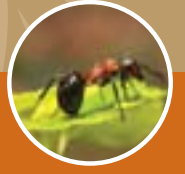




## NINE CONVERSATIONS IN LEADERSHIP™

A WORLDSVIEW™ INTERVENTION



WorldsView™ Consulting partners with organisations on transformational journeys

## The Power of Alignment through Leadership - in the Insurance Industry

Discovery Health  
Magda Auret  
Customer Relationship Manager

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.

### About Discovery

Discovery offers a wide range of financial services and assurance products to cater for the individual's and family's needs. Discovery is a business about people and believe that their people are their greatest asset.

[www.discovery.co.za](http://www.discovery.co.za)

Magda Auret is a Customer Relationship Manager at Discovery Health, dealing with escalated customer queries. As part of the company's High Performance Programme to develop future leaders for Discovery, Magda was chosen to participate in the **Nine Conversations in Leadership™** intervention.

Since she started the **Nine Conversations in Leadership™** intervention, Magda has noticed a positive change in her approach to her job and her excitement at the lessons she's learned has been passed on to those around her, influencing her entire environment to adopt a transformational approach to daily functions.

*"I've worked at Discovery for nearly five years now and, even though I'd moved up the ranks, I still felt like I hadn't really achieved much. By the end of 2007, I probably wasn't the most positive or inspirational person to have around, but the **Nine Conversations in Leadership™** intervention has changed my whole approach and that of the people around me."*

*"I've now got a sense that I don't have to be in a management position to be a leader – anyone can be a great leader in their own context – it's all about attitude and how you approach each and every situation."*

One of Magda's biggest roles is dealing with disgruntled customers who have exhausted every other route possible in their quest to have a query resolved. She also manages a team of diverse personalities, where conflict is not uncommon.

*"Participation in the **Nine Conversations in Leadership™** intervention has given me the confidence to approach conflict situations and to tackle the issues from a transformational point of view. I've dealt well with the internal conflict situations, turning the most negative of my team members around, and am confident that my customers have benefited from my new approach."*

While Magda understands why she and certain of her colleagues were nominated to take part in the **Nine Conversations in Leadership™** intervention, she believes that the unexpected benefit to the company is probably far more widespread than its management could have anticipated.

*"Other people in the customer care environment have been won over by the new approach that those of us participating in the **Nine Conversations in Leadership™** intervention have brought to the workplace. We've spread the word about the importance of positive attitudes and aligning everything that we do to the company's goals. The action projects that are part of the intervention have also made a great impact on how our whole environment has evolved."*

The leadership tools that Magda has learnt in the **Nine Conversations in Leadership™** intervention have been useful at home, too.

*"It's changed how I deal with my husband and sons as well – we've all started looking at conflict situations differently and our home is a much more peaceful place!"*

WorldsView™ Consulting

Contact us: [marketing@worldsv.com](mailto:marketing@worldsv.com) • [www.worldsv.com](http://www.worldsv.com)

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