

LEADERSHIP DEVELOPMENT PERFORMANCE SOLUTION

Designing a decision-focused
leadership experience for emerging
and senior leaders

Instructional Design Case Study |

Anita Ankeli



THE PROBLEM



High-potential employees were promoted into leadership roles but struggled with real-world people management decisions.

Existing leadership training focused on theory, personality styles, and motivational talks, with little guidance on how to handle difficult conversations, performance issues, and team dynamics.

As a result, managers lacked confidence, avoided tough conversations, and escalated issues that should have been handled at their level.

DESIGN GOAL★



The goal was to design a leadership development solution that:

- Builds practical decision-making skills
- Supports managers during real workplace situations
- Encourages reflection and behaviour change
- Reduces reliance on HR for day-to-day people issues

The focus was on what leaders do, not just what they know.

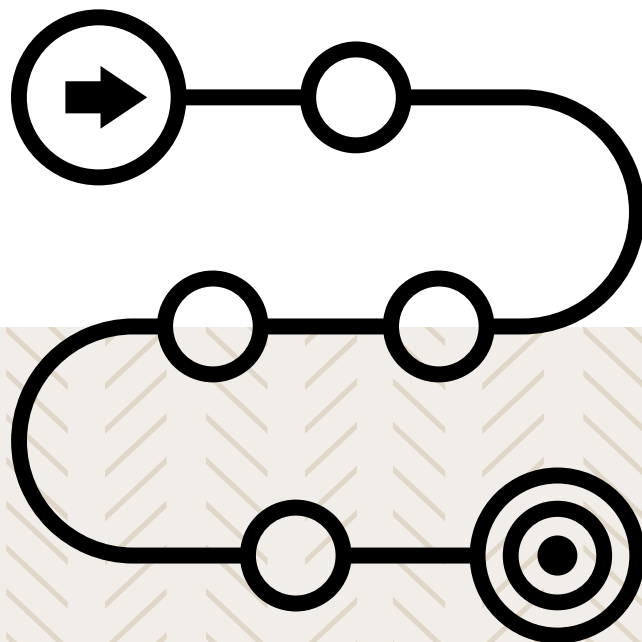
MY ROLE & DESIGN APPROACH

I designed the leadership development solution from a performance and behaviour-change perspective.

Rather than creating long workshops, I focused on:

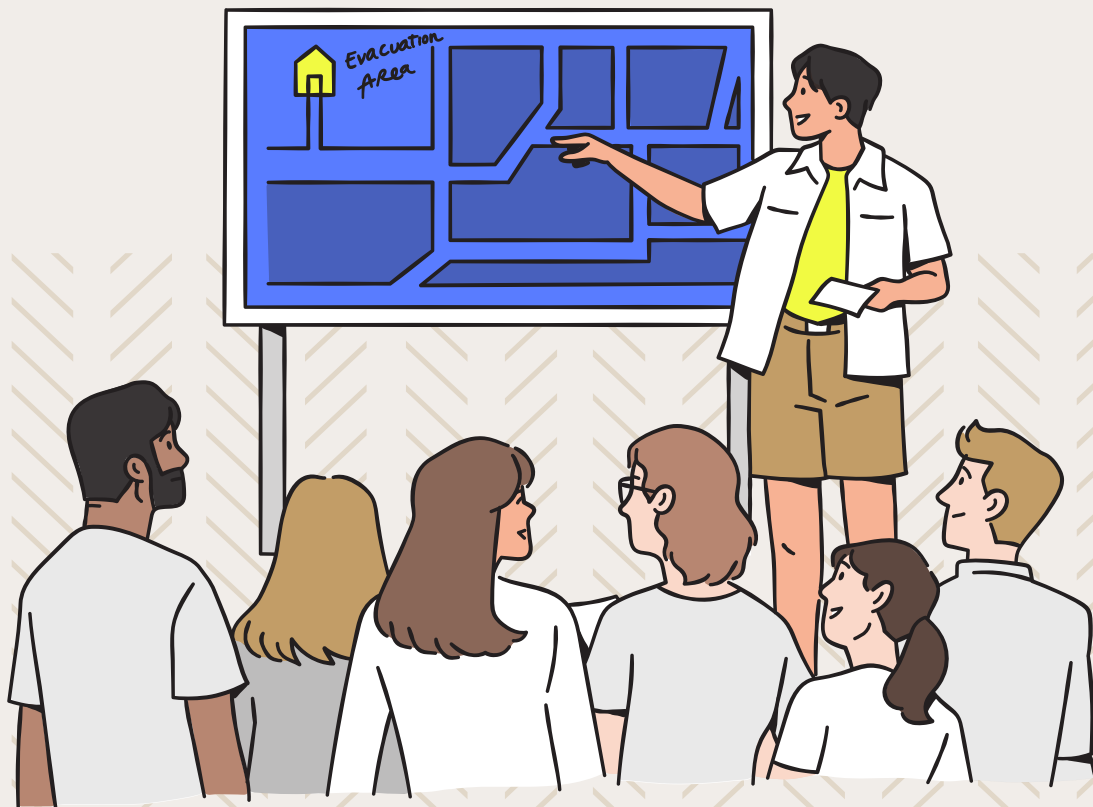
- Realistic leadership scenarios
- Guided reflection and coaching
- Practical tools leaders can use immediately

