



2009 aitp Members Summit

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Leadership & Making an Impact

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Overview

- **Making an Impact**
- **Organizational Needs**
- **Capability / Competence**
- **Finding your Passion**



Characteristics for Success

High Performing Executives

Managing Diverse Relationships

Making Complex Decisions

Relating Skills

Caring About Others

Inspiring Others

Managing Up

Evaluating and Deploying People Accurately

KFI's High-Performing CIO

Managing Diverse Relationships

Making Complex Decisions

Relating Skills

Caring About Others

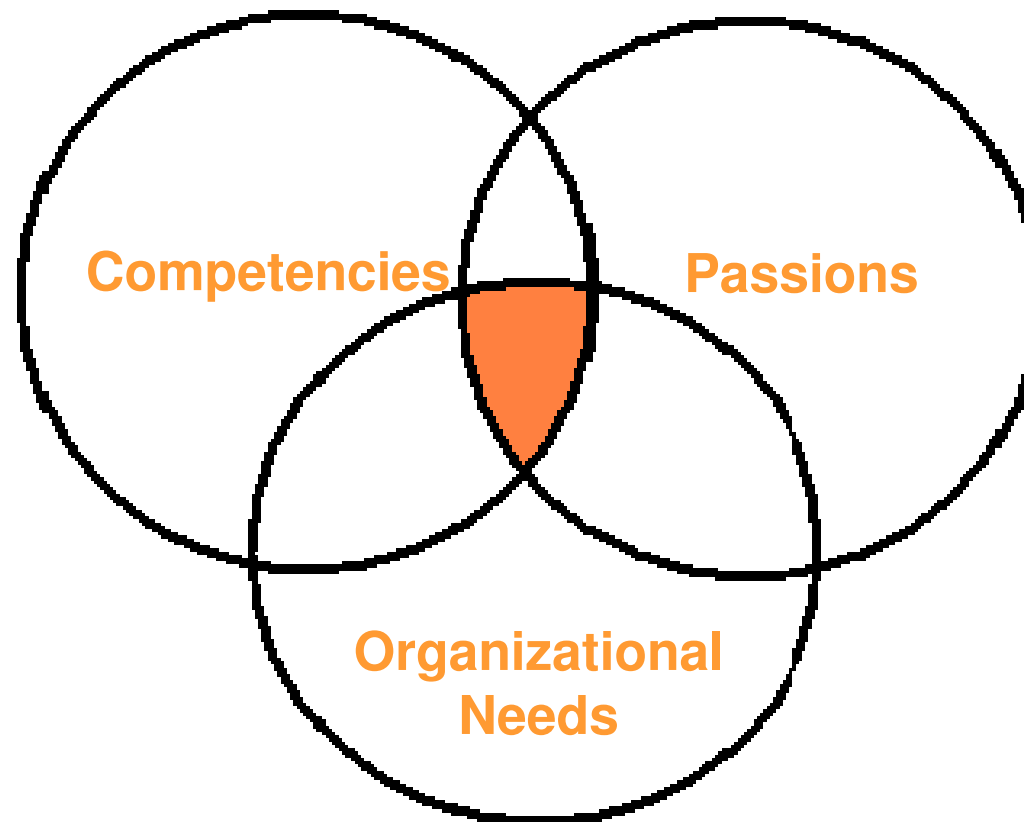
Inspiring Others

Creating the New and Different

Being Open and Receptive

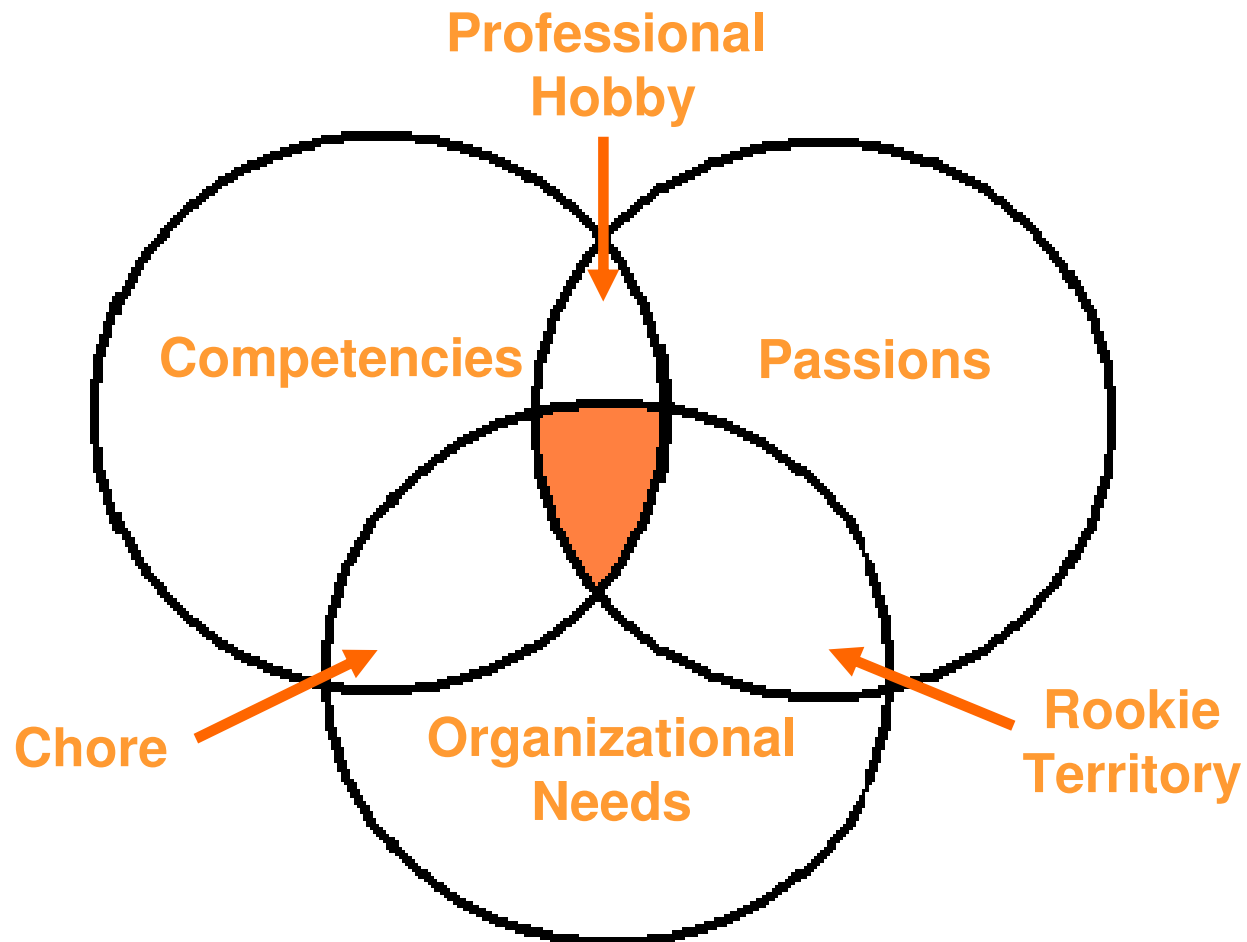


Performance Model – Making an Impact



Sources: Zenger Folkman; Safeway

7-Eleven, Inc. Confidential and Proprietary

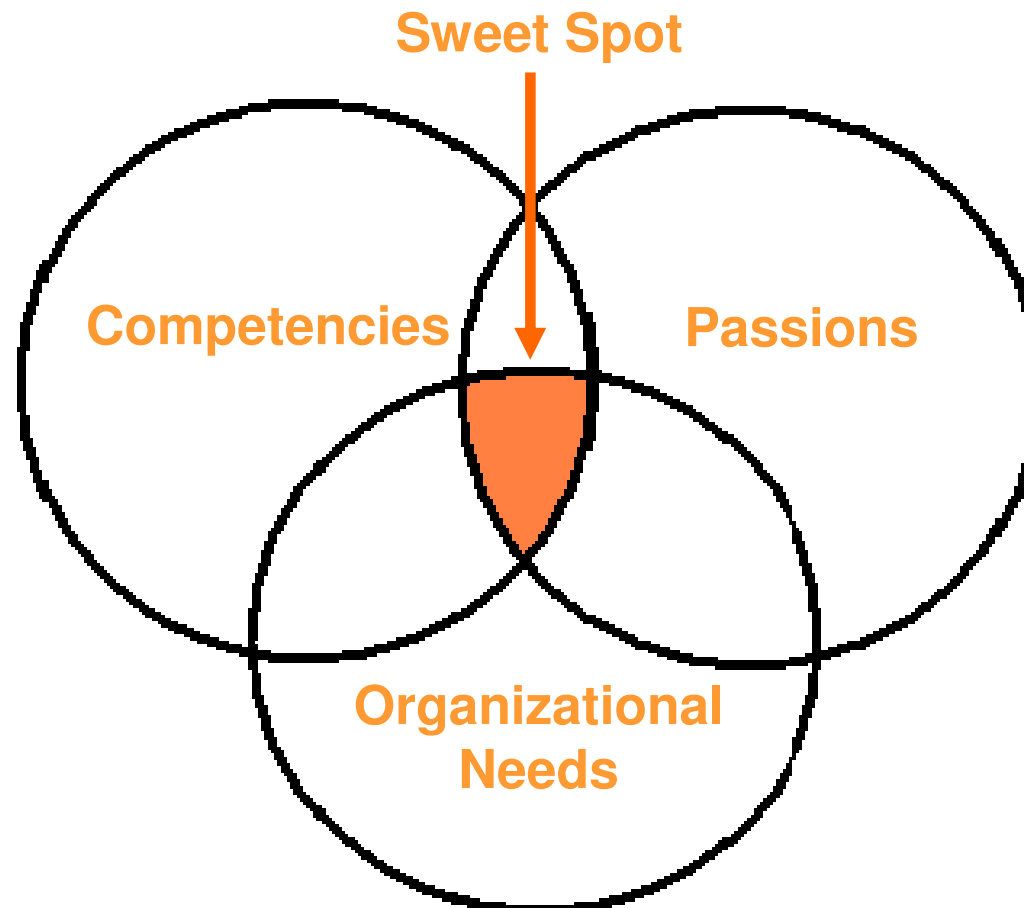


Sources: Zenger Folkman; Safeway

