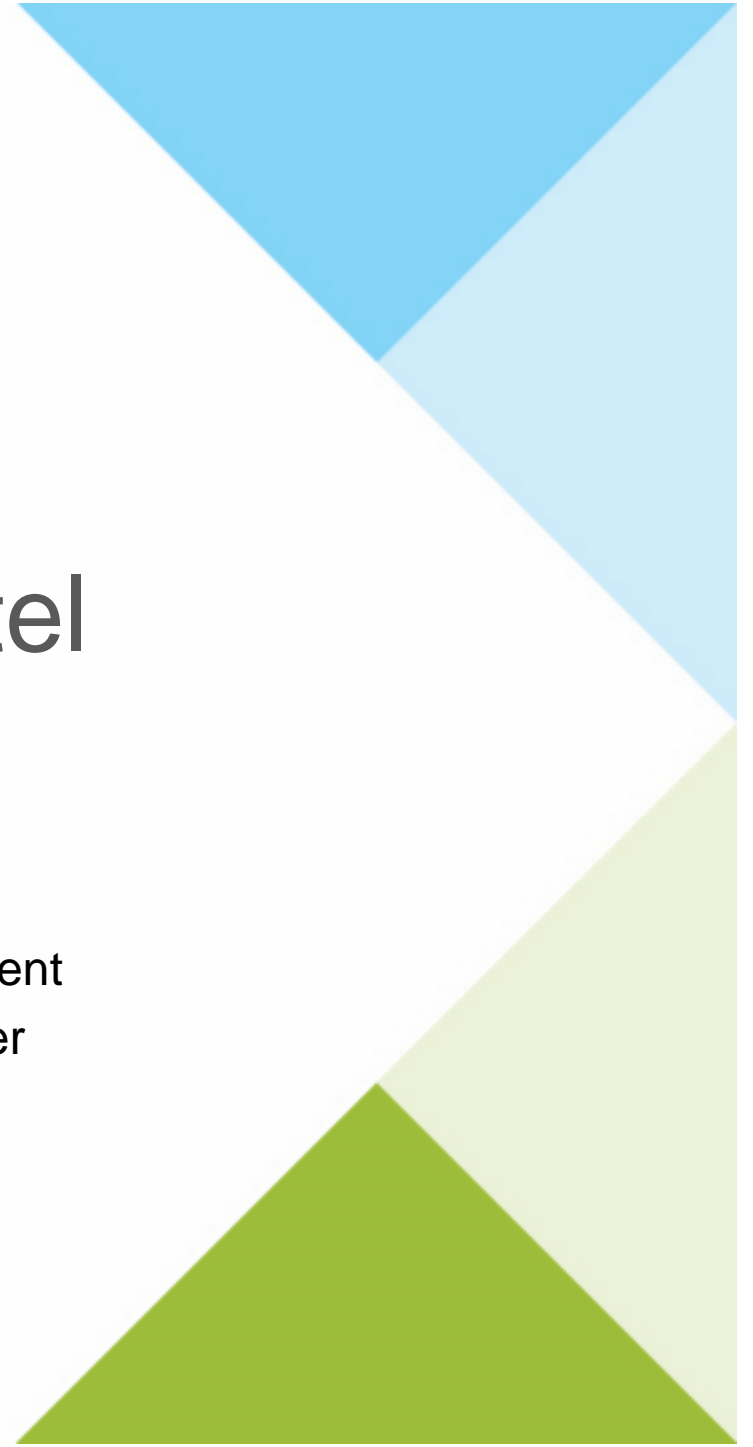


Type, Training and Transformation at Foxtel

Nicole Issaakidis, Head of Organisation Development
Siobhan Turney, Organisation Development Leader
Foxtel



Type at Foxtel

Company Profile

Jointly owned by Telstra and News Corp, we are one of Australia's most progressive and dynamic media companies delivering subscription TV to Australians everywhere.