The solution was intentionally designed to support learning before, during, and after leadership challenges occur.



ARTIFACT 1: LEADERSHIP LEARNING STRATEGY BLUEPRINT

This blueprint defines the strategic foundation for the leadership development solution, ensuring alignment with organizational goals and leadership expectations.



PERFORMANCE & BEHAVIOUR ANALYSIS

Business Need:

Confident, capable leaders who can manage people effectively.

Behaviour Gap Identified:

Leaders knew leadership principles but struggled to apply them in difficult conversations and decision-making moments.

Root Cause:

Leadership learning was abstract, event-based, and disconnected from daily management realities.



LEARNING STRATEGY & DELIVERY MODEL

The leadership development solution was designed as a blended, scenario-driven experience:

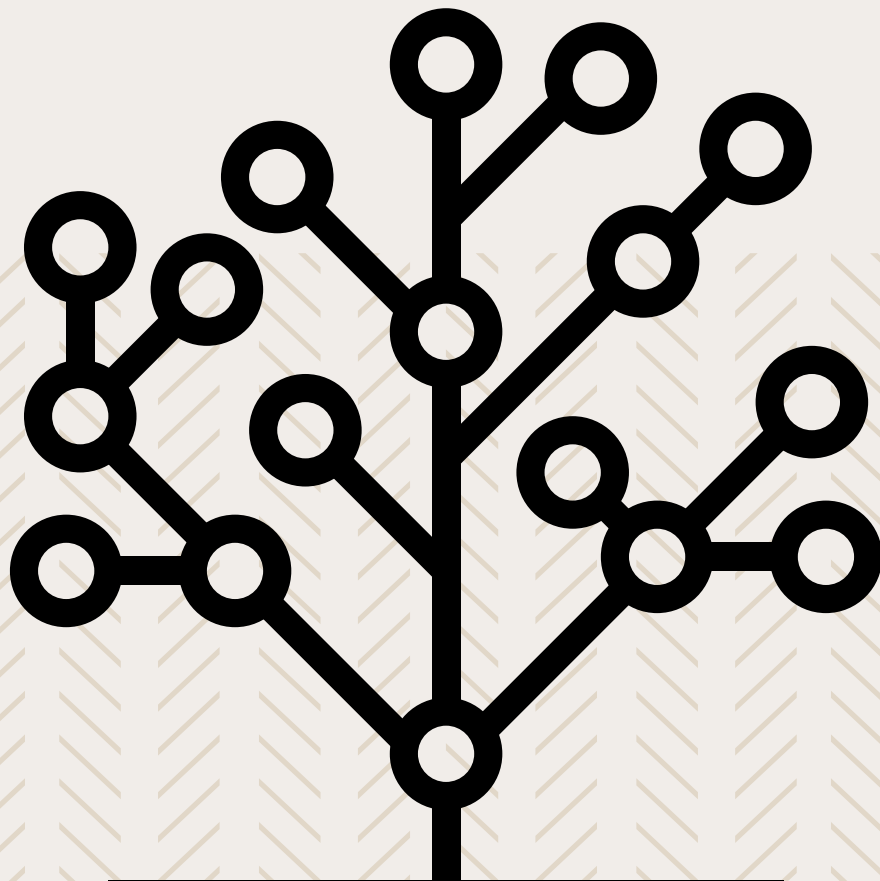
- Scenario-based learning for decision practice
- Guided reflection for self-awareness
- Coaching conversations for accountability
- Job aids for real-time support
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This model prioritizes behaviour change over information delivery.



