



**Schulich**  
School of Business  
Executive Education Centre



Transform your leadership capabilities with

**Schulich Executive Education**

[seec.schulich.yorku.ca/businesscontinuity](http://seec.schulich.yorku.ca/businesscontinuity)

# SEEC: Your Business Continuity and Learning Partner

## New World. New Normal. New Leadership Skills.

In this complex and challenging time, the people who lead others in your organization need to use new skills and behaviours to ensure the **continuity** and success of your business.

As part of our ongoing commitment to continue offering our clients training and development in areas key to thriving in rapidly evolving business environments, the Schulich Executive Education Centre conducted a research study to identify which **skills** and **behaviours** are the most critical and transformational in a time of crisis.

Based on this research, SEEC has launched several **business continuity services and learning activities** designed to give your people the skills they need right now to future-proof your organization and to lead effectively in a time of crisis and rapid transformation.

**CONTACT A SEEC  
LEARNING SPECIALIST  
TODAY:**

✉ [customseecprograms@schulich.yorku.ca](mailto:customseecprograms@schulich.yorku.ca)

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SEEC's **business continuity model** is designed to promote both a shared organizational development journey along with a highly personalized menu of learning options. These include the following:



### FREE WEEKLY VIRTUAL FIRESIDE CHATS: LEADERSHIP LESSONS IN TROUBLED TIMES

A series of free virtual fireside chats online with thought leaders from SEEC faculty and senior business leaders.

Visit: [seec.schulich.yorku.ca/virtualfiresides](https://seec.schulich.yorku.ca/virtualfiresides)



### BUSINESS CONTINUITY INITIATIVES – VIRTUAL ACTION LEARNING TEAM PROJECTS

Under the guidance of a senior SEEC business leader/coach, your leaders work virtually in cross functional and cross silo teams on developing solutions to current business challenges.

### LEADERSHIP IN TROUBLED TIMES: VIRTUAL CLASSROOM SESSIONS



SEEC has developed several online offerings that give your people the skills they need right now to lead during a time of crisis:

#### 1. **Leading in Crisis**

Think more strategically, learn to anticipate disruptions and unexpected events, and spot emerging opportunities in a time of crisis.

#### 2. **Agile Talent Management in a Time of Crisis**

Agile talent management during a time of crisis is key to business continuity and success. An organization needs to quickly assess the current needs of the business, then align organizational talent to ensure that the right skills and capabilities are in place to execute new business initiatives.

#### 3. **Managing Remote Teams**

Learn how to maximize performance and results of your team around the office, around the corner, around the globe.

#### 4. **Design Thinking**

Long-term business success requires the ability to develop and sustain innovations that anticipate, meet and exceed user's current and future needs – Design Thinking.

#### 5. **Employee Engagement in a Virtual World**

How do you keep employees engaged when they're working virtually? We provide you with winning strategies to keep your team motivated and engaged wherever they are online or offline.

#### 6. **Transforming Your Culture in Troubled Times**

Create, lead and sustain a culture of transformation and innovation in a time of crisis and disruption

#### 7. **Managing Your Virtual Sales Team to Boost Performance**

Learn about effective strategies and global best practices to manage remote sales teams to drive performance and bottom line results.



## SEEC BUSINESS CONTINUITY SERIES: VIRTUAL CLASSROOM SESSIONS

SEEC has several short business operations programs that give your people the skills to maintain business continuity during a crisis:

### 1. Moving Business Delivery Online

How do organizations transform their business when many of their customers have moved online or are staying away from their store or restaurant because of social distancing? In this program, we will help participants target both your online (and traditional offline) customers, develop human resource practices to manage remote teams, and capitalize on new opportunities for your business created by the digital world.

### 2. Customer Experience in a Virtual World

During a time of crisis, organizations must place customer experience at the centre of all internal business continuity initiatives.

### 3. Supply Chain in Disruption

It is time to take action to mitigate impact on supply chain from the pandemic of COVID-19, as well as to build resilience again supply-chain operational up and down. In the current situation, corporations should take short-term responses, and act quickly across the end-to-end supply chain across the entire organization. The leaders must develop a strategy to stabilize supply chain operation

### 4. Six Sigma for a Post-Pandemic World

Six Sigma is a customer-focused process improvement methodology. Business continuity, emergency and risk management are all process-driven activities. SEEC is offering a Six Sigma training program to help corporations maintain business continuity, enhance operation efficiency and improve custom-centricity service commitment while navigating COVID-19.

