1. Build Trust.

Trust is a feeling you have towards another person. Exceptional leaders have developed the ability to emotionally connect with everyone on their team – regardless of their age, gender, ethnicity, experience, qualifications, level of intelligence, years of service or behavioral style. Everyone on the team feels comfortable communicating with them, and being open with them about their dreams, their fears and what they believe needs to be done to improve performance. This skill requires a very high level of interpersonal flexibility and emotional intelligence.

2. Mentoring – Coaching for Performance.

The ability to sit down with a team member and have an open, honest discussion about their performance is an essential leadership skill. But it won’t happen until there is a high level of trust and mutual respect – the first skill is a prerequisite. Not just having the skill – having implemented it with each and every team member. The application of this skill guides the team member to establishing their own goals and action plans for delivering exceptional value to both external and internal customers.

3. Inspire Commitment and Passion.

Employee passion is the number one driver of “value creation”. Passionate employees inspire passion in customers. Passionate customers not only keep coming back, they insist that their friends and family do business with you as well. One of the most important things a leader can do is to inspire employees to be passionate about their work, and about the organization. Only then will they deliver value your competitors can’t match.


The ultimate achievement for an exceptional leader is to make themselves redundant – to build a team that takes ownership of their own performance and is totally committed to delivering exceptional value every day. Whilst the team may achieve high levels of performance individually and collectively, the need for a leader to provide inspiration, guidance and mentoring typically does not go away.

What some leadership programs attempt to do is teach these skills in one session – whether that be a keynote speech of 90 minutes or a five-day intensive leadership retreat. The reality is each of these skills needs to be applied before they are really learned. The uniqueness of Intégro’s approach is to focus on developing one skill at a time and requiring leaders to apply that skill in the workplace.

Any attempt to speed up the process to a point where leaders do not actually develop the skills will result in a failure to produce the ultimate outcome – customers receiving value that your competitors cannot match. So while the four basic leadership skills needed to build high performing teams that deliver value look simple – each skill is quite complex to master, and must be mastered before the leader can progress to developing the next skill.
Increasing 
Customer Loyalty & Passion

Adept’s approach to leadership development, utilizing the Integro Leadership System, focuses on customer loyalty, and loyalty is what binds a customer to a company. Customer loyalty is also the key to referral business, which sustains not just small organizations but large ones too.

1. It is a process not an event. Adept’s Intégro Leadership Process consists of four levels of leadership development designed to be run over approximately 15 to 18 months.

2. The appropriate use of learning instruments. In addition to Intégro’s Flexibility and Trust Survey, we have included a number of learning instruments developed by Inscape Publishing, Inc. to provide leaders with feedback about different aspects of their behavior. Each new layer of self-awareness contributes to an ongoing increase in emotional intelligence.

3. Application in the workplace is required. After each session there are specific application assignments leaders complete with their teams. The focus of these assignments is on the employee... increasing their engagement and commitment, and focusing them on delivering value to the customer that your competitors can’t match.

4. One-on-one coaching. Follow-up coaching for each leader is provided after each session, with a focus on supporting leaders in achieving their own personal development goals, as well as coaching them through the implementation of the assignments with their teams.

5. The Leadership Development Journal. During each session leaders receive a journal that outlines their individual and team action steps and provides the opportunity for them to document progress made for debriefing in their one-on-one coaching sessions.

Take your team through:
1. Work Expectations Profile and debrief
2. Take your team through the our Assessment Process
3. Workplace Profile and Mentoring Planner
4. Take Your Team through the Team Dimensions
5. Profile and Z-Process
6. Continue to take your team through the Continuous Improvement Process
7. Involve all Employees in dialogue on the purpose of their roles and alignment with the vision
The Leadership Development Process

Level 1: Engaging Leadership
- Leadership behavior creates culture – Increasing emotional intelligence and behavioral adaptability

Level 2: Coaching for Performance
- Using feedback, coaching and listening adaptability to increase employee responsibility and accountability

Level 3: Visionary Leadership
- Aligning all employees with your organization’s Purpose, Values and Vision

Level 4: Building High Performance Teams
- Identifying Team Roles and implement a Team Process based on Shared Leadership
- Celebrating Success Stories
- Teams present what they learned and how it was applied to continually improve their performance and results

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The Leadership Development Process

- Engaging Leadership
  - Leadership behavior creates culture – Increasing emotional intelligence and behavioral adaptability

- Coaching for Performance
  - Using feedback, coaching and listening adaptability to increase employee responsibility and accountability

- Building High Performance Teams
  - Identifying Team Roles and implement a Team Process based on Shared Leadership

- Celebrating Results
  - Teams present what they learned and how it was applied to continually improve their performance and results