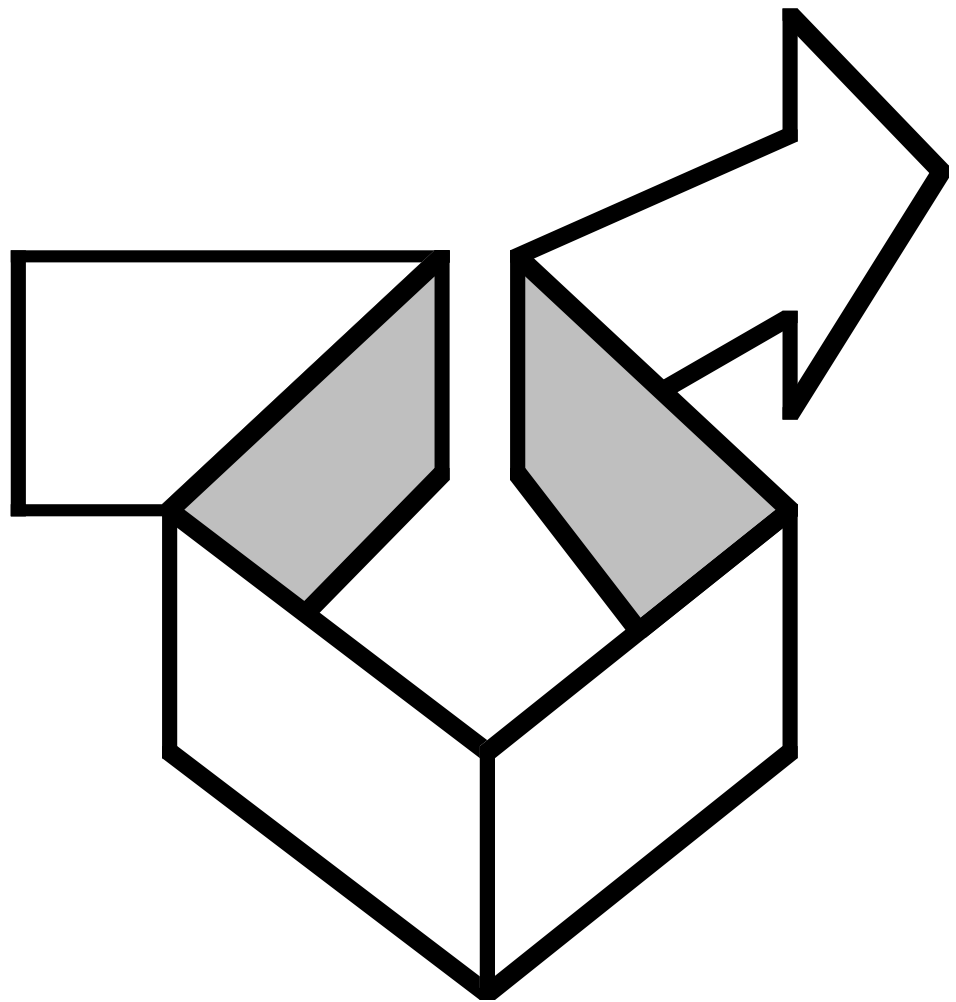


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# The **MILO** Process

*The voyage of discovery lies not in finding new landscapes,  
but in having new eyes.*

*Marcel Proust*



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# The **MILO** Process

The **MILO Process** is a proven program tailored to the needs and learning styles of executives challenged to perform every-day in organizations that are relentless in their demand for outstanding results.

Our focus throughout the process is on creating a sustainable shift in your capacity to deliver outstanding results in your organization on-goingly. Such shifts do not occur through simply reviewing best practices or amassing more information about current problems for mere intellectual understanding.

While insight is useful, action is vital. Consequently, The **MILO Process** combines state-of-the-art findings about personal and organizational transformation with an experiential, visceral engagement with real business issues pivotal to your on-going success.

For an entire organization to learn how to break through to a new level of leadership and performance, a critical mass of influential executives and key managers needs to become actively involved with The **MILO Process**. The most leverage is achieved when I start with executives at the top of the organization and successively work with people directly reporting to them.

A typical first program involves the entire top executive team, ranging in size usually from six to twelve participants, meeting off-site for three consecutive days, complemented with on-site coaching and follow-through meetings.

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❖ **Motivation**

❖ **Innovation**

❖ **Leadership**

❖ **Opportunity**

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## **Step 1: Assessment**

Prior to the retreat, I conduct one-on-one, confidential interviews with all the participants to assess and pre-wire their readiness for breakthrough change as well as to learn what they currently consider to be "working" and "not working." This data is collated, analyzed and used in tailoring the design of the off-site retreat.

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## **Step 2: Off-Site Retreat**

The off-site retreat is designed to be:

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### ***PRACTICAL***

You will explore powerful new ideas for personal and organizational effectiveness whose impact is immediately useful for challenges you are currently facing at work and in the marketplace.

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### ***STIMULATING***

You will extend the depths of your personal and organizational capacity for change through expert facilitation of business conversations focused on exploring and resolving burning issues.