### 5. Risk Management During a Time of Crisis

During these challenging times, risk assessment and management are even more important to ensure your organization's continued growth and success. We are helping organizations identify, assess and control threats to their business, including pandemics. Our sweet spot is helping organizations develop strategies to transform your business and manage risk.



## SEEC LEADERSHIP SERIES: VIRTUAL CLASSROOM SESSIONS

Comprised of 10 impactful topics organized around 10 transformational leadership behaviours, this series is designed to give your leaders the skills they need to lead your business today and into the future.

### 1. Leading Digital Transformation

Get a digital transformation roadmap. Understand how digital disruption trends are changing the way that organizations operate and compete.

### 2. Career Empowerment for Early In Career Employees and Emerging Leaders

Build a toolkit with communications strategies, interpersonal skills, career trajectory mapping and personal accountability.

### 3. Entrepreneurial Mindset

Think like a business owner and identify new ways to create value for the organization.

### 4. Data Savvy: Making Data Work For You

Leverage data to make better decisions and use data to tell a compelling story.

### 5. Talent Champions

How to build your workforce today to prepare for the workplace of tomorrow.

### 6. Innovation Catalyst

Get an innovation playbook and kick start new initiatives by unleashing new thinking.

### 7. Strategic Foresight

Think more strategically and future-proof your organization, learn to anticipate disruptions and unexpected events, and spot emerging opportunities.

### 8. Relationship Intelligence

Leverage emotional intelligence and political acuity to work more effectively with others and generate better results.

### 9. Change Agility: The Adaptive Leader

Become more change agile and quickly adapt to changing business requirements.

### 10. The Resilient Leader

Learn techniques to manage stress, enhance your overall wellness, and bounce back quickly from setbacks.



## PERSONAL LEARNING PATH COMPONENTS



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In addition to the business continuity activities listed above, SEEC can design a personalized leadership development path for each leader in your organization. Each leader can choose to participate in those activities that are most relevant to meeting their own needs. Each of the options listed below are designed to be delivered virtually. This model ensures that all participants, wherever they may be located geographically, can have access to a robust leadership development journey.

### **Growth Leadership Indicator: Organizational Resilience and Change Readiness Assessment**

The Growth Leadership Indicator is a state-of-the-art psychometric profiling tool that measures both individual and organizational resilience and change readiness. It also provides an overview of an individual's leadership style. This includes a wide variety of competencies such as leadership style, communication style, how goals and strategies are implemented, approaches to motivating others, approaches to coaching and feedback style and approaches to training.

### **Personal Leadership Initiative**

Each leader will work on a strategic business Personal Leadership Initiative over a 3 month period. Each leader will receive one coaching call with a SEEC business advisor:

- The PLI will identify a specific challenge or barrier within the business, and work on recommended solutions to the company
- Each leader will have an advisory council (SEEC advisor, peers, Executive) available to him/her for guidance on the PLI

The PLI has three major objectives:

1. To apply and re-enforce specific methodologies and business skills that have been taught in a classroom
2. To practice and re-enforce desired 'new' behaviours
3. To produce real results for the company by tackling thorny unresolved issues or unexploited opportunities.

### **Technology Assisted Coaching – Habit Builder App**

Each participant can have access to a “Fitbit” style mobile app that supports them in the day-to-day application of new behaviours. The Habit Builder App is a simple, mobile friendly tool.

### **Leadership Lessons Videos**

Each leader will receive a series of 10 short (3-5 minute) videos organized around key leadership behaviours. They can build their own personal “playlist” of videos. SEEC has a library of videos ready-to-go. We can also create customized videos leveraging the insights of your senior leaders.

### **Virtual Peer Leadership Circles**

Participants can join a peer groups of 4-5 people. Groups will connect monthly to coach and update each other on the results they are achieving. Leadership Circles allow participants to work closely with their peers to exchange strategies, successes and challenges they experienced while implementing their learning in their local environment. A senior SEEC coach can be available to join each call or every second call.

### **Additional virtual classroom training modules**

SEEC has an extensive catalogue of over 100 programs that are ready to be delivered virtually in a just-in-time fashion.

Your organization can build a virtual “corporate university” model and deliver a wide range of programs based on individual needs and organizational priorities.

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