



Will Bloomer DUAL ANZ leadership connection program

Overview of connection sessions

Connection Sessions differ from traditional mentoring in that focus of the conversation is not to teach specific skills but to provide support, guidance and a safe space to share. We recognise the importance and role of facilitating connection not only amongst our people leaders but providing opportunities for our emerging leaders to connect with Executives in the business.

Whilst the purpose of the sessions is to provide participants with the opportunity and environment for conversations that support their wellbeing and development at DUAL, how the conversation is approached and what topics are discussed is up to the Participant and Executive Chairman to discuss and establish.

The approach taken for each session may also differ and the below provides a guide on different approaches that may be taken:

Reflect and discuss – For the participant to share challenges and successes that have occurred in their role over the previous months.

Knowledge share – For the Executive Chairman to share experiences and lessons learned from time at DUAL and within the industry.

Guide on DUAL approach – Seek guidance on approaching issues or opportunities within DUAL, with the Executive Chairman acting as a sounding board and providing guidance and feedback.

Accountability – Discuss and share goals for the Executive Chairman to ensure accountability and check-ins.

Topics that may be explored during sessions include:

- Challenges and successes in current role
- Stories - DUAL – History, approach, learnings
- Stories – About the Executive Chairman – experience, career
- Aligning with DUAL culture, values and vision
- Industry knowledge
- Role contribution – how does the role, function contribute to DUAL
- Underwriting 101 – for Shared Services
- Leadership guidance
- Manager relationships

- Work/life integration and wellbeing
- Confidence building

Participant activity

Prior to your first session, consider and complete the following questions to assist you in identifying what topics you would like to focus on or what outcomes you would like to achieve from the program?

1. What information can the Executive Chairman share with you to support you in your role or in how you contribute to the success of DUAL?
2. What areas have you lacked accountability in that you would like the assistance of the Executive Chairman to help you commit to, to achieve your goals and progress?
3. What questions do you have on how DUAL's Executive team develop and implement strategy?
4. Are there frustrations you currently have in your role that you would like to have a safe space to discuss?
5. Do you have any insecurities that you would like support growing confidence in?
6. Is there any conflict you have encountered during the previous months that you would like to reflect on?
7. Have you identified any areas of improvement or innovation solutions that you would like guidance on how to share with managers and the Executive Team?
8. What challenges have you encountered over the previous 12 months that you would like to reflect on?
9. How do you rate your knowledge of what DUAL does on a scale of 1-10?
10. What DUAL stories would you like to hear about?
11. Do any barriers exist for you in developing or progressing in your role or career?
12. Are you experiencing challenges in achieving healthy work/life integration?
13. Have there been any issues or situations you have found yourself ruminating on that would be beneficial to share with someone?

Tips and tricks

- Have an agenda or list of items to discuss, shared in advance of each meeting.
- Where appropriate, set actions following each session to support accountability.
- Communicate between sessions – reach out as questions come up and don't feel limited by the four quarterly sessions outlined in the program structure.
- Take notes to refer back to in future sessions – remember that a quarter between sessions is a long time.
- Recognise the value of the little things – often it's the small things that make the biggest difference e.g. the easy to implement tips, ideas for a new approach, lessons learned from a previous project or facts about DUAL.
- Communicate what goals and outcomes you would like to achieve from the program.
- Share the good and the bad – trust the safe space.

Manager input

To support connection session conversations, input and feedback will be requested from each participant's manager by the Executive Chairman to assist in shaping session conversations and proposed outcomes.

Confidentiality

To ensure a safe space is maintained in conversations, the specific details and conversation from each session will remain between the participant and the Executive Chairman. Where appropriate, the Head of HR & People will support in further development planning when identified as part of conversations or where additional support may be required. High level feedback may be provided to Managers throughout the duration of the program. Participants are welcome to flag any topics or discussion they would not like shared and permission will be sought prior to sharing any information.

Contact details

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