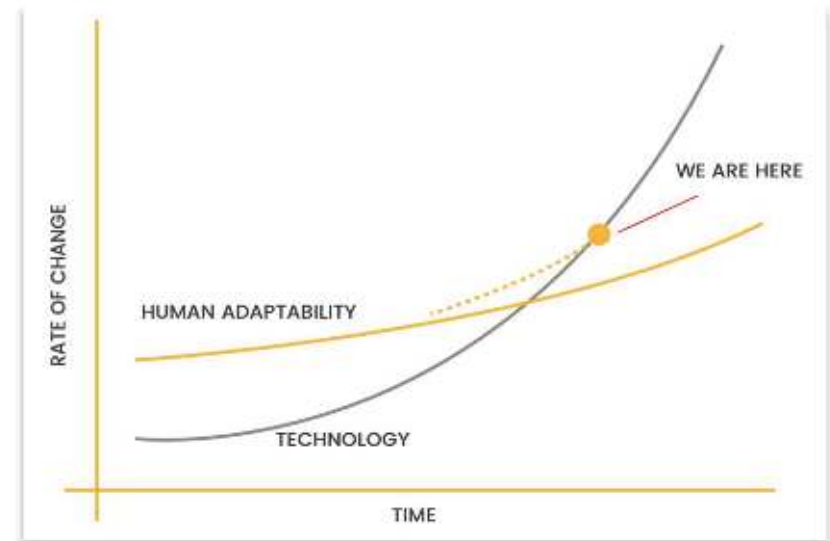
Sources: \* World Economic Forum, \*\* McKinsey&Company, \*\*\* World Health Organisation

## CHALLENGES

NO INDUSTRY IS SAFE FROM DISRUPTION & TRANSFORMATION

The level of work displacement is unprecedented. The pressure for people to upskill & reskill.

Emotional health is a global and industry wide problem and opportunity.



## A focus on change and adaptability transforms every area of the workforce

**Employee Wellbeing**  
Anxiety/stress reduction  
& resilience building



**Adaptable** Leadership Development



**Return to work safely**  
Adapting to new  
procedure changes

**Reduce Redundancies**  
Streamline, Scale



**Employee Job change and augmentation** reskilling

**Accelerating Innovation initiatives** identifying the right talent from the offset



**Digital Transformation**  
/ Change Programs

*Shifts in positions, titles, needs → related to what the company requires next. 'Role shelf-life'*

*Employees and teams aren't adapting quick enough and are at risk of being left behind. Causing stress, anxiety and friction.*

# 2021: Adaptability the #1 in-demand skill

L&D pros globally cited these skills as being most important this year, in rank order

- |   |  |
|---|--|
| 1 Resilience and adaptability                         | 6 Leading through change                     |
| 2 Technology skills/<br>digital fluency               | 7 Change management                          |
| 3 Communication across<br>remote or distributed teams | 8 Dealing with stress/<br>being more mindful |
| 4 Emotional intelligence                              | 9 Time management                            |
| 5 Cross-functional<br>collaboration                   | 10 Creativity                                |



Source: LinkedIn Learning Workplace Learning 2021



“77% of CEOs report not finding workers with the skills they need as the no.2 threat to their business. Sighting, neither technical or digital skills, but human skills as most important and hardest to find, with **adaptability in the top 5.**”

--- PWC 20th Anniversary CEO Survey. 

IT MATTERS  
NOW MORE  
THAN EVER



## What organizations are Saying:

Describe your Current Culture?

“The Shining” “Romper Room” “Hunger Games”

## THE RESULT...

Employees and teams aren't adapting quick enough and are at **risk of being left behind**. Causing **stress, burnout and collapse**. Organizations are experiencing loss of talent, friction, and worry about their future.

# 5 TIMES CLIENTS CALL US IN

- 
- 1) When leaders want to bring their vision to life
  - 2) When the organization wants to upskill and reskill current teams to successfully prepare for its future needs
  - 3) When a team needs to foster increased collaboration, build cohesion, and create an environment where team members thrive
  - 4) When an organization is in a state of change, technology, culture, mergers, and wants to champion new processes with mental flexibility, resilience, and motivation
  - 5) When human skills are needed to build a culture that rallies around diversity, engagement, retention, and development

# WHAT WE DELIVER



## LEADERS

- Curate a culture where people feel they belong
- Executive Presence
- Vision Casting
- Developing Others
- Visible Leadership
- Lead Change, Spur Innovation



