

**WELCOME!**

**THE LIVESTREAM WILL START  
IN JUST A MOMENT**

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**How to Build an Employee  
Development Program that Everyone Loves**  
Architecting Scale with Predictable Success



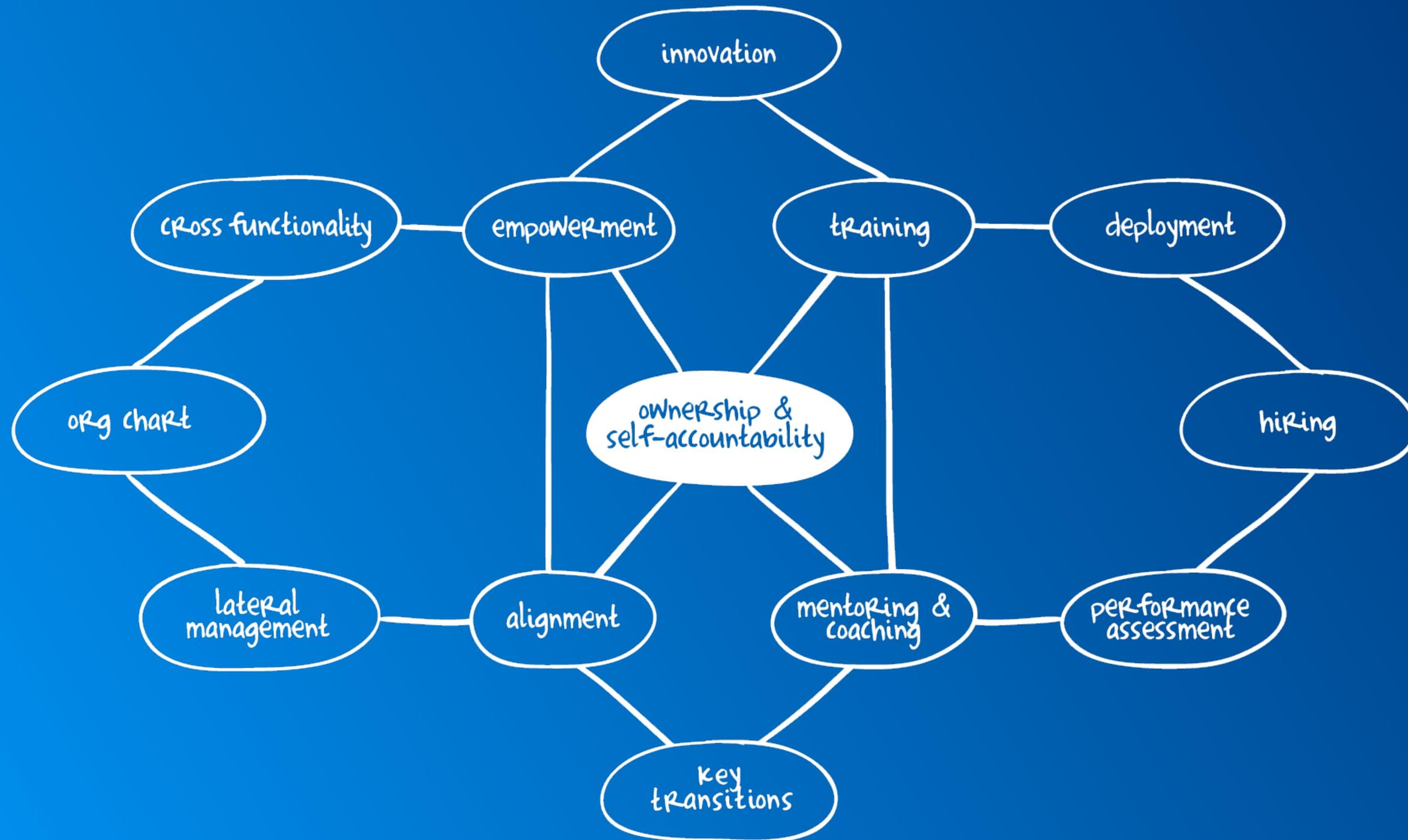
# HOW TO BUILD AN EMPLOYEE DEVELOPMENT PROGRAM THAT EVERYONE LOVES

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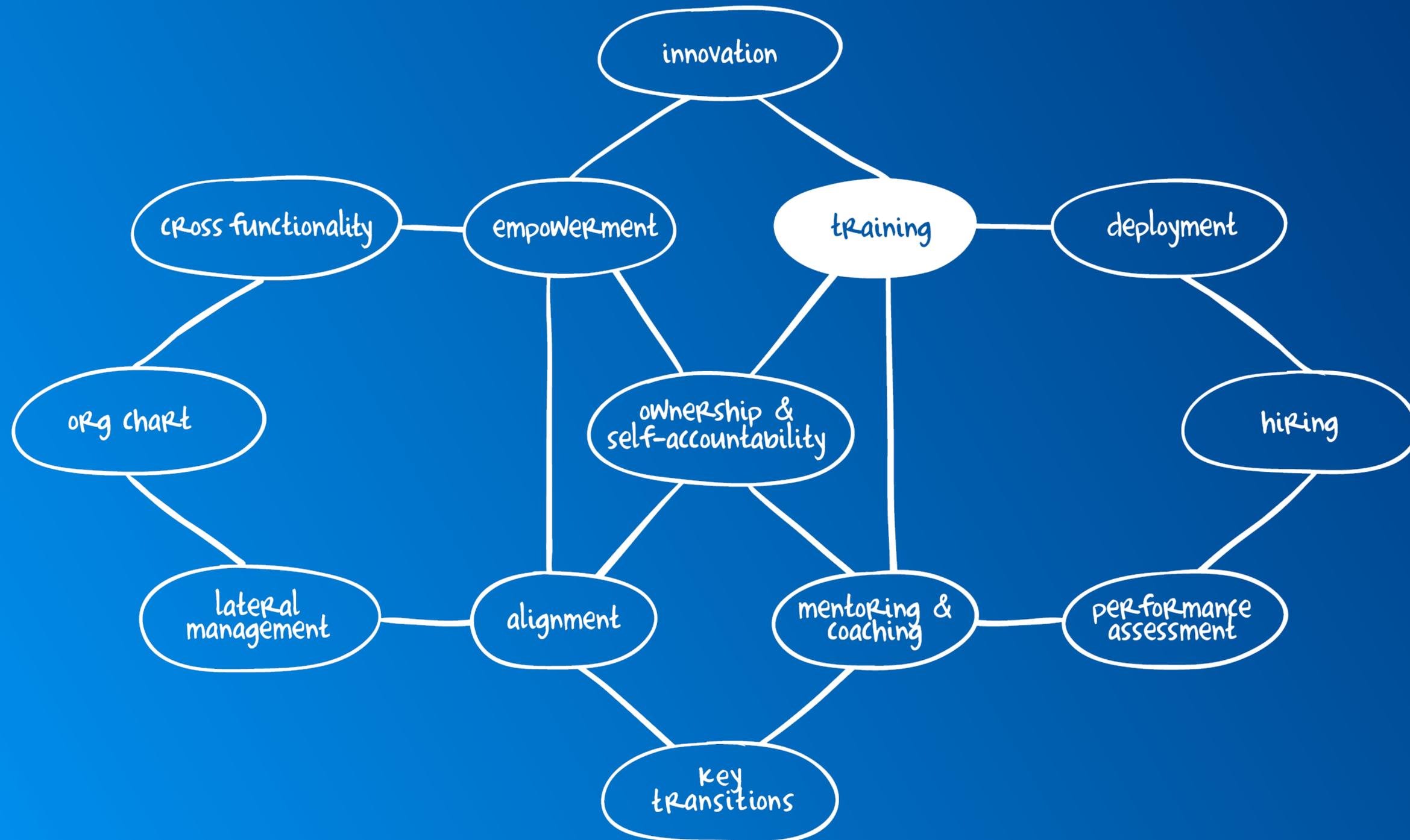
Architecting Scale with Predictable Success



# THE PREDICTABLE SUCCESS SCALABILITY MATRIX



# THE PREDICTABLE SUCCESS SCALABILITY MATRIX



# TODAY'S AGENDA

## PART 1

Understand the special role of employee development as it relates to helping an organization scale

## PART 2

The 5 Key Factors of you need to build a world-class Employee Development program

## PART 3

Identify the practical next steps for you to immediately implement what you have learned



# COMMENTS & QUESTIONS

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Use the Q&A box for any  
comments / observations



# SCOTT RITZHEIMER

## FOUNDER AND CEO SCALE ARCHITECTS



Scott has helped start nearly 20,000 new businesses and nonprofits and, with his business partner, started and led their multimillion-dollar business through an exceptional and extended growth phase (over ten years of double-digit growth) all before he turned 35.

He founded Scale Architects to help coaches and consultants like you bring Predictable Success to your career and to your clients! He now spends his time teaching Predictable Success to coaches, consultants, and leaders across the country.



# LES MCKEOWN

## FOUNDER AND CEO PREDICTABLE SUCCESS



Les McKeown is the President and CEO of Predictable Success, a leading advisor on leadership and organizational development. He has started over 40 companies in his own right, and was the founding partner of an incubation consulting company that advised on the creation and growth of hundreds more organisations worldwide.

Les advises CEOs and senior leaders of organisations on how to achieve scalable, sustainable growth. His clients range from large family-owned businesses to Fortune 100 companies, and include Harvard University, American Express, T-Mobile (now EE in the UK and Europe), United Technologies, the Pella Corporation and Chevron.

Based in Washington, DC, Les now spends his time consulting, writing, teaching and speaking. Les has appeared on CNN, ABC, the BBC and in Entrepreneur magazine, USA Today and the New York Times. Les is the author of the WSJ and USA Today bestseller, 'Predictable Success', 'The Synergist', 'Do Lead' and 'Do Scale'.

