



...one conversation at a time

Why do most strategies fail to be successfully implemented?

Great leadership transforms strategy into exceptional performance. The success of leaders is based on the power of their conversations.



Exceptional performance is achieved through conversations...people align their actions, make commitments, share information across organizational boundaries, resolve issues, build partnerships and create new products and services.

Unproductive conversations and silence are organization killers!

- loss of lives, financial ruin
- negative relationships
- reduced innovation
- ineffective governance efforts
- loss of public support

Remember these disasters:

Enron collapse
Walkerton water contamination
Columbia Space Shuttle tragedy
Government scandals

In each case, leaders who encouraged honest conversations and fostered accountability could have played a significant role in preventing them or in minimizing their impact.

The Nxk Solution- Straight Talk to Results- Building Leadership Capability

Nxk offers enterprise-wide leadership strategies along with multi-dimensional leadership programs. We provide the practices and tools to minimize silence and foster productive conversations, building a culture of accountability, collaboration and trust... whether in running meetings, implementing strategy, developing partnerships or improving customer satisfaction.

Our approach is powerful, applicable and sustainable in the real world.

Nxknowledge helps leaders turn strategy into exceptional performance... one conversation at a time!

Straight Talk to Results: Building Leadership Capability

Our leadership solutions provide a complete suite of leadership programs in English and French

- Productive Business Conversations
- Leading Exceptional Teams
- Coaching For Results

Our Approach

We offer a *multi-dimensional* blended learning approach by combining face-to-face learning and group work with online learning resources.



Programs are available in a virtual environment. Online community of practice also is available.

Assessment

- Organizational on-line tool to diagnose leadership capability in developing an enterprise-wide leadership strategy
- Multi-feedback online assessment tool (self, direct reports, manager and peers) for each leadership learning program
- Self and Other reports support user in choosing a leadership learning path

Leadership Workshop

- Small and large group discussions and case studies to help apply learning
- Integration of the online learning resource that supports the content for each module
- Focus is on practical application of learning to real workplace issues

Making it Happen/Action Learning

- Examination of workplace and leadership successes and challenges
- Additional content and skill building will enhance learning
- Supported by online learning resource

Productive Business Conversations

Imagine... having productive conversations, where real issues are surfaced, views are openly shared, effective decisions are made and action is taken

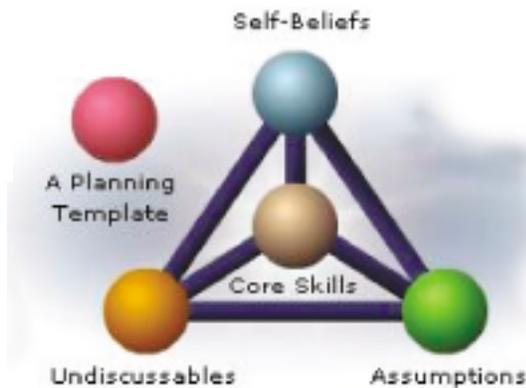
Benefits

- Have more fact-based and transparent conversations with your employees, business partners and customers
- Be prepared to have the difficult conversations and ask the tough questions
- Work with a 5-step process for your next meeting
- Use of PBC Online, a desktop resource*

Key Questions Addressed

Knowing what I know, how can I plan for my next meeting?

What can I do about the business issues that don't get talked about in meetings?

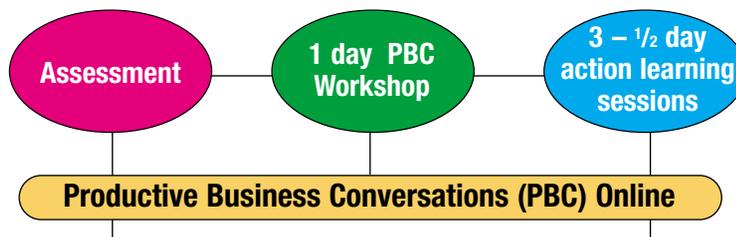


What keeps me from taking necessary risks or saying what needs to be said?

What can I do to improve the quality of conversations in meetings?

How can I get people to think for themselves and challenge each other's thinking?

