

IMPLEMENTATION GUIDE: THE 30-60-90 DAY PLAN

Training changes vocabulary; only application changes behaviour, and only changed behaviour changes results. This guide converts the eight modules into ninety days of deliberate leadership practice. It is designed around a principle from behaviour-change research: small routines, repeated on a schedule and reviewed against evidence, outperform grand intentions (and they survive busy weeks). Participants complete the plan on the final afternoon of the workshop, agree it with their line manager within two weeks, and review it formally at day 90.

Days 1 to 30: Establish

The first month installs the foundations of clarity and rhythm.

- a. Write your role charter and share it with your manager and your team (Module 1).
- b. Complete or refresh an Expectations One-Pager conversation with every direct report (Module 3).
- c. Start the weekly or fortnightly one-to-one rhythm using the Annex D template (Module 5).
- d. Delegate one genuine task at an explicitly named Delegation Ladder level, with the five-part briefing (Module 4).
- e. Deliver at least one specific reinforcing SBI and one redirecting SBI each week (Module 5).

Days 31 to 60: Embed

The second month deepens the coaching and candour practices.

- a. Run a monthly team performance review using the performance leadership cycle of plan, monitor, review and develop (Modules 1 and 3).
- b. Coach at least two live performance challenges using GROW, resisting the urge to prescribe (Module 5).
- c. Hold the difficult conversation planned in Module 7, on the committed date.
- d. Run the five-question engagement pulse and one stay conversation with a key performer (Module 6).
- e. Introduce a weekly pattern-spotting huddle and visibly thank the first bearer of bad news (Module 7).

Days 61 to 90: Extend

The third month expands authority, influence and review.

- a. Raise at least one team member a level on the Delegation Ladder and say so (Module 4).
- b. Execute the first two conversations of your Stakeholder Influence Map campaign (Module 8).
- c. Add the customer story, compliment and complaint to every team meeting; implement one defined service-recovery empowerment within policy (Module 8).
- d. Repeat the engagement pulse; compare with the baseline and act on one gap (Module 6).
- e. Prepare and present a one-page day-90 review to your line manager: what you practised, what changed in the team's behaviour and results, and your next 90-day plan.