Les can be contacted at: [lesm@predictablesuccess.com](mailto:lesm@predictablesuccess.com)  
or via his website: [PredictableSuccess.com](http://PredictableSuccess.com)



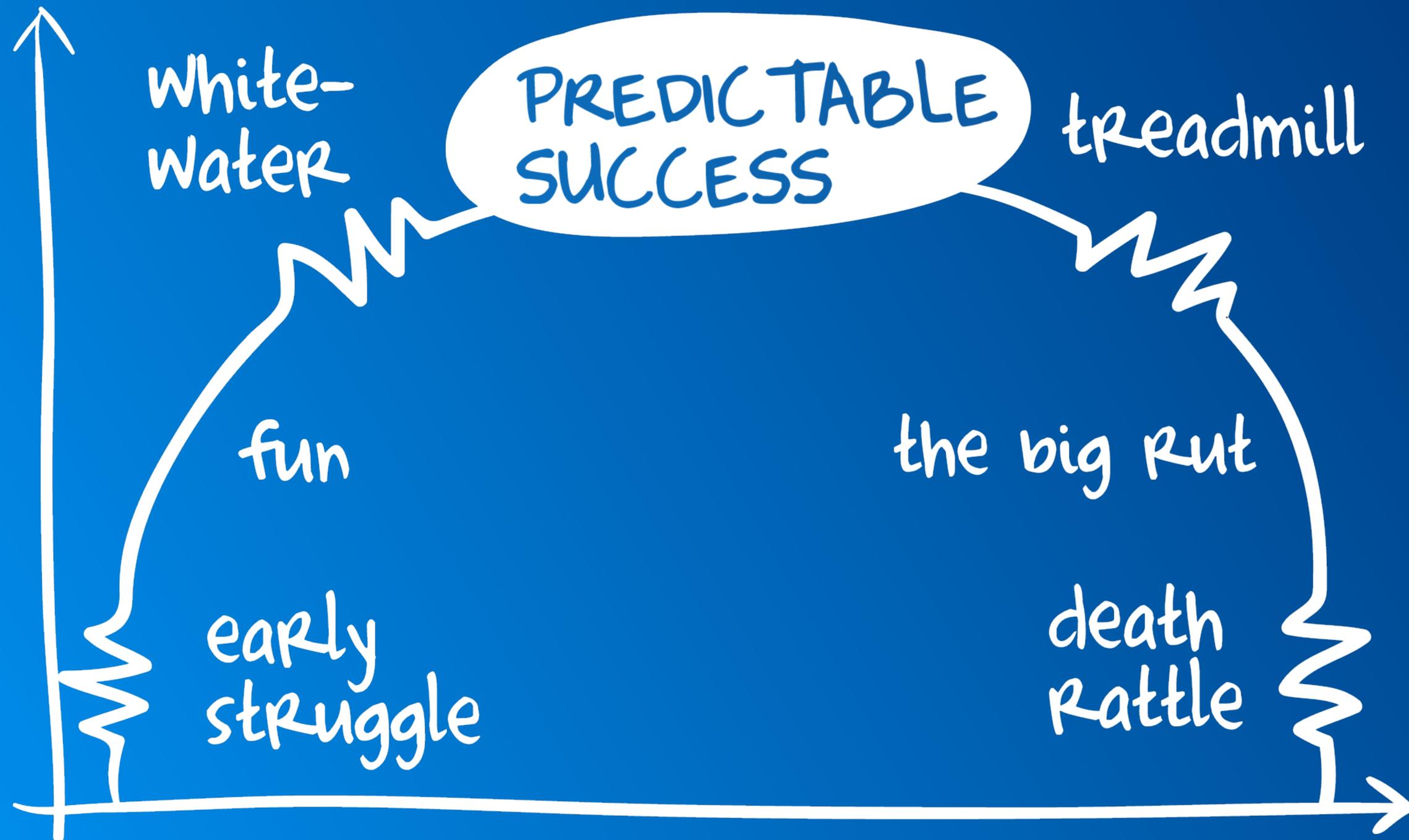
# HOW TO BUILD AN EMPLOYEE DEVELOPMENT