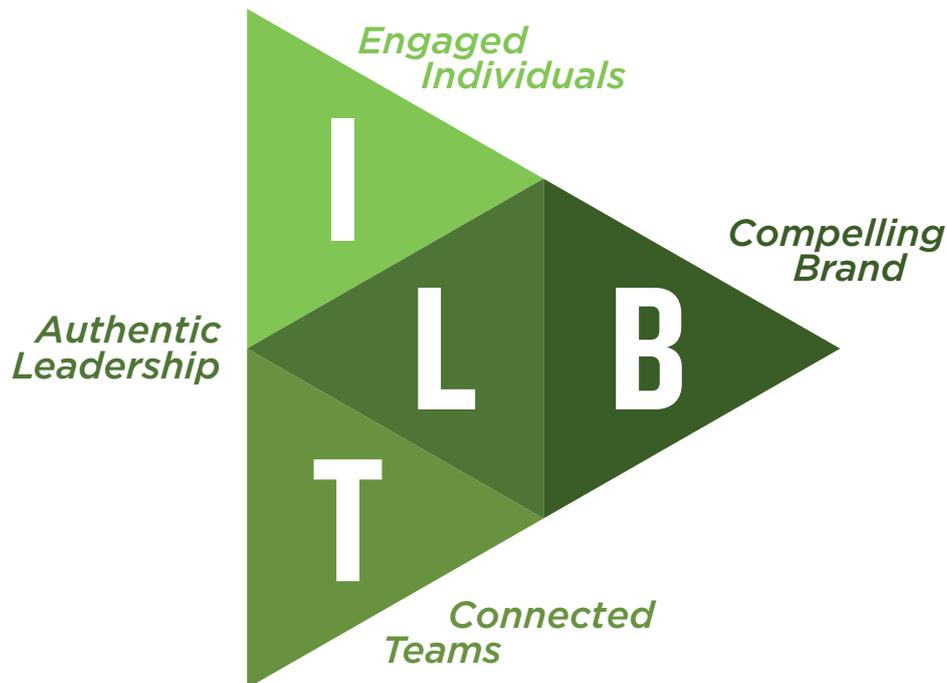


These four elements make up what we call **The BILT Culture Model**.



The following solutions support our ability to strategically partner with an organisation in aligning these elements.

A Compelling Brand

- Brand DNA Strategic Sessions
- Brand Activations
- Living the Values Workshops

Engaged Individuals

- Perspective Workshops
- STORY Workshops

Authentic Leaders

- Leadership Journeys
- Leading the Values Connect Sessions
- Coaching Conversations Workshops
- Change Management Workshops
- Community Intelligence Strategic Sessions
- Executive Coaching

Connected Teams

- Team Disconnects
- Trust Workshops

BRAND DNA STRATEGIC SESSIONS

Simon Sinek says it best; 'every organisation on the planet knows WHAT they do. These are products they sell or the services they offer. Some organisations know HOW they do it. These are the things that make them special or set them apart from their competition. Very few organisations know WHY they do what they do. WHY is not about making money. That's a result. It's a purpose, cause or belief. It's the very reason your organisation exists.

Key Outcomes:

- A pragmatic, memorable and measurable brand ideal.
- Definition of brand values.
- Identification of 'necessary endings', which must end in order for the potential of your organisation to be reached.
- Brand strategy and next steps.

Duration: 1 day

BRAND ACTIVATIONS

We go beyond traditional team builds and conferences by designing unique experiences that have rigour, purpose and strategic intent. We believe that the built-in complexity of our xperiences is what enables the high impact results and ability to achieve internal momentum towards business goals.

Our xperiences come to life from concept design (ensuring that the xperience is relevant, inspiring, stretching, and achievable) to careful resourcing (getting the right specialists on board depending on the nature of the experience) to meticulous behind the scenes planning and project management. Our xperiences also feature key facilitated 'pit-stops' by Appletree to ensure that the links back to the business are succinctly made.

See our website – www.xperience.co.za - for more details as well as for examples of previous xperiences.