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Maximizing Performance



Sources: Zenger Folkman; Safeway

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Organizational Needs

- **Company Strategy**
 - Operational Excellence
 - Customer Intimacy
 - Innovation & Product Differentiation
- **Strategic Initiatives**
 - New Product Development
 - Customer Relationship Management
 - Supply Chain Optimization
 - Business Intelligence & Analytics
- **Departmental Strategy**
 - Strategic Alignment of IT and Business Areas
 - Effective & Efficient IT Operations
 - Manage Diverse Relationships, internal and external
 - Develop Departmental Talent



Capabilities & Competencies

- **“Hard” Skills**

- Technical Skills
 - Development
 - DBA
 - Network Engineering
 - Etc.,
- Functional Skills
 - Business Analysis
 - Process Design
 - Usability Analysis
 - Etc.,
- Project Management Skills
 - Project Planning & Estimation
 - Critical Path Analysis
 - Risk Analysis
 - Issue Management
 - Etc.,

- **“Soft” Skills**

- Strategic Direction
- Communication
- Influencing Others
- Innovation
- Develop Others
- Build Relationships
- Collaboration
- Customer Focus
- Integrity
- Accountability
- Recognition



Leadership Model

- **Capacity to Lead**
 - Set Direction
 - Build Alignment
 - Excellent Execution
- **Commitment to Lead**
 - Drive Results
 - People
 - Teamwork
 - Customer Focus
- **Character to Lead**
 - Integrity
 - Accountability
 - Recognition



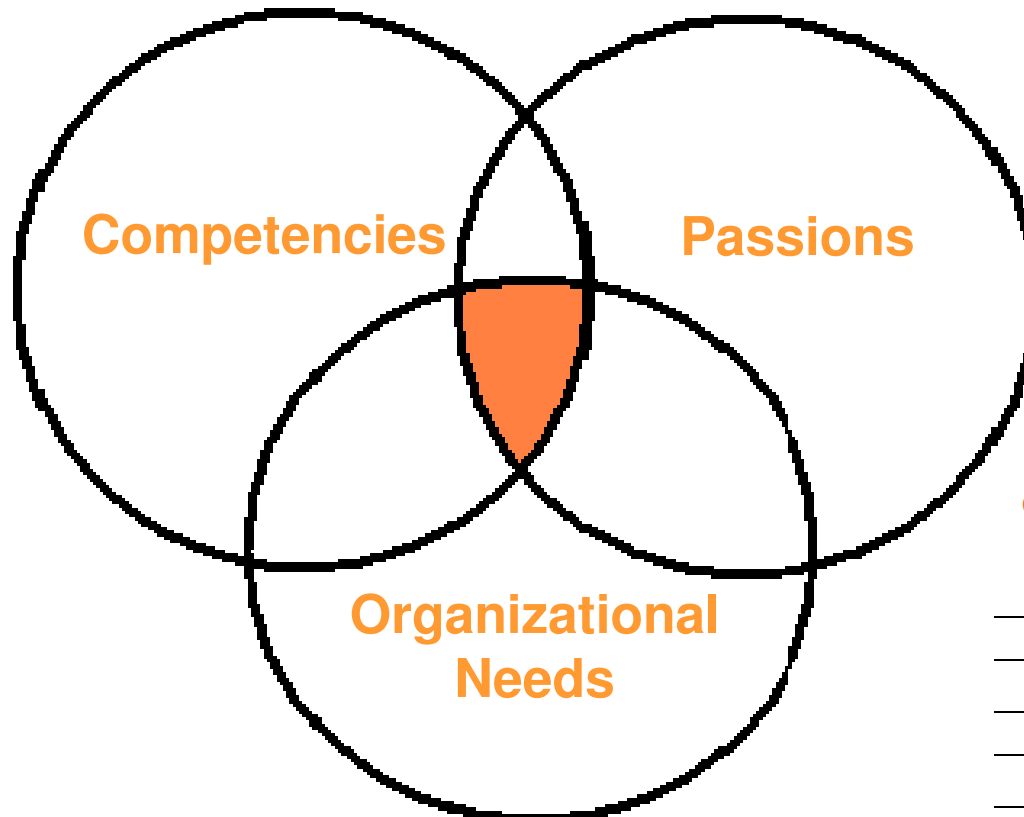
Finding Your Passions

- **Define Core Values/Beliefs**
 - Organizational values
 - Family lessons
 - Memorable experiences
 - Education
- **Reflect on interests**
 - Energizing activities
 - Creative Outlets
- **Core Drivers / Challenges**
 - Money or love
 - Power or respect
 - Interest or boredom



Pulling it all Together

Competencies



Passions

**Organizational
Needs**

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