## TEAMS

- Build Resilient, Cohesive, Collaborative Teams
- Foster Psychological Safety
- Provide Relevant Skills
- Instill a Growth Mindset
- Create Adaptive Change Leaders at all levels



## ORGANIZATIONS

- Increase Employee Satisfaction
- Retain Engaged, Diverse, Motivated Talent
- Identify Visionary Leaders
- Drive Transformational Change
- Deliver Measurable Results
- Build Change Ready Cultures

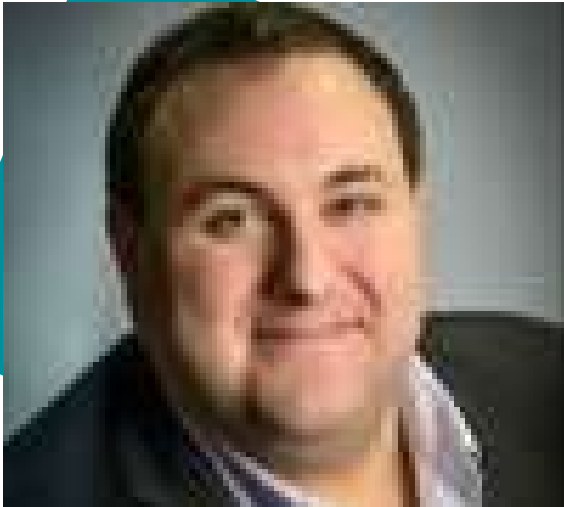


# NetAPP Fortune 500 Leader in Data Management Services

Delivering leadership, team development to support Innovation in a Fast-Growing Organization

“ It was certainly the most impactful coaching engagement I have ever had, and nothing proves that more than the results”

--- Russell Fishman, Sr . Director, NetApp



## SITUATION

- Senior Leader desires **promotion**
- Many innovative ideas
- Much time micromanaging team

## SOLUTION

- Built self-awareness
- Communication skills
- Empowering team by knowing and growing them

## IMPACT AND ROI

- Promoted within six months of coaching
- Regained 25% of time by building team engagement and accountability
- Now delivering innovative strategies to promote the growth of the company

# Federal Reserve Bank of Dallas

## Built Team and Organizational Capacity Increasing Team and Customer Performance



*I noticed that transactions are less transactional and process oriented, and more focused on how we can solve the problem."*

*--- The Federal Reserve, Sr. VP (internal Customer)*



### SITUATION

- Proficient yet siloed teams
- Customer Satisfaction Scores Reduced
- Organization Focus Groups identified concerns (communication)

### SOLUTION

- Build team's visibility and to shift to strategic customer partnerships
- Provide "just in time" skill building to increase communication and team collaboration
- Establish brand awareness and value
- Use data driven insights to laser focus solution

### IMPACT AND ROI

- Increase in all employee competencies measured
- Increase in Net Promoter Score and Overall Customer Satisfaction
- Three employees promoted into advanced roles within one year
- 162% validated ROI within 90 Days

# WEX, Inc., Fastest Growing Global Company Fortune Magazine

Developing, Coaching and Empowering Innovative Leaders

## COACHING YIELDS

- WEX is committed to developing its people
- External Coach supporting their internal leadership development program
- One Year of Executive Coaching
- 16 Leaders Coached, across Technology, Customer Service, Enterprise Strategy, Human Resources, Sales, Corporate Finance and WEX Health
- Levels, Sr. Director, AVP, VP, SVP
- 80% promoted or gained increased enterprise-wide responsibility within one year of coaching.



*“Debora partnered with WEX, Inc., delivering coaching to our leaders, many of whom advanced into positions that are more senior, and others increased responsibility, and all gained increase visibility as top leaders in our organization. Her insights and dedication to our success make Debora a valued coach.” --- Katelyn Gendron, Global Talent Manager*



# Measuring Adaptability across an Organization

## Creating Sustainable Employability, Solving Top Business Concerns



- Retention of Diverse and Motivated People
- Reskilling to create a future ready workforce
- Improving probability of success of digital transformations
- Curating a culture of employee well being at work
- Instilling the psychological safety and connectedness across teams
- Building the resilience, growth mindset and mental flexibility needed for today's employees, teams and organizations
- AQ Assessment 205 employees, 50 leaders, 40 teams, yields data driven insights to laser focus on solving today's top business concerns.



