



NINE CONVERSATIONS IN LEADERSHIP™

A WORLDSVIEW™ INTERVENTION



WorldsView™ Consulting partners with organisations on transformational journeys

Nine Conversations in Leadership™ sets the stage for a successful restructure

Acsis

Kathryn Franz

Professional Development and Legal Advisor

Acsis is a South African financial services provider, headquartered in Cape Town with a growing branch office in Johannesburg. The company grew rapidly into a medium-size enterprise and faced communication challenges between the two offices. "We sought an intervention that would break down the barriers between departments and between our two offices, leading to open communication and greater collaboration in leading our business to the next level," says Kathryn Franz, Professional Development and Legal Advisor at Acsis.

"Acsis chose the **Nine Conversations in Leadership™** intervention because it focuses on open communication, something that we believed was key to our future growth and we're certain that the principles imparted to our company will make us more agile and successful in future."

In the past, the growth and strategy of Acsis have emanated predominantly from its founders but, in order to continue to grow, it was becoming increasingly important to organise the business more effectively and spread the leadership load. "We needed to refocus our strategy to become more efficient and we wanted everyone to engage in the process. We sought to overcome the disconnect between our two offices to ensure that everyone was aligned with what we stood for. We hoped to achieve this by involving the whole leadership team in the restructuring process, which evolved during the course of the **Nine Conversations in Leadership™**," says Kathryn.

Senior leadership was the first group to participate and the channels of communication opened by the intervention have seen the business through its restructuring process with clearly-defined roles, appropriately-changed responsibilities and clearly-evolved roles of engagement. "The conversations aligned us as an organisation, a key outcome that we had hoped to achieve in the process," says Kathryn. "The leadership team has maintained and built on the strong connections they forged in the conversations. The open communication, both within the two

branches and between the leaders themselves, enabled us to move smoothly through our organisational restructure and has boosted our effectiveness substantially. Now that the restructuring decided by the leadership cell is almost rolled out, we're working through the **Nine Conversations in Leadership™** intervention with other groups in the company to expand the valuable lessons that have formed the foundation of the company's new way of operating. I have been exposed to many leadership programmes and the **Nine Conversations in Leadership™** offers the best of all of them with real life application from the start. I connected with the principles of **Nine Conversations in Leadership™** early on and have chosen to become a facilitator in order to roll out the intervention through the rest of the company – such is my faith in its ability to change for the better the nature of an organisation and the individuals employed here," Kathryn says.

Bevan Heslop, a participant in the intervention, affirms Kathryn's thoughts. "**Nine Conversations in Leadership™** had a material impact in aligning the organisation. I believe that the intervention was a catalyst that sent the company into the next phase in its life cycle, introducing a hierarchy that will facilitate implementation and operations as separate functions to planning and strategic direction," he says.

Mary-Joe Emde facilitated the initial **Nine Conversations in Leadership™** intervention at Acsis. "The impact of the intervention on Acsis has been enormous. The Chief Executive Officer, a dynamic innovator, embraced the value of communication and has empowered his management team to assist in leading the organisation to its full potential. A company that embarks on such a powerful intervention must be aware of the transformational changes this brings and it needs to be prepared to deal positively with these."

"It is to the credit of Acsis that it has emerged from this process with a new, effective structure and a team of people that is aligned to its new vision. This combination will see it soar to new heights, in spite of the difficult economic times in which it finds itself," says Mary-Joe.

For organisations seeking sustainable, results-orientated leadership development, **Nine Conversations in Leadership™** is an innovative intervention that acts as a catalyst for long-term leadership development throughout the organisation.

Unlike other leadership programmes, the **Nine Conversations in Leadership™** intervention works at the levels of knowledge, values and behaviours to achieve holistic leadership growth.

About Acsis

Acsis is an independent financial services group that guides clients along their journeys in achieving lasting financial well-being. Our trusted advice empowers individuals and institutions to understand their financial options. This enables them to make the right choices on the development and implementation of their financial and investment strategies, based on their unique needs and goals.

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WorldsView™ Consulting

Contact us: marketing@worldsv.com • www.worldsv.com

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