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### ***PROVOCATIVE***

You will be asked to temporarily suspend your assumptions, judgments, and beliefs about your capabilities so that you can fully engage in coaching conversations and learning exercises built to give you memorable, hands-on experience with new skills for personal and organizational effectiveness.

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## ***Topics typically covered during the retreat***

- ❖ Ownership, Accountability, and Responsibility
- ❖ Learning How to Learn for Breakthrough
- ❖ Becoming a New Observer of Business Practices
- ❖ Creating Marketplace Velocity
- ❖ Being an Organizational Leader vs Manager
- ❖ Establishing Clarity, Alignment and Synchrony
- ❖ Opening New Possibilities and Designing Opportunities
- ❖ The Neuroscience of Risk-taking
- ❖ Developing Emotional Intelligence
- ❖ Languaging Structure and Change
- ❖ Learning Styles and The Intelligence Trap
- ❖ Harnessing Paradox and Intuition
- ❖ Leveraging Systems Thinking
- ❖ Expertise and Personal Mastery
- ❖ Mental Models and Belief Systems
- ❖ Shared Visioning as a Basis for Leadership
- ❖ Generating Guiding Principles for Action

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## ***Step 3: On-Site Coaching and Problem Solving***

Off-site retreats are notorious for providing short-lived “highs” that evaporate when participants return to the realities of the workplace.

Principles and practices that seemed so clear and easy to use in the context of the retreat can suddenly become difficult when returning to the demands of 100 m.p.h. action in the trenches. Patterns of thinking and behavior that have been ingrained over decades can creep back in and subvert new found wisdom when there is no support mechanism or structure to enable conscious awareness of choice.

To maintain the breakthroughs of the retreat and to continue to deepen their practice so that they become a natural way of doing business, I have learned that it is highly advisable for me to be available on-site subsequent to the retreat.

On-site Coaching/Problem Solving involves me coming directly in contact with the reality of the work situation faced by individual executives and enables me to reinforce new styles of leading, thinking, communicating and behaving in real time at actual business meetings and problem-solving sessions.

In experiencing my coaching process on-site and observing my meeting facilitation for effective problem-solving, executives and managers absorb first-hand the pragmatics of leadership for creating commitment and achieving results.

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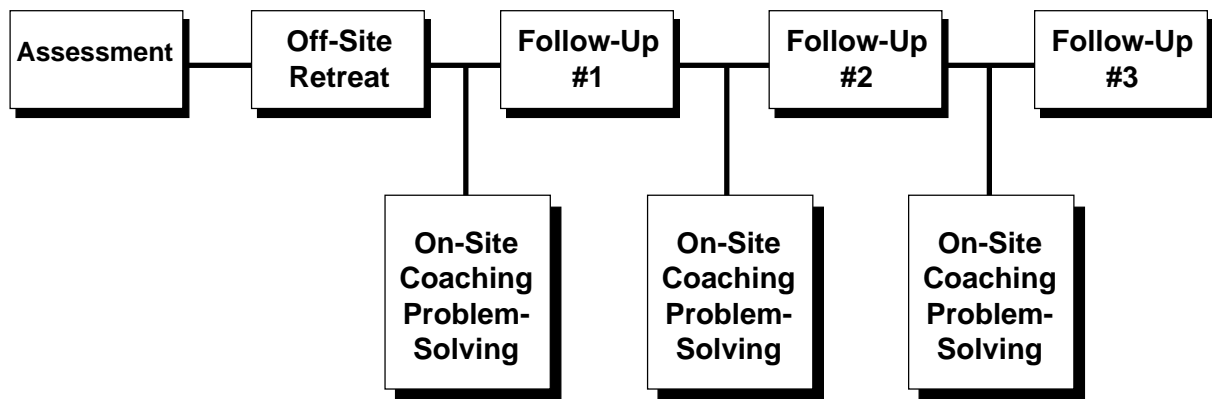
## Step 4: Follow-Through

Follow-through sessions involve the entire executive group re-convening every four-weeks or so for full-day meetings to check commitment and assess progress both quantitatively and qualitatively.

These sessions also provide the opportunity to explore new strategic topics as they become relevant to the business and the executive group.

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## Process Structure



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## ***Process Outcomes***

As a result of fully engaging with this program, participants:

- ❖ develop a facility for clear and powerful interpersonal communication that elicits spirited cooperation and committed action,
- ❖ learn how to think flexibly and multiply their effectiveness under conditions of severe time-pressure,
- ❖ generate a concrete, self-selected list of guiding principles for team and organizational effectiveness,
- ❖ identify key burning issues and design action plans with specific accountabilities for immediate and lasting resolution,
- ❖ explode self-defeating learning myths and develop a new appreciation of themselves as versatile learners and creative professionals,
- ❖ attain insights and skills into how to break through personal and organizational blocks to effectiveness,
- ❖ acquire a set of systemic thinking tools for personal and organizational learning that can be deployed immediately,
- ❖ shift from a reactive to a breakthrough approach to personal and organizational growth and change, and
- ❖ experience a deeply energizing renewal of their spirit for challenge and contribution.