LIVING THE VALUES WORKSHOPS

Values are the backbone of any brand. Values shape how we express a brand to our customers. Values also shape our culture. Too often we have our 'values on the wall' without them being lived out by those that represent our brand on a daily basis – our employees.

Living the Values Workshops create the space for each employee to identify with your organisations values.

Key Outcomes:

- Translation of your values into practical behaviors.
- Connection and alignment with the values.
- Practical ways to live the values sustainably.

Duration: 2 days

PERSPECTIVE WORKSHOPS

Remaining passionately engaged is a function of the perspective we have of what's going on around us. A balanced perspective means that we are energised by challenges, feel confident in our ability to add value, and we are able to respond thoughtfully and constructively to people and problems. In other words, thriving at work cannot only be a reality when things are going well in our external environment – we have to be able to effectively make sense of the pressures facing us and be resilient in our ability to stay motivated, despite these pressures.

Key Outcomes:

- Unpack and understand the difference between being environmentally driven versus perspective driven, especially under pressure.
- Challenge 'victim mindsets' and shift the responsibility for change away from 'them' to 'me'.
- Commitment to a 4-part practical training process using the R.E.S.T framework which entails:
 - o Commitment to acquiring knowledge as references to deal with challenging situations.
 - o Commitment to building the right habits which support sustained energy levels.
 - o Awareness around triggers which cause reactions and how to shift toward being responsive.
 - o Awareness of self talk which hinders our ability to step out of comfort zones.

Duration: 2 days

STORY WORKSHOPS

Adding value is not only a product of our functional skills. Our unique 'wiring' and natural strengths should provide a foundation off of which we express ourselves through our functional roles. Few, however, are aware of their natural strengths and therefore have invested little time in developing them. They are also unaware of the weaknesses that exist as a flip side to their strengths (for example someone who is naturally expressive can be perceived as opinionated or forceful), which often occur when we are under pressure, or in a bad space within ourselves. Overall, an understanding and appreciation of ones own strengths within the context of their overall story and how to apply those strengths leads to greater effectiveness and impact in the workplace.

Key Outcomes:

- Using the creative S.T.O.R.Y exercise to develop awareness of ones strengths within their personal and professional contexts.
- Unpack for each individual the flip side weakness to their strengths and the impact of this on those around them.
- Understanding conditions (eg. risk, challenge, routine) under which each individual thrives in their professional working context and how to deal with the absence of these conditions.
- Creating awareness around what types of relationships (eg. solo, one-on-one, small teams, large groups) are optimal and how to be effective in challenging relational contexts.

Duration: 1 day

LEADERSHIP JOURNEYS

Leadership Journey's require chosen participants to work individually and as a collective in working toward key emerging business concerns that affect the culture of their organisation. The journey runs over a period of 10 weeks. Initiated by a launch session, the remainder of the journey is broken down into three components namely the reading component (key readings and media highlighting insights relevant to the business concern), the workshop component (facilitated workshops with Appletree aimed at creating dialogue around the business concern) and the group component (leaders are split into groups working together throughout the journey).

Through each of these components, leaders participate in a 10-week journey so as to articulate solutions to the proposed business concern.

Key outcomes:

- Creating connection between leaders.
- Collaborative well thought out solutions which contribute toward the building of good culture.

Duration: 10 weeks

LEADING THE VALUES CONNECT SESSIONS

To ensure the outcomes of the Living the Values Workshop is sustained, Leading the Values gives leaders extra tools to influence the sustained living of the values within an organisation. Leading the Values is to be seen less as a workshop and more of a series of connects with leaders within an organisation. These connects serve as check points to refuel and re-envision leaders to both live the values and lead the values influencing others to live them sustainably.

Key Outcomes:

- Leadership check in's and space for Q&A's.
- Refresh what it means to live the values.
- Add skills / insights to support effective leading of the values.

Duration: 3-hours (ongoing)

COACHING CONVERSATIONS WORKSHOPS

Coaching is an art rather than a science. The intent behind all coaching conversations is to grow the person being coached so that their full potential can be realised and so that they can perform sustainably at a high level, contributing in a significant way to the team and business.

Coaching requires, therefore, a style of communication that supports the delivery of this intent i.e. shifting from a telling style of coaching to one which involves the person being coached.

