



# Leadership in the 21<sup>st</sup> Century

Doug Williamson  
Chief Financial Officer  
CIBC FirstCaribbean International Bank

# Today

- Who am I?
- “Leadership”
- Times are changing
- Competencies
- So what?
- Q&A

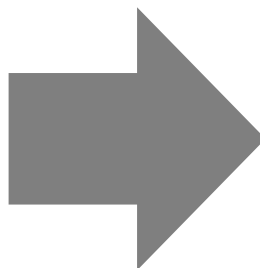




# LEADERSHIP



# From GM Plants to a Google Campus



20 <sup>th</sup> Century	21 <sup>st</sup> Century
Local, simple hierarchy of relationships	Global, complex, interdependent networks
Steady change	Accelerating rate of change
Stable environment	Chaos and uncertainty
Industry Focused	Global Focused
Competing for market share	Creating new markets
Organization centric	People centric

# So what competencies are now more important?



## Agility

Ability to adapt in times of complexity and uncertainty



## Global Acumen

It's a smaller world than it used to be



## Digital Business

Increase of digital technology impacts



## Collaborative Problem Solving

Collaboration drives innovation, customer responsiveness and speed



## Change Leadership

Leaders need to embrace and drive change; fast-paced and constant



## Authenticity

Authentic leadership is the only way to create long term results



## Emotional Intelligence

Ability to understand and manage your own emotions, and those of the people around you

# Agility



## ***Leadership Agility***

- Ability to adapt in times of complexity and uncertainty
- Innovative thinking and creativity
- Vision: anticipate and take action
- Responsive to market place shifts
- Challenge the status quo and great problem solvers

***“Leading through this new business environment requires the capability to sense and respond to changes with actions that are focused, fast and flexible. The best way to put it: next generation leaders have to be agile” - Karl Moore***

# Global Acumen



*It's a smaller world than it used to be and Global forces require leaders to:*

- Have global world views and perspectives
- Willingly embrace diversity and cultural differences
- Look beyond immediate geography to solve problems

# Digital Business



## *As we live in a highly digitalized age:*

- Increase of digital technology impacts organizational process and business models
- Knowledge not only within the IT department but throughout all leaders in the organization
- Leaders must learn how to deal with the:
  - ❖ Complexities of the new technologies
  - ❖ Millennials in the workplace
  - ❖ Collaborative environment and experimentation



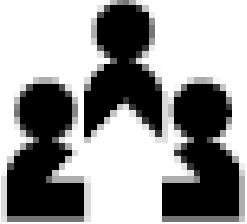
# Collaborative Problem Solving



*Top down Leadership paradigm of the past is no longer adequate*

- Shift to more collaborative problem solving
- Collaboration drives increased performance, innovation, customer responsiveness and speed
- Leaders with this mindset recognize employees as partners not subordinates and that great ideas can come from anywhere in the organization

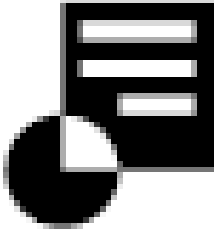
# Change Leadership



*Leaders need to embrace and drive change as it is fast-paced and constant*

- 3 key skills for leaders to help with change:
  - ❖ Communication
  - ❖ Collaboration
  - ❖ Commitment
- Need to keep pace with the changing environment

# Authenticity

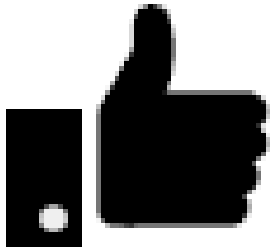


*Employees need to feel that you care about their well being and that they have a voice*

## Authentic Leadership

- At it's core it's about being genuine and transparent
- Be yourself, get to know people
- Build trust and show respect

# Emotional Intelligence



***Emotional intelligence is the ability to understand and manage your own emotions, and those around you***

- Personal Competence - Self Awareness and Self Management
- Social Competence - Social Awareness and Relationship Management