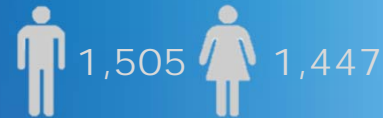


- 2.3 million subscribing viewers
- Over 200 diverse channels
- Produce more than 25 channels
- Invest over \$700m in local content
- 73% of our customers are in Metro locations
- 37% in Regional locations
- 34% of our customers are in NSW
- 73% have Satellite (27% cable)
- Largest % of customers (23%) in 40-50 age group
- 54% of customers have Foxtel for 5+ years
- 33% of our customers have 5+ tiers

Top 5 Channels	Top 5 Shows
FOX8 FOX FOOTY LifeStyle Channel TVHITS UKTV	Game of Thrones Open Slather The Flash DCOM: Descendants Selling Houses Australia

Source: OzTAM. National STV Database. Consolidated. Unduplicated. Total People. 01/01/2015-30/09/2015. 0200-0200.

People Profile



FTE	2,558.5
H/C	2,952

Average Age	36.7
Average Tenure	5.1 years

Senior	Dept	People	Self
68	95	436	2353

Location	
North Ryde	1302
Moonee Ponds	771
Robina	847
Other	32

Contract Type	
Full Time	2,322
Part Time	396
Casual	234

Turnover	
Total Turnover	21.9%
Call Centre	27.8%
Other	14.1%

Type at Foxtel – Why MBTI®

Ability to look through different lenses:

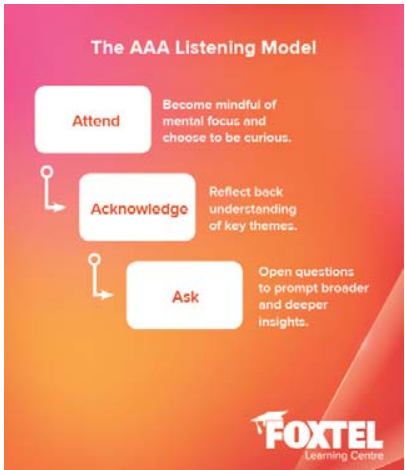
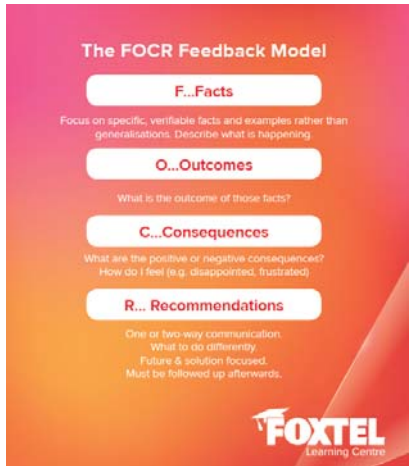


Training at Foxtel



Transformation at Foxtel

Leadership Development



Transformation at Foxtel

Capability

ENTP

How does my personality type relate to the FOXTEL Capability Framework?

Your Type – ENTP Extraverted Intuition with Introverted Thinking

Hallmark: Initiative

Summary

People with ENTP preferences constantly scan the environment for opportunities and possibilities. They see patterns and connections not obvious to others and at times seem able to see into the future. ENTPs are remarkably insightful about the attitudes of others, and their enthusiasm and energy can mobilise people to support their vision.

ENTPs are enthusiastic innovators. Their world is full of possibilities, interesting concepts and exciting challenges. They are stimulated by difficulties, quickly devising creative responses and plunging into activity, trusting their ability to improvise. They enjoy working with others in start-up activities that require ingenuity and resourcefulness. They are adept at generating conceptual possibilities and then analysing them strategically.