*"Having a growth mindset is perhaps one of the most important competencies that the workforce of the future should possess. But little is known on how to project who has a growth mindset. We typically give individuals the title of possessing or not possessing a growth mindset by looking at their past actions. Having the ability to anticipate change and quickly adapt to change is at the core of the growth mindset. competency. "*

*--- Stephen Booker, AVP FRBD*

# Dartmouth-Hitchcock, Largest Health System Employer in NH

## Creating Cohesive Teams to Spur Innovative Growth



*Our team is excellent. We are growing. You did your magic Debora.”.*

*--- Physician Leader, Dartmouth Hitchcock*



### SITUATION

- Community practices operating as a work group vs a team
- Different goals and objectives
- Proficient varied processes

### SOLUTION

- Supported CMO in vision for the practice
- Assessment and awareness of diverse team members
- Created a team identify and brand
- Crafted psychological safety to explore new ideas
- Strategic implementation of ideas for leadership, processes and growth

### IMPACT AND ROI

- Aligned goals
- Identified physician to rise to leadership
- Filled long term open position due to identified changes in the team culture
- Team reported a 500 % increase in team dynamics, shifting from a workgroup (-1 to a 4.5 /5 Team)
- Team launched new revenue producing services and reported increase in production



# Kaiser Permanente, Los Angeles Leading Edge Health System

## Provider Making Partner, Persuading Others, Gaining Influence and Discovering a Life



*Debora changed my life! Making partner, giving me the to use my voice to create positive change, shifting the culture of my workplace. I now find myself having greater reserve and energy for the things that matter to me. She is accessible, thoughtful, caring, highly resourceful, and competent."*

*Specialty physician Kaiser Permanente*



### SITUATION

- Specialty surgeon's goal to make partner meeting rigid criteria
- Team differences, personalities
- Burnout, overwhelm, sensing a lack of support

### SOLUTION

- Self awareness of limiting beliefs, mindset
- Communication adaptability, change leadership and conflict management skill building
- Development of personal network and visible brand
- Increased influence and relationship building
- Delegation, patient management and boundary settings

### IMPACT

- Achieved Partnership
- Communication across departments
- Effective educator and manager of patients demands
- Discovered a life beyond medicine
- Travel, mediation, spiritual connection and relationships brought back a sense of peace

# Growth Mindset: Collaborate, Contribute, Deliver, Innovate

## Procurement, Vendor Management, Supplier Diversity: Delivering Value to the Organization



*I noticed that transactions are less transactional and process oriented, and more focused on how we can solve the problem."*

*--- The Federal Reserve, Sr. VP (internal Customer)*



### SITUATION

- Goal: Procurement to be seen as a Strategic Partner to the Business
- Proficient yet siloed teams
- Organization Focus Groups: Customer Satisfaction Scores, Concerns

### SOLUTION

- 90 Day Action Focus Group
- Build team's visibility and to shift to strategic customer partnerships
- Provide "just in time" skill building
- Establish brand awareness and value
- Use data driven insights to laser focus solution

### IMPACT AND ROI

- Invited proactively "to be at the table"
- Increase in all employee competencies measured
- Increase in Net Promoter Score and Overall Customer Satisfaction
- Three employees promoted into advanced roles within one year
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# Technology as a Strategic Differentiator

## Growing Leadership, Empowering Team Development to Deliver Innovation

“ Orion brings together our Finance, Human Capital and Procurement technology systems into one ERP program that will collect, store, manage and interpret data from many of our business activities.”

--- Director, FRBD



### SITUATION

- Digital Transformation: Orion Project: Workday, Ariba
- Senior Leader, executive presence, strategic execution, influence
- Communication across leadership levels, national transition team
- Building CQ Change Intelligence throughout FMG
- Coach, Empower and Deliver through a High Performing Team

### SOLUTION

- Executive Coaching CQ Team Training
- Change Intelligence with Prosci Change Management
- Communication, Influence and Negotiation skills
- Empowering team by knowing and growing them
- Enterprise Mindset, Leading and Delivering Positive Change

### IMPACT AND ROI

- Implementation of transformation
- Regained 25% of time by building team engagement and accountability
- Increased productivity, focus and team growth
- Validated 134% ROI



# Risk Intelligence, Agility and Innovation

## Assessing Adaptability, Assuring Employability and Change Readiness



72% of senior executives ranked the ability to adapt and reskill and assume new roles as the top priority to navigate future disruptions.”

