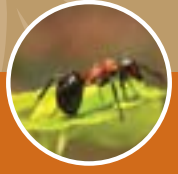




NINE CONVERSATIONS IN LEADERSHIP™

A WORLDSVIEW™ INTERVENTION



WorldsView™ Consulting partners with organisations on transformational journeys



For organisations seeking sustainable, results-orientated leadership development, **Nine Conversations in Leadership™** is an innovative intervention that acts as a catalyst for long-term leadership development throughout the organisation.

Unlike other leadership programmes, the **Nine Conversations in Leadership™** intervention works at the levels of knowledge, values and behaviours to achieve holistic leadership growth.

Metropolitan Health

Metropolitan Health is one of South Africa's leading providers of medical scheme administration and managed care solutions to the employer groups and medical schemes of blue-chip and multinational corporations, public enterprises and government departments.

Metropolitan Health solutions are customised to the client's needs and include fully outsourced administration, system licencing options and integrated or stand-alone health risk management solutions.

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The Power of Alignment through Leadership – in the Insurance Industry

Metropolitan Health

Jennifer Curle

Learning And Development Manager

Metropolitan Health builds internal networks with **Nine Conversations in Leadership™**

Jennifer Curle, the company's learning and development manager, sought a leadership programme for senior executives that aligned with the organisation's vision and culture, and that synergised with its existing leadership programmes.

*"I chose the **Nine Conversations in Leadership™** intervention because of its logical structure supported by relevant reading material and practical assignments," Jennifer says. "We already have several programmes in place for our leaders and managers across the company's staff complement of 2200, but I was looking for a solution for the company's senior management. These are the people responsible for our various business units. They have significant organisational deliverables and need to understand the importance of their roles. Leaders of people struggle to meet and understand one another's environments. The monthly commitment to attend the **Nine Conversations in Leadership™** has opened communication channels tremendously, engaged discussion and debate on leading the 'MHG way' and, after seven conversations, we're already seeing a shift in alignment in several of the divisions."*

Jennifer is one of the ten Metropolitan Health Group senior executives taking part in the **Nine Conversations in Leadership™** intervention. *"Sharing our experiences and 'war stories' has been an eye-opener as the ten people all come from very different areas. We're learning from one another and we're learning how the different parts of the company fit together to form a unit," she says. "In my professional capacity, I interact with them all regularly anyway, but the other members of the group have now built their own very effective network, which is already one of the greatest achievements of the intervention."*

"In working through the conversations, we've built a huge amount of trust in the group and we've also been able to challenge Metropolitan Health's vision, examining how each of our departments is aligned with this. It's given us the knowledge and the confidence to challenge our CEO about the relevance and effectiveness of the company's vision, and he's ready to engage with us so that we can align the company properly to deliver on its promises," Jennifer adds.

Furthermore, Jennifer is already seeing a change in how some of the departments within Metropolitan Health are approaching their tasks with focus on their context in the company, rather than their previous approach of working in isolation. *"IT has always been one of our weakest links, but the IT department in particular has experienced a significant shift. They're now creating a vision for their department that links specifically into that of the organisation, and the change in their approach, and their efficacy, has made a tremendous difference to our organisation," she says.*

Jennifer has taken the principles she's learned in the **Nine Conversations in Leadership™** intervention, and is applying them in her own environment. *"My team is currently doing their own alignment study, in which they're researching how the learning and development department fits into the Metropolitan Health community. This is going to help us make sure that the services and interventions that we offer as part of our duties are aligned with the company's vision."*

Participating in the **Nine Conversations in Leadership™** intervention has changed Jennifer's approach to her role. *"It's reinforced so much information that I share with others as a function of my job, I but had not applied it to my own environment," she says. "I'm now practising more of what I preach and I'm learning so much, being on the opposite side of the classroom to where I normally find myself!"*

Jennifer has found the structure of the **Nine Conversations in Leadership™** intervention to be particularly effective. *"The month-long, two-week intervals between conversations give us all the chance to internalise what we've learned, to apply it in our working environments through the assignments, and to read in preparation for the next conversation. In my opinion, this makes the **Nine Conversations in Leadership™** intervention one of the more effective leadership development initiatives that I've come across in all my years of arranging staff learning and development programmes."*

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