PROGRAM THAT EVERYONE LOVES

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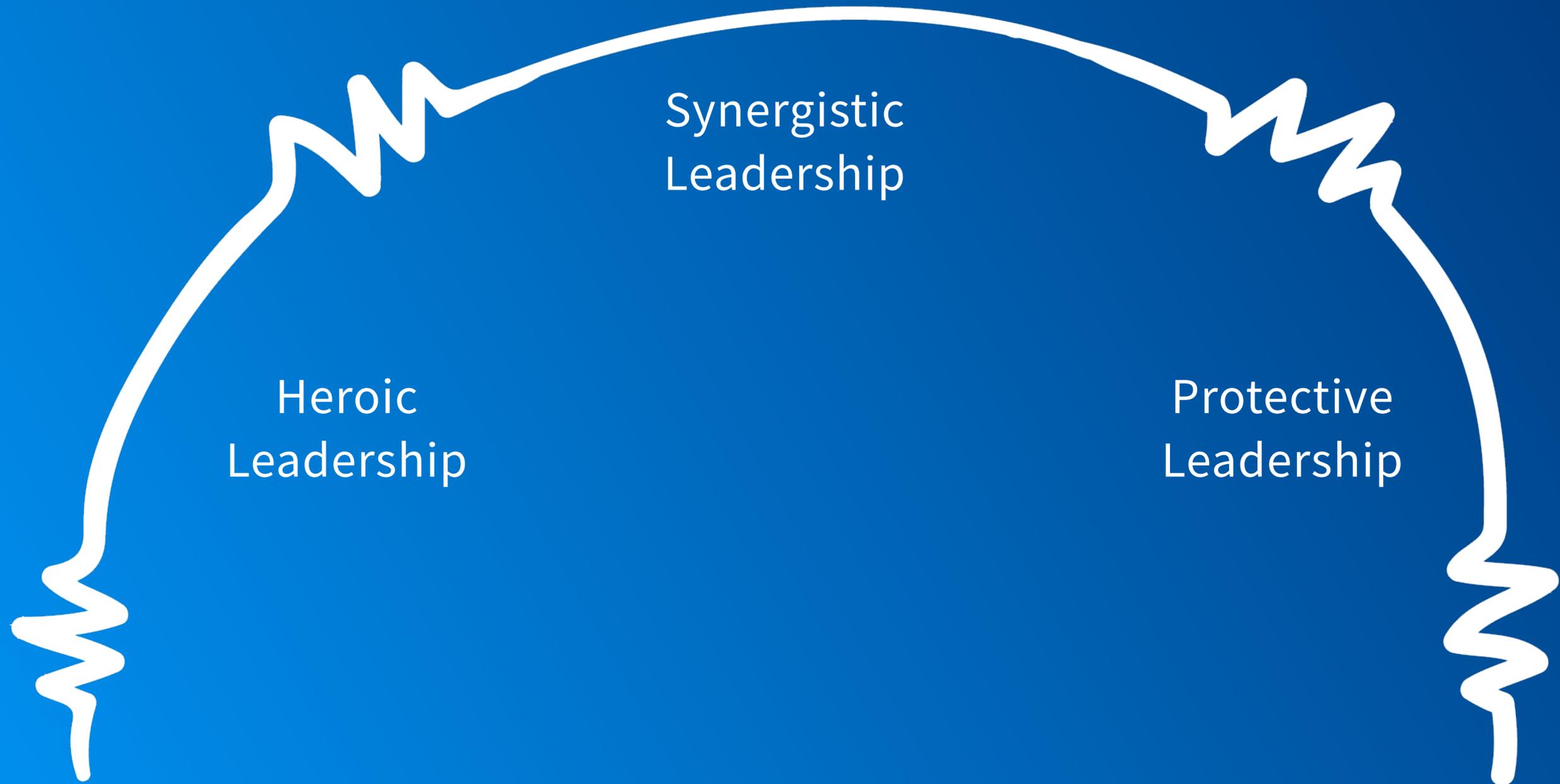
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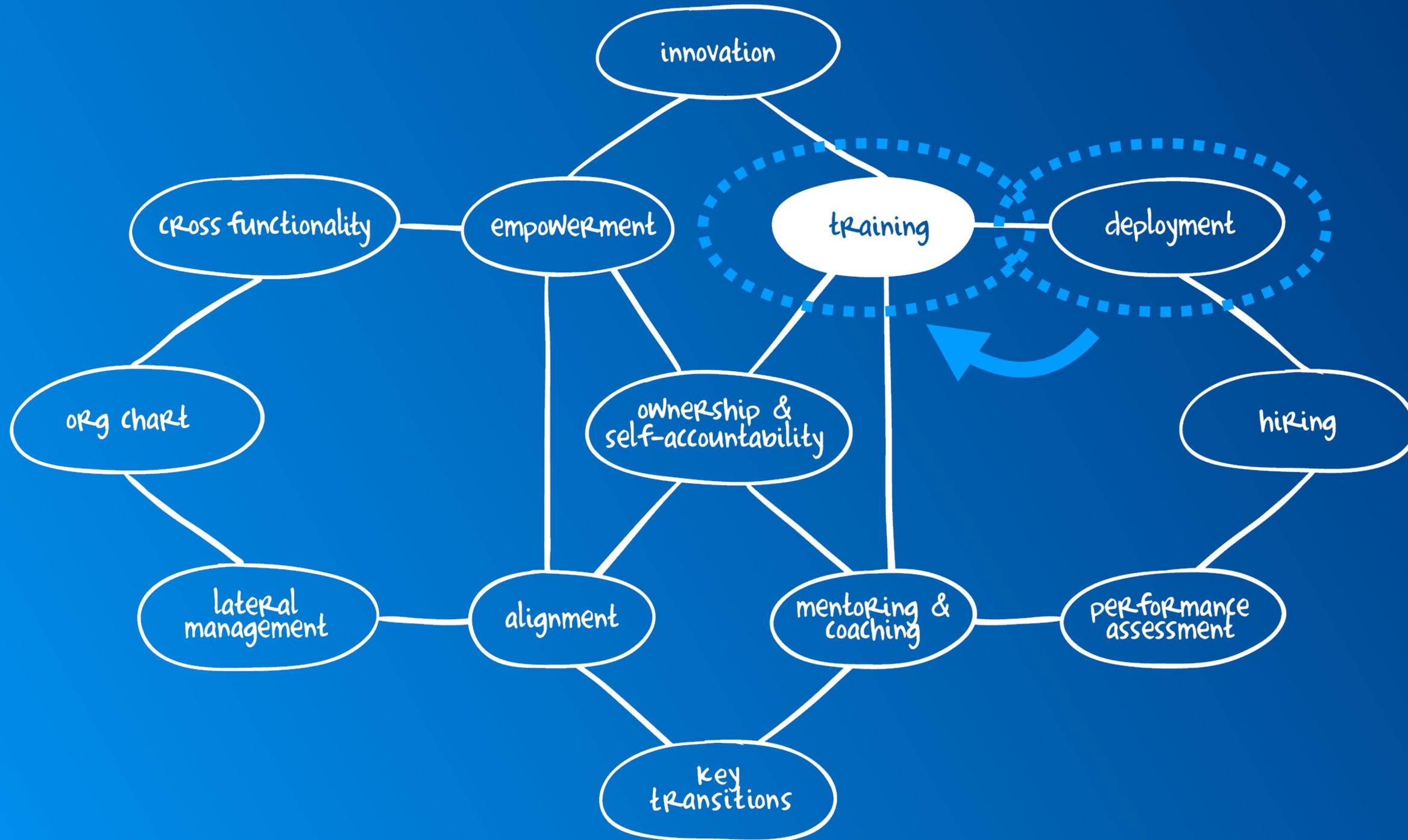
# THE PREDICTABLE SUCCESS MODEL