--- 2021 Deloitte Global Human Capital Trends Report

### SITUATION

- Participation in Aqai global study
- Assess, Align for Goals and Measure Impact of Adaptability
- Identify team differences to customize solutions

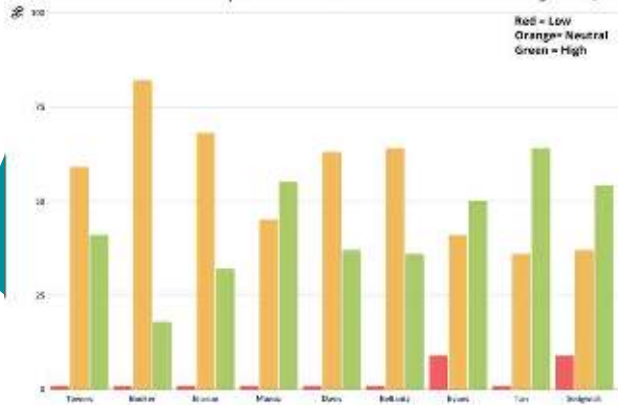
### SOLUTION

- FMG: 205 Assessments 100% Participation
- 10 Senior Leader Debriefs, 40 Team Results
- AQ and Superb Talent Webinar: Connecting the Dots, Dashboard
- Change Readiness and Reskill Index
- Alignment of Superb Talent and Superb Leadership Goals
- Data Science Driven Insights

### IMPACT AND ROI

- Individual dashboard to strengthen adaptability
- Dimensions have a direct correlation to business outcomes (3/15)
- Team awareness of areas of focus with insights and recommendations

All Teams Comparison: Mental Flexibility AQ



# 2022 Delivering Value through Technology

## Leveraging Capabilities of Workday, Adaptive Insights and Ariba



*This Photo by Unknown Author is licensed under [CC BY-SA-NC](https://creativecommons.org/licenses/by-sa/4.0/)*

- Goal to coach, empower team to deliver value through innovative processes, providing strategic support through an integrated finance process model and superior customer service.
- Action Focus Team: People Leaders
- Strengthen Inclusion: Providing psychological safety for exploration, creativity, empowerment and innovation
- Skill Building: Adaptability, Coaching Skills, Communication, Conflict Management, Negotiation, Influence, Executive Presence, Team Coaching
- Expected outcome: Measurable impact of Workday and Ariba adoption.
- Organizations that excel at inclusion are more successful, make higher-quality decisions, attract and retain higher-caliber talent and build better connections with clients and communities.

# RESULTS: AMOSKEAG HEALTH

## Merger: Culture Distinct by Design Aligned Culture/Increased Engagement



“Debora gave people a framework to think about their differences, a context and tools to move them along, an outside perspective, and a common language. Debora’s creation and facilitation of Action Focus Groups with our department leaders enabled us to achieve strategic priorities faster and with greater collaboration-and have fun doing it.”

--- Kris McCracken  
CEO, Amoskeag Health



## Instilling Change Leadership 87% increase in Processing



“I’ve been here through two mergers. We were all struggling to assimilate in a different culture. Debora facilitated a unified stance with a senior leadership team that was diverse in personality and style of management. Debora’s greatest contribution was alignment of team members and the management team in terms of common direction. If your leadership team is in alignment, it trickles down.”

--- Diane Trowbridge, Chief Operating Officer,  
Amoskeag Health



## Innovation and Adaption Results Improved Efficiency: from 10 days to 2



Action Focus Team Results: 90 Days Later

- Benefits review, revision of training/development/compensation and rewards program Increased Employee Satisfaction
- Analyzed workflow to maximize productivity, decreased workflow and redundancies via TEDD
- Improved culture with S.T.A.R.T with Heart

--- Myron Kuriak, Director of Human Resources



# OUR PROPRIETARY PROCESS

## The Renegade Leader Amplification Framework



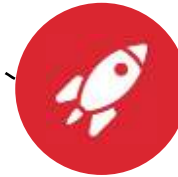
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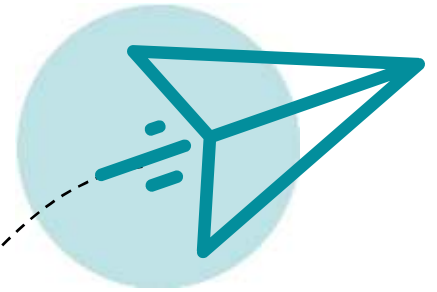
ALIGN



ACTIVATE



ACCELERATE



ASSESS

# A SAMPLE OF OUR SERVICES



## The Renegade Leader:

- Professional Assessments
- Executive Coaching
- Focused Leadership Development
- Skill Building