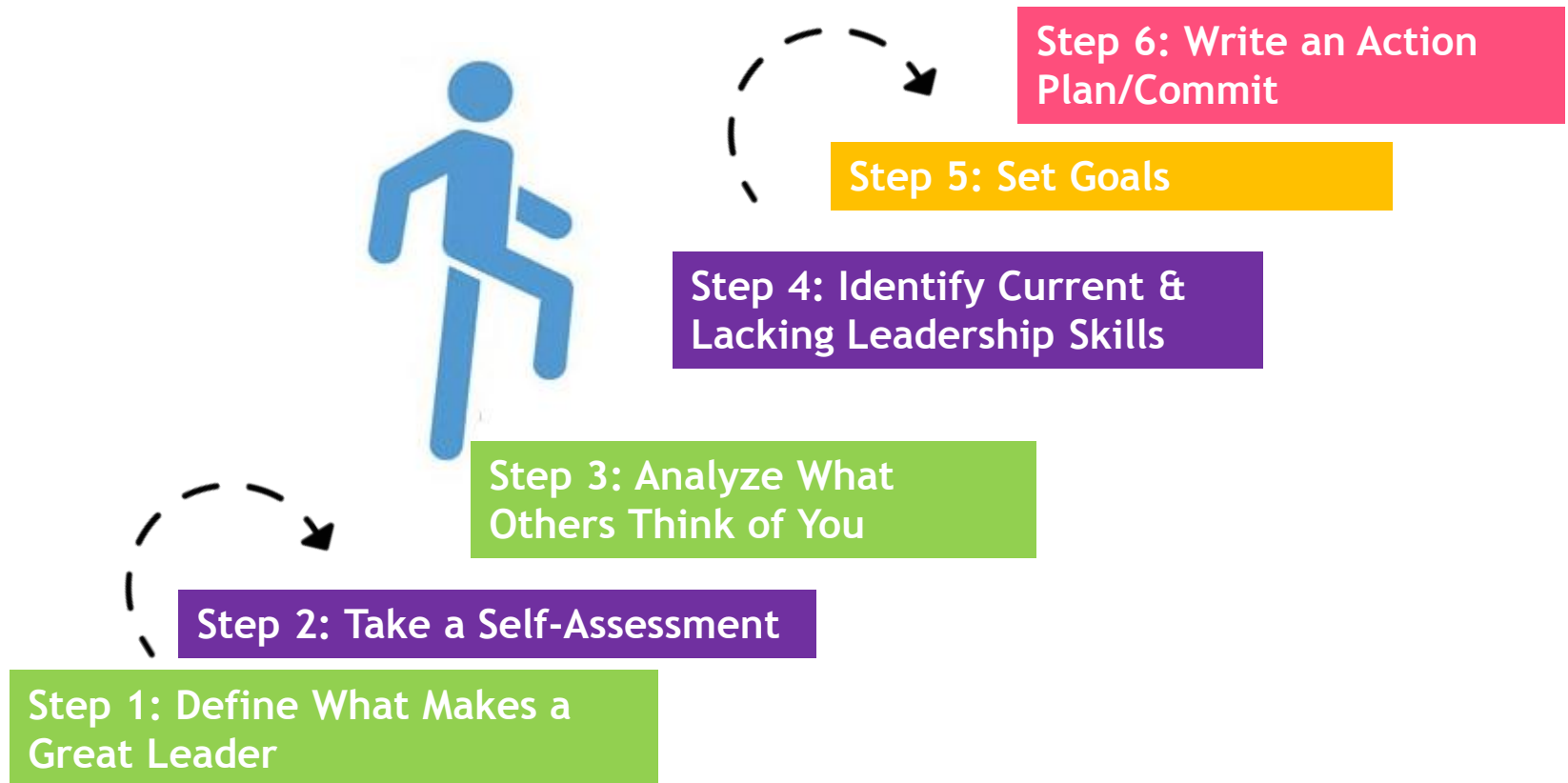
Knowing how and when to adjust the tension between:

- ❖ Firmness and Flexibility
- ❖ Directness and Collaboration
- ❖ Leading and Following
- ❖ Results and Relationships



# With all that considered...now what?

## How to Create a Personal Leadership Development Plan...



## End with some inspiration...making change...

"THE FIRST STEP  
TOWARDS GETTING  
SOMEWHERE IS TO  
DECIDE THAT YOU ARE  
NOT GOING TO STAY  
WHERE YOU ARE."



The leader  
must make  
*personal changes*  
before asking  
*others to*  
*change...*

- John C. Maxwell

"THE SECRET OF  
CHANGE IS TO FOCUS  
ALL OF YOUR ENERGY,  
NOT ON FIGHTING THE  
OLD, BUT ON BUILDING  
THE NEW."

- SOCRATES




FirstCaribbean  
International Bank

## End with some inspiration...leaders...

Leaders must be close enough to  
relate to others, but far enough  
ahead to motivate them.

John C. Maxwell

 BrainyQuote

Earn your  
leadership  
every day.

MICHAEL JORDAN

LEADERSHIP IS ABOUT  
MAKING OTHERS BETTER AS A  
RESULT OF YOUR PRESENCE  
AND MAKING SURE THAT  
IMPACT LASTS IN YOUR  
ABSENCE.

SHERYL SANDBERG, COO, FACEBOOK

MYDOMAINHOME.COM.AU

TRUE LEADERS  
DON'T CREATE  
FOLLOWERS,  
THEY CREATE  
MORE LEADERS



FirstCaribbean  
International Bank

---

Q&A