Famous ENTPs



WALT DISNEY
Founder of the Walt Disney Company

"All our dreams can come true, if we have the courage to pursue them"



'WEIRD AL' YANKOVIC
Comedian

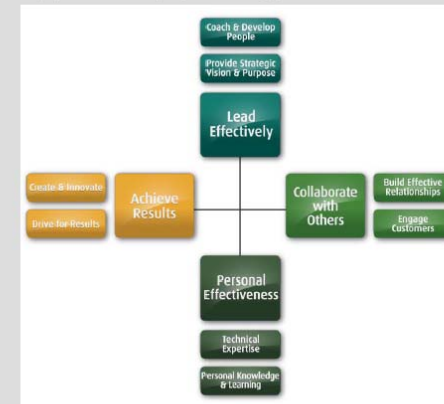
"So people realise that when 'Weird Al' want to go to parody, it's not meant to make them look bad...it's meant to be a tribute"

The FOXTEL Capability Framework

The purpose of the information below is to help you understand how your MBTI personality type relates to the FOXTEL Capability Framework. Please be aware that the information on the other side of this sheet is a pointer only and not comprehensive or final. You should consider all of the information provided about your MBTI type to help you decide what you think is most relevant and authentic for your development.

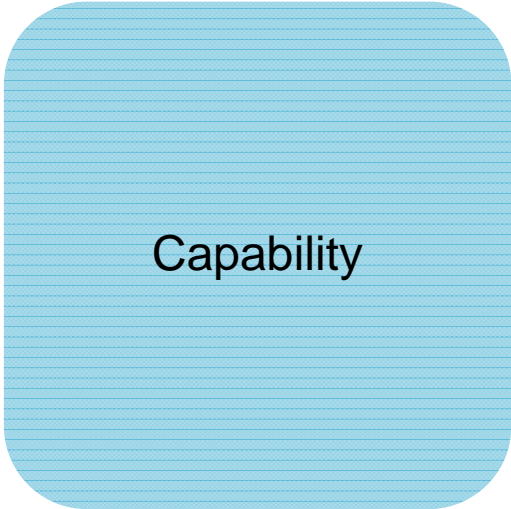
Why is this important?

Understanding your MBTI type may help you understand where your strengths and development areas lie against these capabilities and provide insight into how you can adapt your leadership style accordingly.



For further details regarding the Capability Framework please refer to your FOXTEL Capability Guide.

Transformation at Foxtel

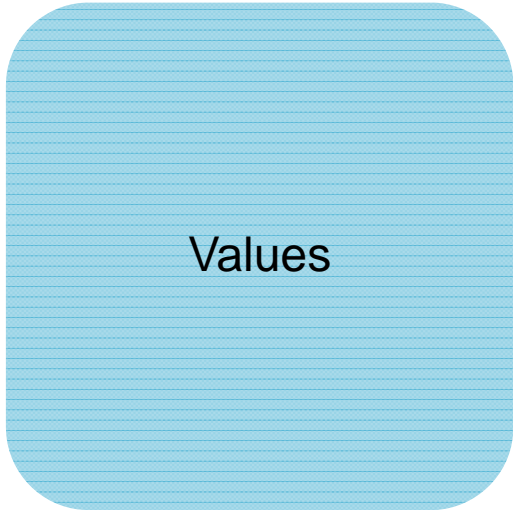


ENTP
How does my personality type relate to the FOXTEL Capability Framework?

