

At the heart of your business

Heartstyles in your organization





Embedding Heartstyles in your organization

The benefits of character development are well understood. Character helps us make better decisions, enjoy healthier relationships, and live richer lives. When individuals, teams, and whole organizations choose effective behaviors that come from knowing and developing character, those individuals, teams, and the organization will thrive significantly.

Heartstyles is the means by which you can bring these advantages to your workplace.

How, then, does Heartstyles work in an organization? How do you and your people engage with Heartstyles over, say, a three-year period? How do you integrate Heartstyles with other tools, providers, and learning technologies in your organization?

And how do we sustain Heartstyles in your organization?



How Heartstyles works for individuals

We measure:

We use our proprietary assessment tool, the Heartstyles Indicator to provide participants with a 360-degree snapshot of their current behaviors.

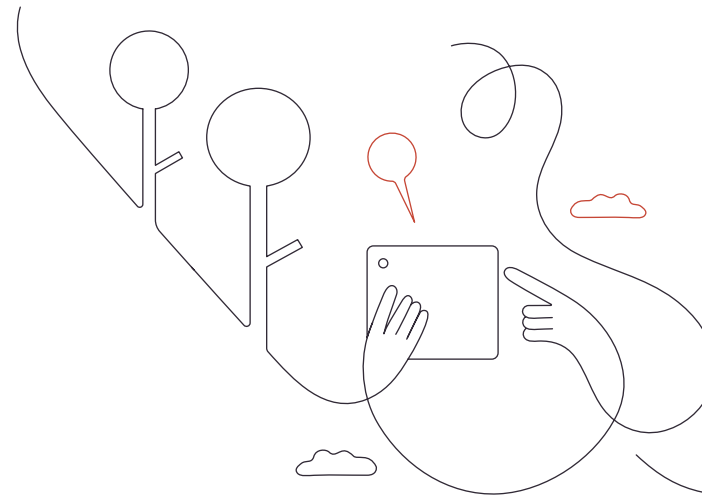
We activate:

We provide tailored programs – whether online or in person – to help each participant understand why they do the things they do, so that they can choose differently.

We cultivate:

We offer on-going, long-term support as participants continue their personal journey – be that through supplementary content or extended executive coaching.

It's not a one-off process, it's circular. It is worth regularly readdressing each stage, tracking your character as it develops over the course of your life.



1

Measure:

- Complete the 15-minute online survey – the Heartstyles Indicator (HSI)
- Includes 360° with up to 15 respondents

2

Activate:

- Face-to-face or virtual programs
- Receive your Personal Development Guide (PDG)
- Unpack the results
- Teaching on 'why we do things we do'

3

Cultivate:

Ongoing engagement to help embed the learnings, notably:

- Coaching
- Communication strategies (tool kits, webinars etc)
- Heartstyles language in talent management and performance management processes

How Heartstyles works for organizations:

Measuring perceptions of individual behavior to build character leads on to our work in teams and organizations. Here, we move to applications in real organizational life. And we start with your needs.

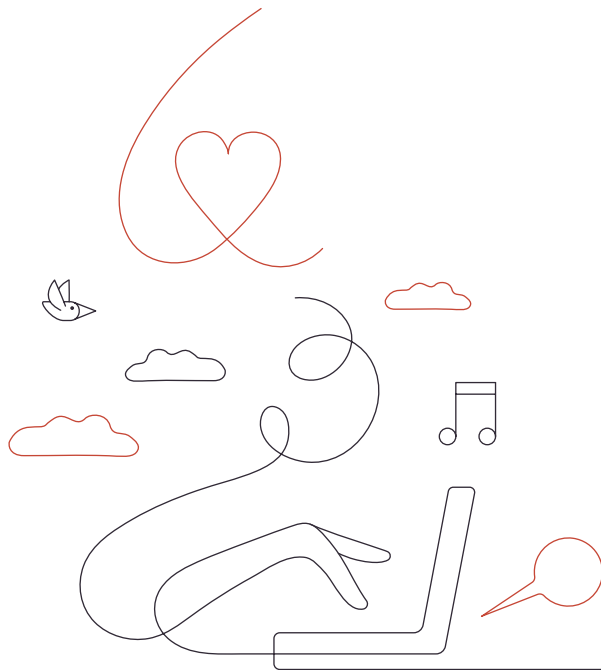


In our work for organizations we
take three broad steps:

Identify^① + Integrate^② + Enhance^③

We Identify¹

**Where do you need help?
What are your challenges?
What is it you are either looking
to fix or simply amplify?**



We start with your needs. It's not always about transforming a dysfunctional team into a functional one, it could be about making an intact functioning team into a high functioning team. We look to walk alongside and understand.