Key Outcomes:

- Unpack how to set up coaching conversations.
- Unpack basic coaching communication tools including how to ask questions to support the coaching process and how to listen effectively.

- Introduce and role play a coaching framework using various scenarios – both reactive and proactive.
- Personal feedback on coaching / communication style through the use of video role plays.

Workshop duration: 2 days

CHANGE MANAGEMENT WORKSHOPS

Change is inevitable, yet never easy. So often we engage with change without being clear on an effective process to support the impact of that change or the necessary leadership skills to lead individuals and teams through change. Far too often, the change process is more “stop, start, stop, start” than the desired smooth transition, as buy in often fluctuates and other priorities vie for the teams attention. Change is especially difficult if individuals and teams haven’t wholly bought into the reason for change. By placing change within the right framework we set ourselves up to manage that change effectively.

Key Outcomes:

- Know and identify with the four stages of change.
- Develop the ability to place a team within the change cycle.
- Identify how to minimise the negative impact of the change and support quicker adaptation of teams and individuals.
- Equip leaders to frame change as an opportunity for teams and individuals.
- Unpack how to use an ‘ideal reality’ in navigating through assumptions, beliefs and habits that stand in the way.
- Unpack how to work with an individuals natural resistance to change.
- Unpack the role of habits in the change management process.
- Unpack how to define new ‘ways of working’.
- Identify trust signals to support the development of trust between team members.

Workshop Duration: 2 days

COMMUNITY INTELLIGENCE STRATEGIC SESSIONS

‘Community Intelligence’ explores the difference between people working in proximity with each other versus working collaboratively in community. Within organisations and teams there is a fundamental difference between these two realities. In the absence of community there is greater tendency for tension, frustration, division and misunderstanding to develop. Communities however are purpose driven, mobilised around shared values, communicate with greater urgency and effectiveness and achieve extraordinary results.

Key Outcomes:

- Unpack and dialogue on the degree of proximity versus community found within the relevant team / organisation.
- Understand the role of the ‘perceived most powerful’ person within a community and how leadership is a community building role.
- Understand the three operating signals (Crisis, Challenge and Cause) which create community and how to use them effectively on a daily basis.

- Clarify the Cause and Challenges to use so as to raise the level of CQ going forward.

Duration: 1 day

EXECUTIVE COACHING

Where applicable, we work with leaders one-on-one supporting the transfer of the material covered into their specific context. Furthermore we support leaders who have received constructive feedback and need to make changes or develop certain skills to take their leadership to the next level.

Duration: 1.5 hours per session (ongoing)

TEAM DISCONNECTS

Every now and then a team needs to disconnect from their environment and connect with each other. We use team disconnects to reinforce material covered in workshops, add new layers or simply catalyse connections and a change in perspective. Our connects happen in the boardroom or we can make use of the surrounding environment (beach, promenade, park etc) and can be seen as 'mini team builds' with a transformational intent.

Duration: 1.5 hours

TRUST WORKSHOPS

Members of a truly cohesive team must trust one another. In fact, trust is the one element that can build or destroy every human relationship. The lack of trust will bring down the most powerful countries, bankrupt the most profitable companies, and destroy the happiest of marriages. However, trust is the least studied and least understood element of business success. Many people think of trust in a predictive sense; if you can come to know how a person will behave in a given situation, you can trust him or her. As credible as that might be, it's not the kind of trust that lies at the foundation of building a great team. The kind of trust that is necessary to build a great team is what we call vulnerability-based trust. This is what happens when members get to a point where they are completely comfortable being transparent and honest with one another. This trust is the essential ingredient in building robust, effective teams.

Key Outcomes:

- Unpack what it means to live out trust.
- Identifying barriers to building trust in teams.
- Experience how a lack of trust can be detrimental to a team and how individuals can build healthy "trust signals".
- Introduce the example of a "trust account" to highlight the ways in which individuals can invest in building trust with others.
- Unpack how transformational questions can be used as a trust building tool.
- Assist individuals in identifying their trust builders and trust barriers with regards to their own temperaments.

Duration: 1 day