Process



Visit www.nxknowledge.com/pbcdesc.html to try out a demo of PBC *Online*.

Leading Exceptional Teams

Imagine... developing collaborative working relationships that build the resilience, innovation and accountability required to meet increasing demands

Benefits

- ❑ Build exceptional teams, leading from partnership
- ❑ Deal more effectively with the difficult dynamics in your team
- ❑ Become a more authentic leader, knowing how to be true to your values within the context of the business strategy
- ❑ *Use of LXT Online, a desktop resource*

Key Questions Addressed

How do teams come together to produce value and achieve required results?

How do I deal with tough team situations?

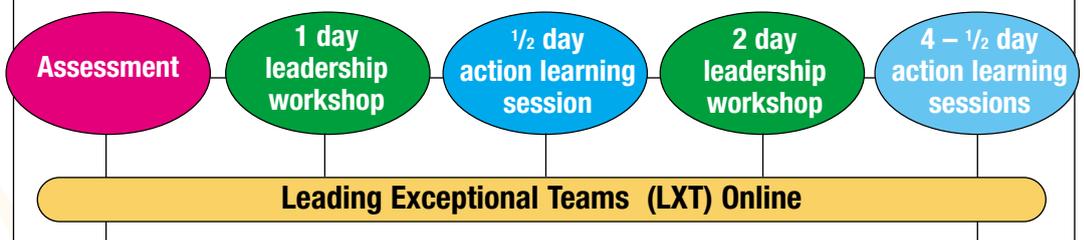


How do I instill initiative and ownership in my team?

What are the steps I need to take to build an exceptional team?

How do I build my confidence so I can walk my talk?

Process



Coaching For Results

Imagine... helping others develop the confidence, energy, enthusiasm, and skill to take on new challenges

Benefits

- A simple approach to coaching using a versatile four step process
- Recognize patterns of thought and behaviour that prevent people from achieving their goals
- Help others develop their confidence and capabilities
- Use of CFR Online – a learning nugget*

Key Questions Addressed

How can I help others find their own answers?

How can I help others have the confidence to take on new challenges?



How can I help others become aware of how they hold themselves back?

How can I get better at listening and asking good questions?

What steps can I take to help people improve and meet their goals?

Process



Online Learning Resources

We have applications with a clean, visually appealing interface allowing for easy navigation and learning

Knowledge Place

Why is it important?

Benefits that you can achieve

Frequently Asked Questions

Answers to critical questions

Tips and Tools:

Things you can do right away

Search for easier navigation



Print as a reference

Links to related sections for easier navigation

Bookmarking

Practice Field

An interactive learning adventure to improve your understanding and try out the tools. View a business-based scenario, complete with video stills and sound

Scenario of undiscussables at work



Test yourself - apply your learning and receive immediate feedback

Features

- 100% Web-based interface
- Multiple ways to move through content
- Available in English & French
- Printable pages for reference
- Bookmarking and Search capability
- Developed and tested in alliance with Clarica/Sun life Financial

Straight Talk to Results: Building Leadership Capability

Imagine... the power of people and their performance when knowledge and know-how are transformed into effective action. That's what Nxknowledge is about. Straight talk. No Nonsense



We have an extensive track record of helping leaders significantly improve the effectiveness of their organizations. We are passionate about supporting leaders and teams to improve their capability to work together effectively. We work in partnership with our clients to design and implement innovative and pragmatic leadership solutions, ensuring that they are in touch with ***what's next and what matters.***

“ *Our team of leaders now are able to make more effective business decisions that are quickly carried through to implementation because our conversations are more transparent and fact based. We have extended our dialogue skills to our conversations with our customers which has improved our relationship skills and customer satisfaction.* **”**

Carol J. Gray, Executive Vice-President • CIBC Small Business Banking



Experience

Some of our clients:

- CIBC
- Clarica/Sunlife Financial
- Canadian Centre for Management Development
- Chaitons Barristers & Solicitors
- South Africa Work & Health
- McMaster University
- Ontario Public Service
- Petro Canada
- Royal Bank
- St. Michael's Hospital
- Walkerton Inquiry
- E.I. Dupont
- General Motors
- Imperial Oil Ltd.
- Cameco Corporation

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