ARTIFACT 2: SCENARIO-BASED LEADERSHIP ASSESSMENT

This assessment evaluates a leader's ability to make effective decisions in realistic people-management situations.



ASSESSMENT STRUCTURE

Leaders are presented with workplace scenarios such as:

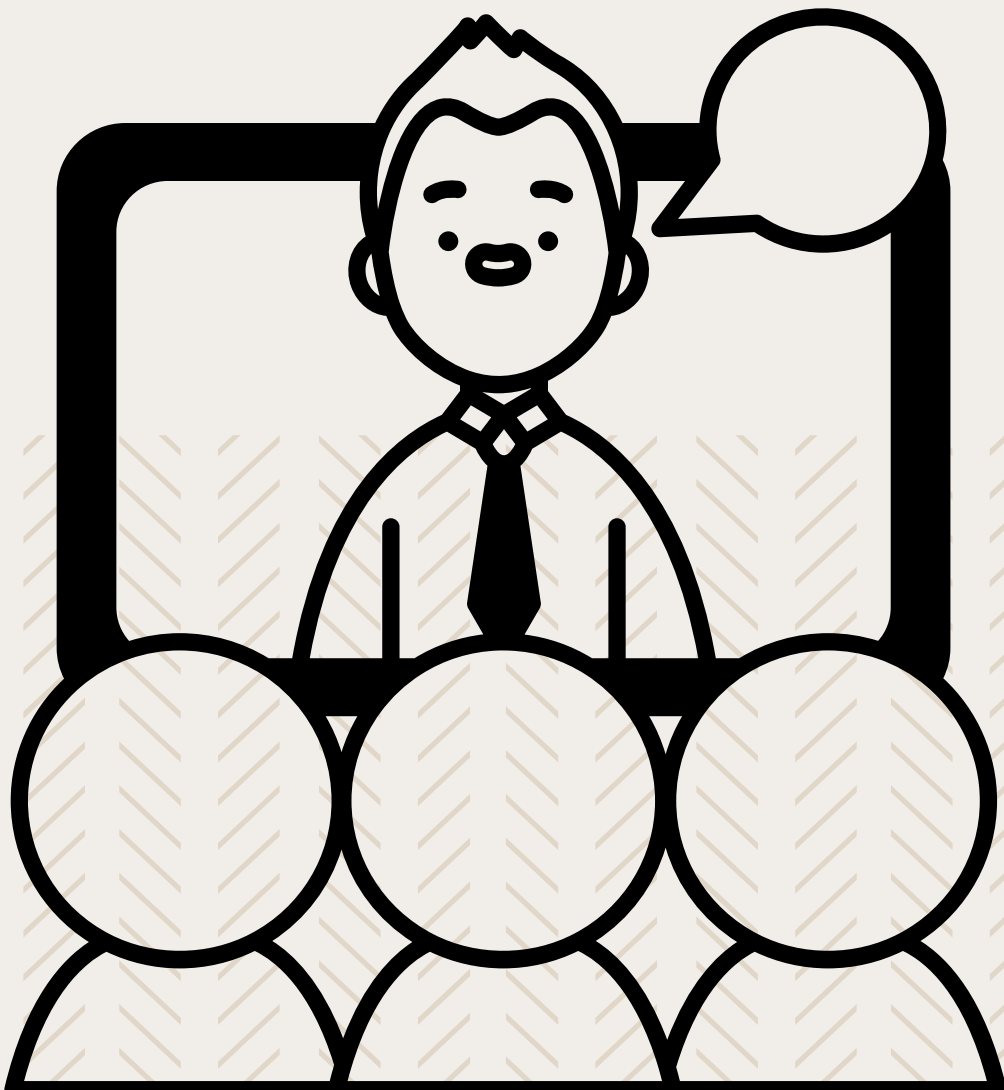
- Addressing underperformance
- Managing conflict between team members
- Giving difficult feedback

