Technical Leaders

Our Technical Leaders have highly complex roles and provide specialist advice at an industry-leading level. They are leaders in their field and have a high level of qualifications and experience.

Customer focus

Identifies collaborative opportunities – Scans the internal and external environment to identify the relationships that should be initiated or improved to achieve organisational goals.

Builds commitment – Adjusts influence strategy based on other perspectives; leverages shared goals to convince others to take action; handles objections; asks for agreement to next steps.

Assures customer satisfaction – Makes sure that customer solutions, practices, and procedures are carried out and achieve their objectives.

Business acumen

Organises information – Examines qualitative and quantitative data to identify operational problems, trends, and underlying issues and to understand possible cause-effect relationships.

Distills key issues – Actively seeks to simplify complicated issues by isolating the most important elements; creates clarity when in ambiguous situations.

Creates practical and simple solutions – Considers multiple perspectives; provides direction when next steps are unclear

Achieving outcomes

Translates plans into actions – Determines action steps and milestones required to implement a specific business initiative; adjusts activities or timelines as circumstances warrant.

Assures quality – Tests solutions; gathers feedback on effectiveness; reviews impact on baseline measures; modifies solutions as appropriate to ensure effectiveness.

Celebrates success – Looks for and capitalises on opportunities to encourage and celebrate successful performance.

Leading change

Stretches boundaries – Encourages others to question established processes and traditional assumptions; seeks and uses input from diverse sources to generate alternative approaches.

Initiates action – Takes critical action to achieve breakthrough results despite the uncertainty of outcomes; confronts difficult problems early.

Influences others – Creates and executes influence strategies that persuade others to take action that will advance shared interests and business goals.

Common purpose

Models the vision and values – Takes actions, makes decisions, and shapes individual priorities to reflect the organisation's vision and values.

Gains commitment – Communicates the purpose of activities in a way that captures attention and compels others to take action.

Building capability

Shares responsibility – Shares responsibility in a manner that clarifies expectations while expanding feelings of ownership and accountability in others.

Fosters developmental relationships – Helps people feel valued and included in coaching and development discussions by expressing confidence in their ability to excel, maintaining their self-esteem, empathising and involving them