

Customer Leadership Program

Quarterly Update, December 2023

RECAP

Leaders went through the “**Navigating Challenges**” learning path, designed to develop behaviours such as stress tolerance, resilience, tolerance of ambiguity, adaptability, & flexibility. The learning objectives focus on understanding mindfulness, engaging in meditation, embracing cognitive flexibility through new experiences, combating negative thinking, recognizing the impact of purpose on resilience, and adopting effective decision-making strategies under uncertainty or high pressure.

Kickoff: October 2, 2023

Ended: November 30, 2023

KEY METRICS



91%
completion rates
(10 fully completed)



5.5
average 360s sent



1.7
average logins/week



9 m 51s
average time on app

OVERALL SUMMARY

- 10/13 leaders fully completed all content; engagement was good at live sessions, although dipping slightly for one
- Leaders found the timing, pace, and structure suitable
- May schedule one live session/learning path in 2024
- EC leadership and support is valuable to engagement, but not required in-person

LEADER STATS & FEEDBACK

MOST ENGAGED

1. John Smith
2. Jane Smith
3. John Smith

LEAST ENGAGED

1. Jane Smith
2. John Smith
3. Jane Smith

100%
AGREE

The facilitated sessions and content was valuable.

100%
AGREE

I enjoyed the overall experience with Monark.

50%
AGREE

I feel more confident as a leader.

88%

Actively sought or encountered situations where their new skills were useful.

FEEDBACK

- “Overall, the sessions and content were very useful. In particular, the content was highly digestible and engaging. If possible, you could make the sessions even more interactive.”
- “Recognizing that lessons were kept brief by design, I will need to spend more time learning the material before I can confidently say I am able to apply in day to day activities. The lessons served as a great introduction to some topics and tools for future exploration.”

Next Up

Leading High-Achieving Teams: which focuses on developing behaviours related to recognizing and rewarding contributions, coordination, delegating, talent management (including recruiting, identifying, and building talent), influencing others, providing feedback, and performance monitoring to effectively lead and support high-achieving teams.

Kickoff: January 2, 2024

FACILITATOR NOTES

- Engagement was good overall (especially after activities, which usually got them talking more than discussion prompts)
- Better engagement at virtual sessions vs. having ARC team in boardroom
- Recommend not having JG in room for live sessions (hampered leaders ability to vulnerable and open about challenges)
- Favourite session was purpose