Each scenario requires a decision, followed by feedback explaining the impact of that choice on team performance and trust.



ARTIFACT 3: COACHING CONVERSATION GUIDE

This guide supports managers and coaches in facilitating meaningful leadership development conversations.

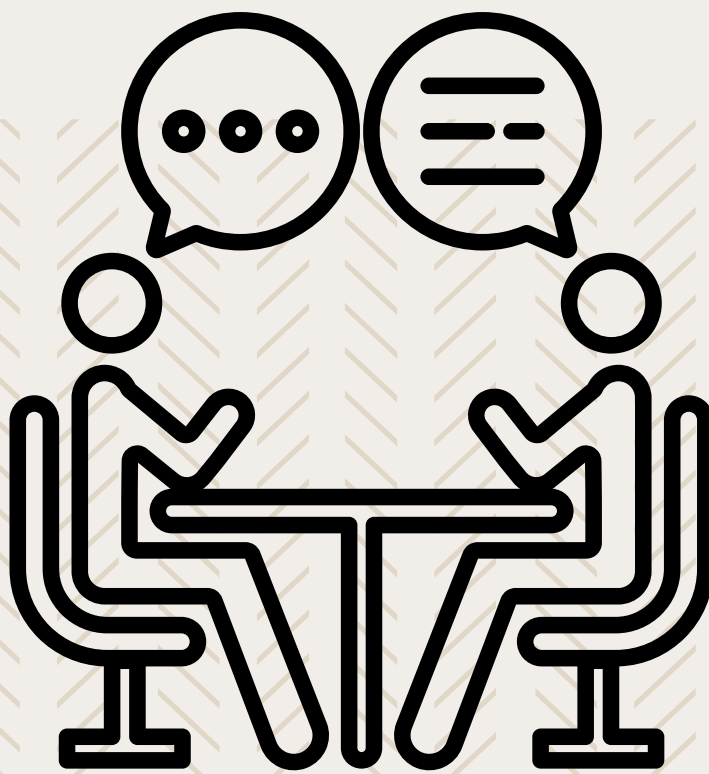


HOW THE COACHING GUIDE SUPPORTS LEADERS

The guide provides:

- Structured coaching questions
- Prompts for reflection
- Guidance on handling resistance or defensiveness
- Focus areas for follow-up discussions

This ensures leadership development continues beyond formal training sessions.



ARTIFACT 4: LEADERSHIP REFLECTION JOB AID

This job aid helps leaders reflect on their decisions and behaviors immediately after real workplace interactions.



WHY REFLECTION WAS BUILT INTO THE SOLUTION

Leadership growth happens through reflection on real experiences.

This job aid:

- Encourages self-assessment
- Reinforces learning after key interactions
- Helps leaders identify improvement areas

It supports continuous development without adding extra training time.



INTENDED IMPACT

This leadership development solution is designed to:

- Improve decision-making confidence
- Increase leadership effectiveness
- Reduce avoidable people-management escalations
- Create consistent leadership behaviours across teams



WHAT THIS PROJECT DEMONSTRATES



This project demonstrates my ability to:

- Design leadership development solutions focused on behaviour change
- Translate abstract leadership concepts into practical tools
- Align leadership learning with organizational performance
- Create learning systems used by leaders, coaches, and HR teams