### Results: Increased

- Employee retention, growth
- Business performance
- Personal Brand, Visibility
- Strategic planning, improved innovative processes, consistent ability to deliver results
- Influence and Power Base
- Measured Success Metrics
- Three, Six to 12 Months



## Innovative Creative Action Focus Teams

- Professional Assessment: CQ/AQ/Team Q
- Focused Business Objective
- Individual Interviews
- Cohort Coaching/Skill Building

### Results: Increased

- Team cohesion, collaboration and communication
- Awareness and value of Diversity among team members
- Accountability and Accelerated Action
- Change and Adaptability
- Conflict resolution, Influence Skills
- Measured Success Metrics
- 90 Days to 6 Months



## Future Ready Organizations

- Professional Assessments: team/department/ organization
- Priority Focused

### Results: Increased

- Aligned Leadership
- Data Drive Decisions
- Retention/Engagement
- Customer Satisfaction
- Business Outcomes
- Change Leadership
- Adaptability
- Measured Success Metrics
- 6 Month to 18 Months

# YOUR INVESTMENT MATTERS... We Measure and Report Results

## FINAL REPORT EXAMPLE

**Executive Coaching ROI Report**  
Eric Smith  
Final Report | September 3, 2019  
Lara Johnson, Executive Coach

**Executive Coaching ROI Final Report**

**Coaching Client's Profile: Eric Smith**

The coaching client of this report is Eric Smith, a mid-level senior manager in a technology-based profession of senior-level support in a major metropolitan area. Eric's current position is a role of professional support in a large technology organization with a focus on team building to support the client's operations. Eric's current position is a role of professional support in a large technology organization with a focus on team building to support the client's operations.

**Coaching Client's Profile**

Eric is a mid-level senior manager in a technology-based profession of senior-level support in a major metropolitan area. Eric's current position is a role of professional support in a large technology organization with a focus on team building to support the client's operations. Eric's current position is a role of professional support in a large technology organization with a focus on team building to support the client's operations.

**Needs/Goals**

Eric's primary coaching goal is to improve his communication and leadership skills. He is seeking to improve his communication and leadership skills. He is seeking to improve his communication and leadership skills. He is seeking to improve his communication and leadership skills.

**Key Findings**

The report identifies the client's strengths and areas for improvement. The client's strengths include strong communication skills and a focus on team building. The client's areas for improvement include leadership skills and communication skills. The client's areas for improvement include leadership skills and communication skills.

**Summary of Results**

The client's coaching results are summarized in the following table:

Category	Baseline	Current	Target
Communication	75	85	90
Leadership	60	70	75
Team Building	80	85	90
Client Satisfaction	85	90	95
Overall ROI	80	85	90

**Final Report**

The client's coaching results are summarized in the following table:

Category	Baseline	Current	Target
Communication	75	85	90
Leadership	60	70	75
Team Building	80	85	90
Client Satisfaction	85	90	95
Overall ROI	80	85	90



# Examples of Organizations Impacted

## Healthcare



## Finance



## Technology



## Manufacturing/ Retail



## Hospitality



## Government / Non-Profit



# YOUR TEAM



Debora McLaughlin

Debora is CEO of the woman owned Renegade Leader Coaching Consulting Group and bestselling author of *The Renegade Leader*, *9 Success Strategies Driven Leaders* and *Running in High Heels*, *The Adaptive Factor* to be published in 2022. She is a contributor to *Inc.*, *Forbes*, *The Wall Street Journal*, and other media.

Holding leadership positions in Fortune 50 organizations, Debora offers inside experience to help clients overcome roadblocks to change and innovation. She believes people are the key to success. Debora brings to this engagement over 20 years of coaching/consulting experience and leads a global team of consulting specialists providing organizational results in **retention, engagement, diversity and inclusion, strategy, growth, innovation, change leadership and employee well being.**

Debora holds two Masters of Art degrees in Psychology with a foundation in behavior change, is an ICF PCC coach with advanced certifications in Executive Coaching and Leadership Development.



## Team

Our team is comprised of thought leaders, authors, speakers and professional coaches, consultants and strategies that deliver business results. Our goal is to bring out the best in teams, to ignite and re-energize teams and to support thriving growth-oriented organizations and leaders who want to be seen as distinct and value contributing to the world.

Our experts include:

- Data scientists
- OD specialists
- Strategic Advisors
- Career Specialists
- Media and Brand Experts
- Story Telling Strategists
- People, Performance and Positivity Partners for Success





## CONTACT INFORMATION

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