GENTEX TRAINING CENTER

# Leading People Through Change

*An Executive Leadership Playbook*

*Level 2 of 3 — Central Bank Executive Leadership Development*

## Introduction

Most leadership training ends the moment the workshop does. People take notes, nod along, and go back to running their institution exactly the way they did before.

That gap is expensive for a central bank. When a currency decision, a restructuring, or a new technology forces your executive team to move fast, the cost of hesitation isn't a missed deadline — it's public trust.

**Leading People Through Change** is a 5-day executive workshop built for central bank leadership teams navigating exactly that kind of pressure. It doesn't teach leadership theory. It hands your executives five practical tools — one per day — built and tested on real central banking decisions, so they can use them the following week, not just remember them.

## Where This Fits: The Leadership Journey

**This program is Level 2 of a 3-level leadership development journey** for central bank executives.

- **Level 1 —** Leadership in Central Bank Governance. The foundation. Builds the core leadership skillset every senior central bank leader needs: vision, ethics, crisis readiness, and communication.
- **Level 2 —** Leading People Through Change (this program). Applies those foundations to the real work of leading an institution through major transformation.
- **Level 3 —** Leading the Institution Forward. The senior executive level. Moves the focus from personal leadership to protecting and steering the whole institution — chairing high-stakes meetings, handling political pressure, and managing a crisis in public view.

*Each level builds on the one before it — from leading yourself, to leading change, to leading the institution.*

## Professionals Course Objectives

By the end of this program, participants will be able to:

- Make high-stakes decisions under pressure using a simple, repeatable 5-step process

- Communicate major change to their teams in a way that answers the question every employee is really asking: "what does this mean for me?"
- Use AI safely and productively in their day-to-day executive work, without compromising data security or judgment
- Identify and develop real successors for critical roles, instead of assuming someone will be ready when a vacancy opens
- Turn a multi-year strategic vision into decisions their teams can act on this week

Each objective comes with a framework the participant keeps — a one-page tool they can put in front of their own team the following Monday.

## Course Methodology

This is an interactive workshop, anchored in real central banking examples, not hypothetical case studies.

Each day follows the same shape: a framework is introduced, walked through step-by-step using a real event from central banking history, then handed to participants to apply to a live decision from their own institution. Short, low-stakes activities are built in throughout each day to keep the room engaged, not just listening. Every session closes with a concrete action participants commit to before they leave the room.

Participants leave with tools, not just impressions — worksheets, checklists, and frameworks built to be shared with their own teams.

## Who Should Take This Course

This program is designed for:

- Executives reporting directly to a central bank Governor
- Directors and department heads reporting to those executives

Completion of Level 1 (Leadership in Central Bank Governance) is recommended but not required — leaders with equivalent senior experience will follow the material without difficulty. Because the workshop is built around real, senior-level decisions, it works best for leaders who already carry institutional responsibility, not entry-level management training.

## Professionals Course Outline

Five mornings. One framework per day. Each one built to be used immediately.

### Day 1 — Foundations: Leading Under Pressure

A simple 5-step framework for making high-stakes decisions quickly, without freezing or deciding alone. Built and demonstrated on real central bank crisis decisions, then applied to a live decision each participant is currently facing.

### Day 2 — Bringing Your People With You

A 5-part framework for communicating major change, built around the one question most leaders forget to answer: what's in it for the person hearing this? Participants leave with a message they can send their own team that week.

### Day 3 — AI Fluency for Executives

A practical, safe way to use AI for everyday executive work — drafting, summarizing, and research — while keeping every real decision firmly in human hands. Includes clear data-safety rules for a regulated institution.

### Day 4 — Preparing Your Next Generation

A simple test for judging whether a potential successor is actually ready, not just available. Participants leave having applied it to a real gap in their own department.

### Day 5 — Making It Stick

A framework for turning any strategic plan into action that survives past the workshop — small steps, public commitment, a defined process, and a fixed check-in. Participants leave with one real initiative they've personally committed to championing.

## Conclusion

Executives don't need another inspiring keynote. They need tools that still work three weeks after the training ends.

Leading People Through Change gives central bank executives five of them — one per day, each built on real events from central banking history, each one usable the following Monday. It's the second step in a leadership journey that continues into Level 3, where the focus shifts from leading change to leading the institution itself.

**Ready to bring this program to your leadership team? Contact Gentex to discuss scheduling.**

## FAQs

### 1. Does this program require prior central banking experience?

No formal certification is required, but the workshop is built for people already carrying senior institutional responsibility. The examples and activities assume a working knowledge of how a central bank operates.

### 2. Do we need to complete Level 1 before this program?

No. Level 1 (Leadership in Central Bank Governance) is recommended as a foundation, but leaders with equivalent senior experience can join Level 2 directly.

### 3. Is this only for one specific central bank, or can any institution join?

The program is built to be delivered for any central bank's executive team. Examples are drawn from central banking history broadly, and can be adapted to include the client institution's own real decisions where relevant.

### 4. How much time does this actually require?

Five mornings, 8:30 AM to 12:30 PM. It's designed to fit around a working week, not replace one.

### 5. What do participants walk away with, beyond the workshop itself?

A physical or digital toolkit — five one-page frameworks, worksheets, and checklists — built to be shared with their own teams, not just kept as personal notes.