There are many solutions our clients seek; here are just some of them:

- Adding a measurement tool to aid culture development plans
- Building resilience and people skills into frontline workers
- Building a learning culture
- Building a feedback culture
- Developing a shared behavior manifesto
- Increasing D, E & I awareness
- Improving team dynamics
- Increasing leadership capability

You can expect a consultative phase with us to get under the skin of what you are wanting to get out of implementing Heartstyles and make sure the journey design will facilitate the desired outcomes.

We Integrate²

Experience tells us that when Heartstyles is a lone intervention its impact can be limited. But when Heartstyles is integrated into other systems and processes then its impact is significant and long lasting. More than this, it can be a powerful way of strengthening and accelerating your existing programs.

The following are areas where our clients typically integrate Heartstyles:

- Vision, mission, and values
- Other assessment tools
- Other 360's
- Other coaching and consulting initiatives
- Onboarding strategies
- Empowering line managers
- Talent management strategies
- Performance management strategies

Questions often asked and worked through:

What Above the Line styles of behavior do you use for each of your company values? How would even more Above the Line living help to deliver on your company mission?

How can Heartstyles layer on, compliment, and/or enhance the previous tools used by the organization?

What is the timing and the cadence of different 360° assessments? Are they measuring complimentary things?

Could there be an alignment of coaching/ consulting initiatives, and are other coaches/ consultants knowledgeable about each other's work?

What if line managers could use Heartstyles results to work with their team members as part of the way they develop them?

To achieve this integration, we advise working with cross functional teams and starting with an audit of all leadership and organizational development to identify the opportunities for embedding Heartstyles learnings, with an objective of maximizing the positive impact of Heartstyles within your organization.

We Enhance³

Unlike a fixed grid personality profile, behavior is contextual and can shift with time. Through regular Heartstyles re-measures we can see individuals' development over time; in turn our clients see the benefits that this development brings to the organization. Our clients see a measurable 'Return on People'.

The impact of this enhancement could be; teams being less defensive and collaborating more freely, or frontline leaders more equipped to deal with customers and fellow team members, and much more.



Putting it all together: employee journeys

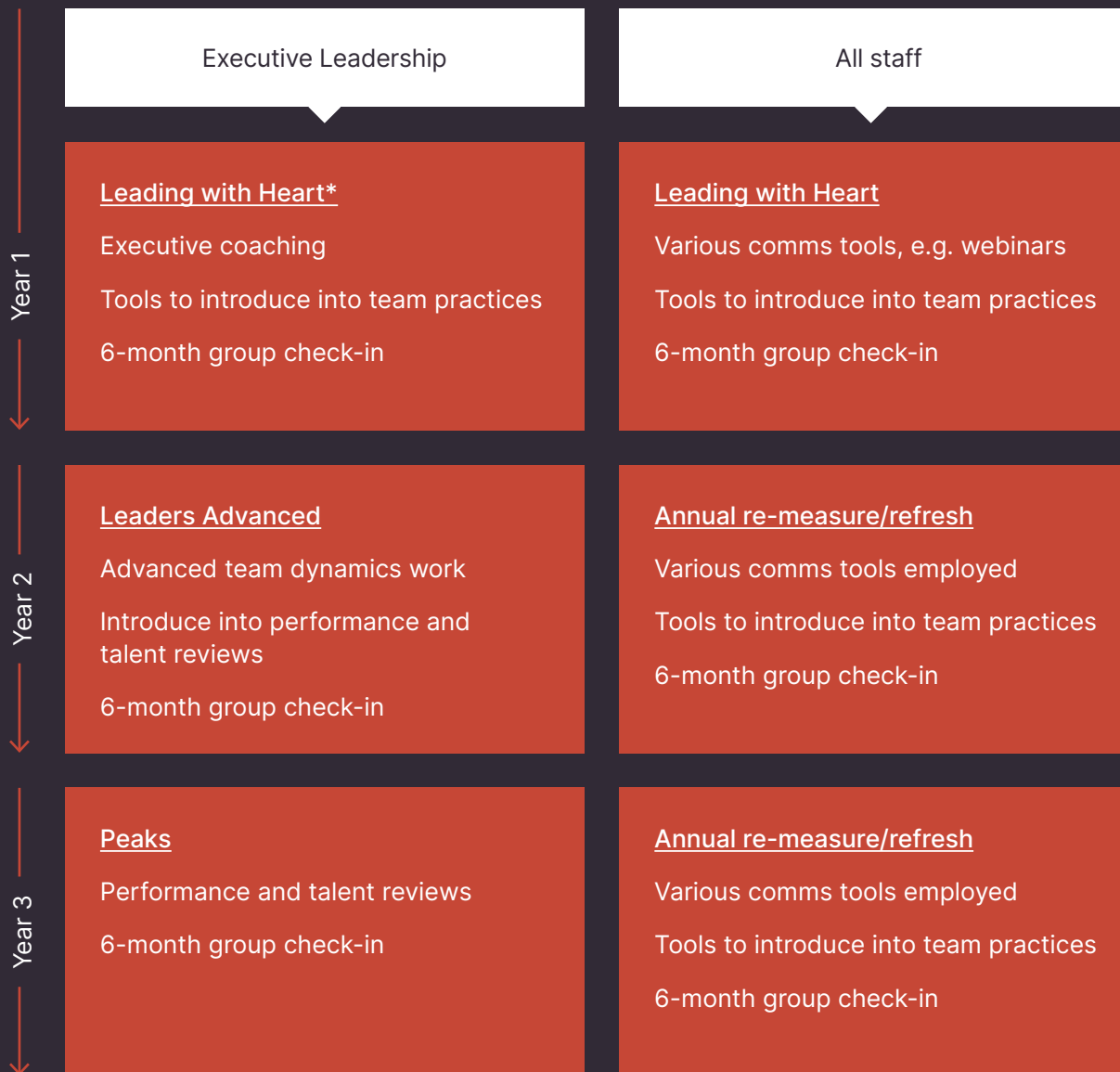
2 example employees experience journeys (3-year)