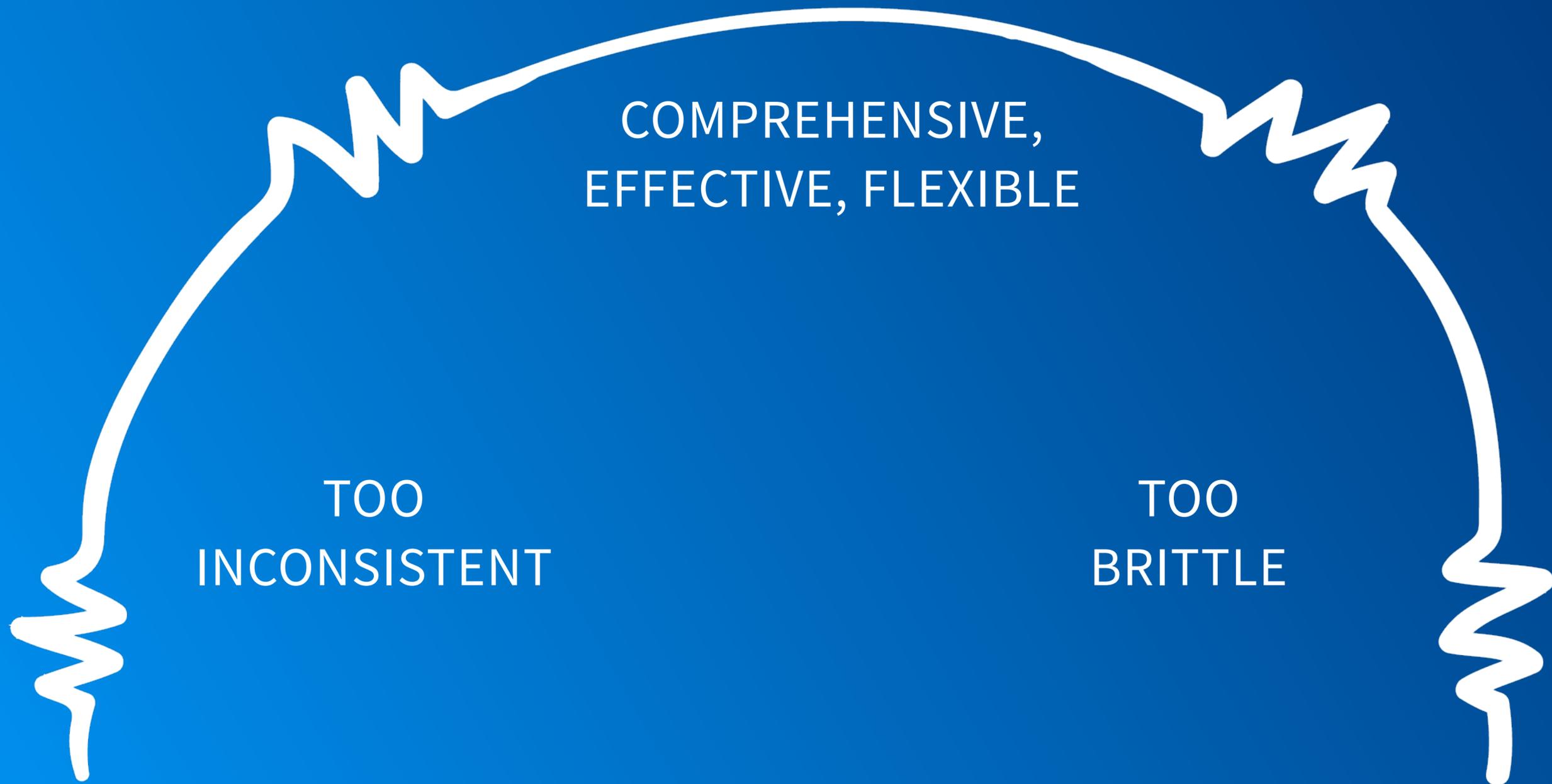
# HIGH-QUALITY TEAM-BASED DECISION MAKING



# THE PREDICTABLE SUCCESS SCALABILITY MATRIX



# TRAINING IN PREDICTABLE SUCCESS



# THE FIVE KEY FACTORS

THE BUILDING BLOCKS OF EFFECTIVE EMPLOYEE DEVELOPMENT



# KEY FACTOR #1

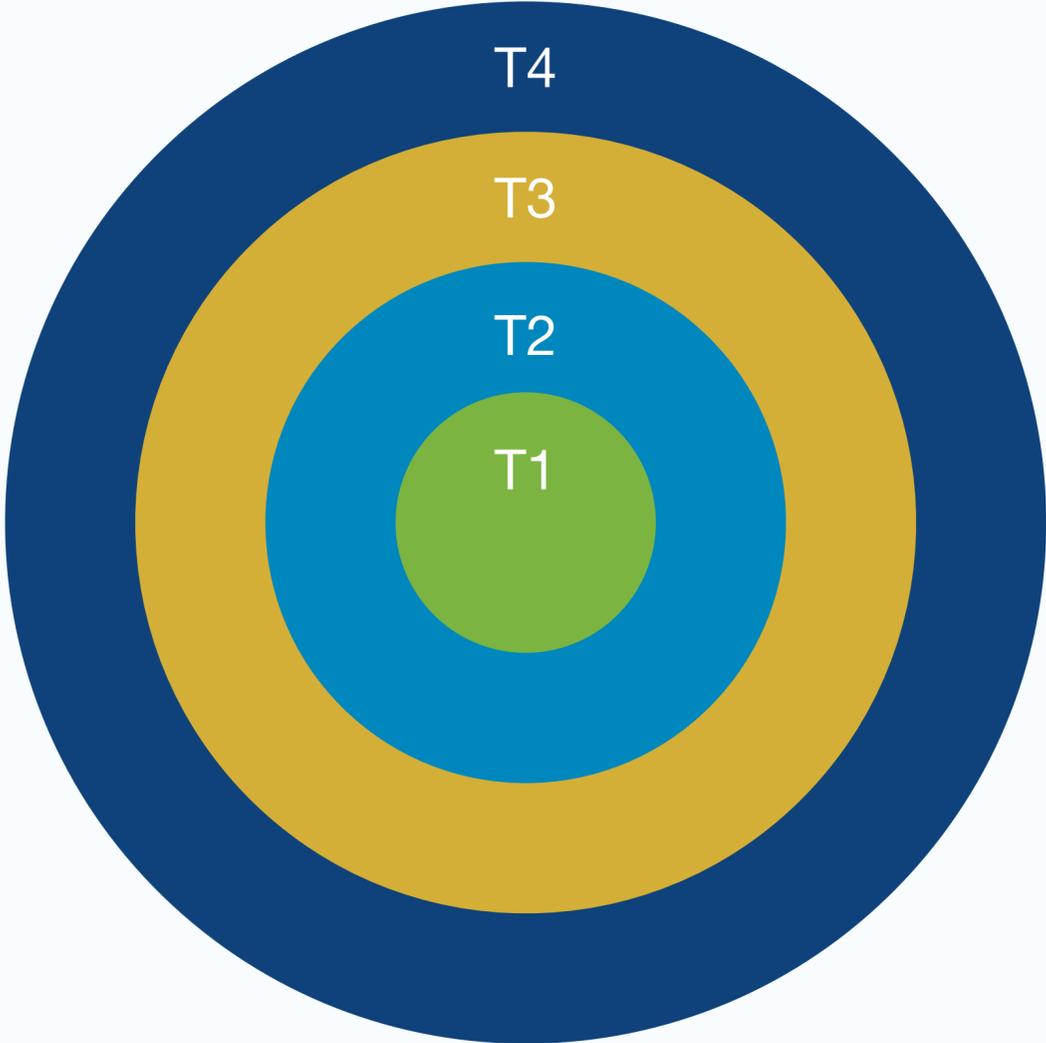
## CORE CURRICULUM ON CORE ACTIVITIES



# CORE CURRICULUM

## FOUR MAIN ELEMENTS:

'Torus' (plural Torii) = doughnut shape



T4 = Individual contributors

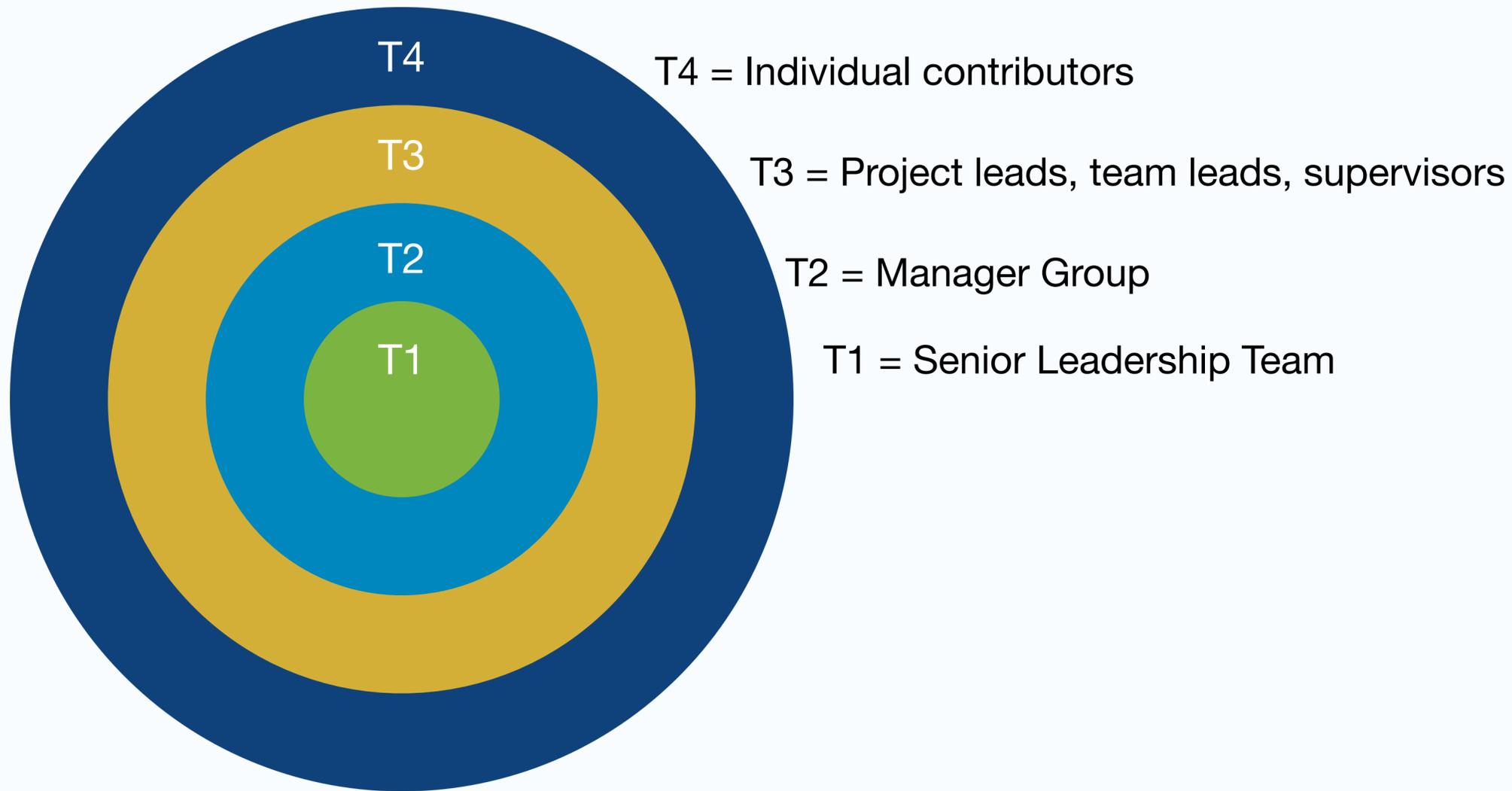
T3 = Project leads, team leads, supervisors

T2 = Manager Group

T1 = Senior Leadership Team



# CORE CURRICULUM



## Excellence in Leadership

Leading Self

Leading Others

Leading Leaders

Leading the Enterprise

Talent development for all employees, at all levels



# KEY FACTOR #2

## DEVELOPMENTALLY BASED



# DEVELOPMENTALLY BASED

## FOUR MAIN ELEMENTS:

1. Core skills ('must-do's')
2. Core behaviors ('must haves')
3. Developmental skills
4. Developmental behaviors



Hiring Imperative

Performance Assessment Imperative



# KEY FACTOR #3

## SOCRATIC IN NATURE



# SOCRATIC IN NATURE

## FOUR MAIN ELEMENTS:

1. 70 / 20 / 10 ratio *(CCL)*
2. Dialog, not monologue
3. Deep use of case studies, role plays, worked examples and group exploration.
4. Donald Kirkpatrick's Four Levels of Learning:
  - Reaction, Learning, Behavior, and Results



**KEY FACTOR #4**  
**EXPLAIN 'WHY' AS**  
**WELL AS 'HOW'**



# EXPLAIN 'WHY' AS WELL AS 'HOW'

## FOUR MAIN ELEMENTS:

1. Understand the why.
2. Model the why first, not the how.
3. Train the behaviors, not just the tasks.
4. Measure training success by '*why achievements*', not '*how compliance*'.



# KEY FACTOR #5

## INVOLVEMENT OF SENIOR LEADERSHIP



# INVOLVEMENT OF SENIOR LEADERSHIP

## FOUR MAIN ELEMENTS:

1. The least effective training model is one that is HR-owned and implemented.
2. Better, but unsustainable in the long term is the '*enthusiastic manager-led*' model.
3. Also better, but patchy and potentially dangerous, is the '*rock-star leader culture*' model.
4. Best is a sustained enterprise commitment to world-class employee training supported by consistently participative senior leadership team.