When we work with you to identify and bring you solutions, to integrate our work with your existing programs, and to enhance your whole organization, we use bespoke programs, co-created with you.

What does all of this mean in practice? A clear path can be mapped for each employee. Here are examples of two pathways that could make up a journey that starts with each individual's Leading with Heart:

* Leading with Heart – our flagship foundational program, includes a Heartstyles Indicator assessment

* Leaders Advance and Peaks – advanced leadership development programs, includes a Heartstyles Indicator assessment



How our clients do it

Individuals

1

Here are some examples of how our clients are doing it in the real world:

Individuals

One-to-one coaching for top leaders (with accredited Heartstyles Associates) as follow-ups from Leading with Heart programs was an essential building block for promoting the language and culture for building high-trust, high-functioning teams while increasing employee engagement.

Individuals

This empowers all certified practitioners to champion the 'living out' of the organization's culture and to become stewards of the high-trust environment they are creating. This becomes a more efficient culture strategy for scaling organization-wide: to get as many people as possible speaking the same "Heartstyles" language.



How our clients do it

Identify

Here are some examples of how our clients are doing it in the real world:

2

Identify

It's important to connect with key stakeholders and leadership teams from the beginning, train them to be advocates and speak the language. In the first cohort, getting these key stakeholders to be the first participants, so as you go down to RGMs and LTS RL are able to support them on their own journey.

Identify

Start from the top to create buy-in and commitment. Engagement is key to creating momentum and long-term engagement. Heartstyles should be treated as a strategic partner for culture and leadership development and integrated with all leadership, wellbeing, and onboarding programs.

How our clients do it

Enhance

Here are some examples of how our clients are doing it in the real world:

3

Enhance

Ensure there is sufficient pre-work and training around the technology used to carry Heartstyles programs and 1:1 coaching. Embrace 3rd party apps like WhatsApp for creating a team or cohort-based groups for participants to share their ongoing Heartstyles journey.

Enhance

It should also be a part of PCC and is a great basis for IDP conversations. When it comes down to leadership discussions, only Heartstyles language is used by the team demonstrating how valuable Heartstyles is to our market.

Enhance

Heartstyles should be built into the company processes, and other development tools, and aligned to strategic internal initiatives. Make a commitment to speak the Heartstyles language every day and mandatory for all functional leaders and managers to integrate within employee reviews, handbooks, meetings, check-ins, and 1:1s.

Enhance

It is important to know your audience and their knowledge of different platforms, their preferred technology, and what is their culture and how that might impact their experience through Heartstyles.

How our clients do it

Integrate

4

Here are some examples of how our clients are doing it in the real world:

Integrate

Heartstyles should be built in company processes and other development tools. It could be mandatory for RSC and RGMs as a program – it is culture and it should be rolled out to everyone.

Integrate

Not only HR members should be engaged, it should be extended to operations, RSC leaders and FZ owners. It is important to expand the champion practitioners with those people. The more people with different backgrounds, the stronger the team will go.

Integrate

The #1 goal for operations is identifying key advocates of the program (from all areas of the company and backgrounds for diversity and inclusiveness) and to certify them into becoming a practitioner of Heartstyles. It is also recommended that all managers in a coaching role, become a Certified Practitioner.



Contact us at enquiries@heartstyles.com

LONDON | SYDNEY | CAPE TOWN | DALLAS