Goals



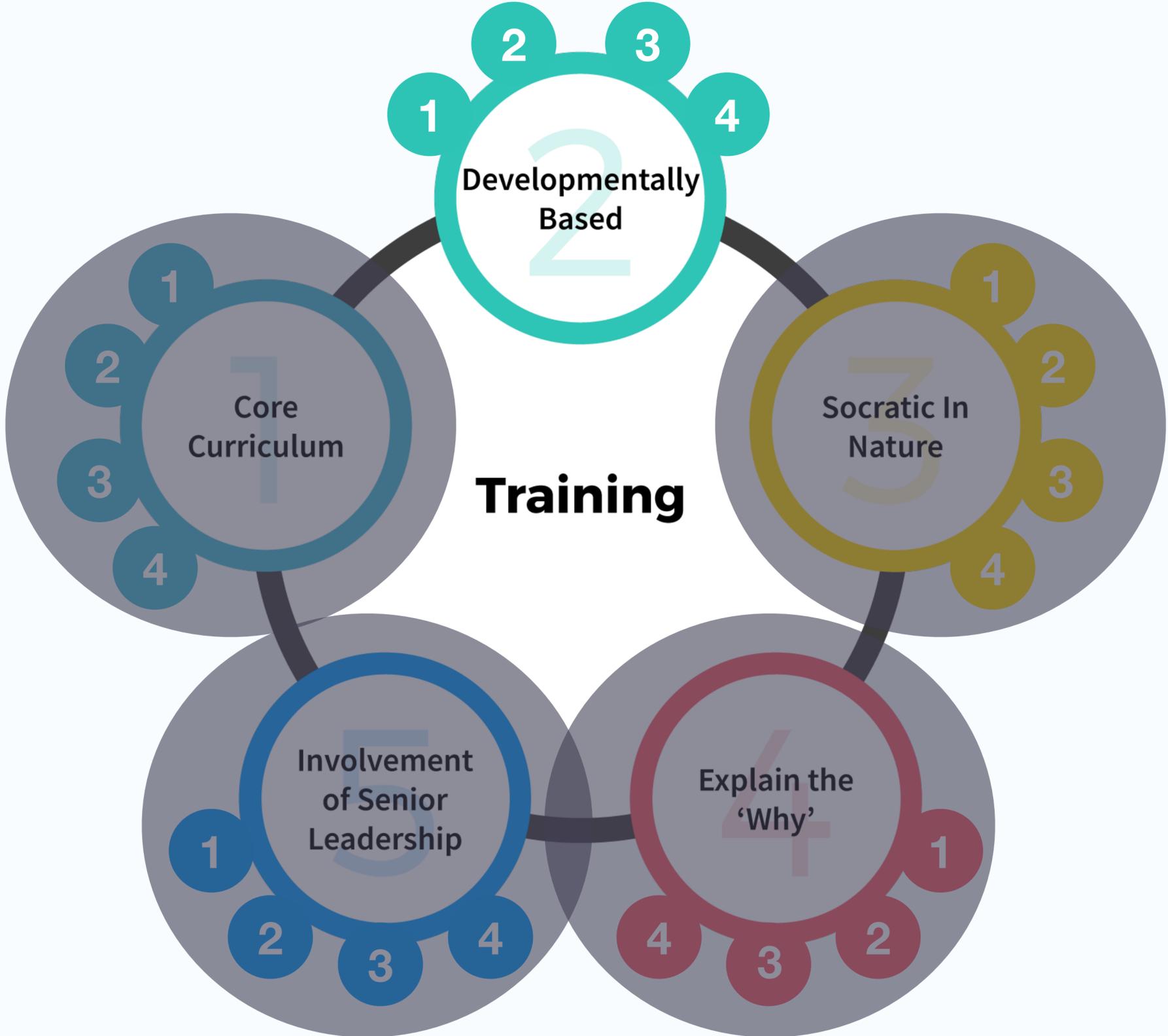
# IMPLEMENTATION QUICK-START

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# NO / LITTLE EXISTING PROCESS



# NO / LITTLE EXISTING PROCESS



# ESTABLISHED EXISTING PROCESS

## GROUP EXERCISE

### QUESTIONS FOR YOU AND YOUR TEAM

- Why / when does your Employee Training work well?
- Why / when does your Employee Training not work well?
- What 3 things could you start doing, that would make your Employee Training better?
- What 3 things should you stop doing, that would make your Employee Training better?
- What's the major barrier / constraint on consistently executing your Employee Training process effectively?



# NEXT STEPS?

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# HOW WE CAN HELP

You can architect scale yourself using our expansive suite of **training courses and live events** that are designed to help you reach Predictable Success!

**Do-It-Yourself**

You can bring in a knowledgeable Scale Architect we've personally trained to **help coach you and your team** into Predictable Success!

**Coaching & Consulting**

We can **train one or more of your current leaders** to become a Scale Architect within your organization to help you reach Predictable Success!

**Train the Trainer**



**LET US HELP YOU**

**FAST TRACK YOUR PROGRESS  
TOWARD PREDICTABLE SUCCESS  
WITH SCALE ARCHITECTS**

[www.scalearchitects.com/contact](http://www.scalearchitects.com/contact)

**SCAN ME**



# OUR NEXT EVENT

HOW TO TRANSFORM YOUR ORG  
CHART SO YOU CAN SCALE YOUR  
ORGANIZATION

**JANUARY 11 @ 2:00 PM EST**

[predictablesuccess.com/2021-  
livestream-series](https://predictablesuccess.com/2021-livestream-series)

SCAN ME



# **A SMALL TOKEN OF OUR APPRECIATION**

**3 FREE OFFERS  
FROM US TO YOU!**

## **LEADERSHIP DEVELOPMENT PROGRAM**

We've created a four-track leadership development that you can take and use as a starting point

## **CONTENT MASTERY CHART**

Different levels of leadership require different levels of leadership skill, and we've mapped it all out for you.

## **FREE CONSULTATION**

We'd love to help you identify the next steps for your journey into Predictable Success in your Mentoring & Coaching Program!



# Q & A

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We're here to answer any questions you may have!



**LET US HELP YOU**

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**SCAN ME**