Coach and Develop People		Provide Strategic Vision & Purpose		Build Effective Relationships		Engage Customers	
At FOXTEL we recognise the requirement to continually improve the capability of our teams in order to deliver not only current but future business needs. We proactively coach and develop our people to ensure everyone has the necessary skills and knowledge to deliver results.		Sets direction and mobilises resources to reach a destination. We all contribute to realising the FOXTEL strategy and long term vision		FOXTEL believes in creating and encouraging great relationships with other departments through cooperation and the sharing of knowledge. It is only through teamwork that we can achieve our goals and meet the expectations of our shareholders.		No matter what area you are in, at FOXTEL everyone has the same focus; providing exceptional customer service to both internal and external customers. Engaging customers is about continuously improving our service and our product.	
Potential Strengths	Potential Development	Potential Strengths	Potential Development	Potential Strengths	Potential Development	Potential Strengths	Potential Development
Walk the walk by setting challenging goals for themselves and their team Will give people independence to work and deliver their targets Always challenging people to aim for high achievement	Can be seen as 'stealing the show,' May benefit from acknowledging the contribution of others and giving them a chance to shine May let people manage their own development rather than planning succession	ENTPs can create a strong inspiration and motivation in others through their excitement and optimism about new causes They exhibit a 'can do' attitude, seeing nothing as beyond their capability	Tempering their taste for change with a dose of practicality Accepting that others may be more willing to take risks when there is a safety net Realising the limitations so that they don't over-commit and underachieve	Are adept at reading people and can use this to engage and motivate Are energetic and enterprising and ENTPs use this to stimulate others to thought and action Very insightful about the attitudes of others	May be seen as competitive and confrontational when discussing ideas Would benefit from realising the need to persuade others calmly Under stress ENTPs can be seen as brash and abrasive	ENTPs possess a big picture approach which helps them develop company level solutions that address real customer needs Will be strongly focussed on how to exceed the expectations of our customers	Will benefit from remembering to nurture relationships with customers to ensure buy in and support Focus on seeing a few ideas through to realisation
Technical Expertise		Personal Knowledge and Learning		Create & Innovate		Drive for Results	
At FOXTEL, our success is not only based on our abilities to lead, collaborate and innovate but on our technical and functional expertise. Continually growing and applying our technical expertise will assist FOXTEL to thrive now and in the future.		At FOXTEL, we are keenly aware of the impact that personal development has on business success. It's important to be able to adapt and maximise individual strengths- and minimise weaknesses- in order to deliver better outcomes.		FOXTEL is an organisation of continuous growth, innovation and creativity in everything we do. We should all be thinking outside the square, developing innovative solutions and creatively tackling and solving problems at work.		Great results can only be achieved through the execution of business plans and by setting clear performance targets. It is by increasing our expectations that we stretch ourselves and drive business results.	
Potential Strengths	Potential Development	Potential Strengths	Potential Development	Potential Strengths	Potential Development	Potential Strengths	Potential Development
ENTPs preferred learning style is for learning to be active, conceptual and expertly taught Technical solutions are well thought through and address future needs effectively	May become lost in the model, forgetting about current realities and details May not take in enough information resulting in 'insights' that are removed from reality	They prefer learning that is challenging and the big picture Will value self development when it provides them with a new skill or capability Are theoretical, conceptual and curious	May not have ways to evaluate their insights and make plans to carry them through My feel frustrated when they cannot use their gifts Under stress may lose ability to generate possibilities	Responds to problems by creating complex global solutions Will offer a variety of angles on an issue or problem ENTPs natural entrepreneurial tendency fuel their creativity and innovation	May try to launch too many ideas but give up at once when things become routine Needs to set realistic timelines and know when to stop May too often reject standard processes in order to set up new ways of doing things	ENTPs are stimulated by difficulties and obstacles Constantly scanning the environment for new opportunities and chances to improve things Will usually set challenging goals that exceed expectations	Goals may not always be realistic given practical constraints and timeframes Can try to launch too many initiatives at once ENTPs find schedules and standard operating procedures confining and will try to work around them if possible



Transformation at Foxtel



ENTJ

How does my personality type relate to the Foxtel Values?

Your Type - ENTJ Extraverted Thinking with Introverted Intuition

Summary

People with ENTJ preferences are natural leaders and organisation builders. They are strategic visionaries, adept at planning for the future needs of the people and the organisations for which they are responsible.

They conceptualise and theorise readily and translate possibilities into plans to achieve short-term and long-term objectives. They readily see illogical and inefficient procedures and feel a strong urge to correct them, to organise people and situations to get them moving in the right direction.

ENTJs love, and are encouraged by, stimulating interactions with people. They often challenge people's statements expecting that others will defend them and that, as a result, mutual learning will take place. ENTJs admire and seek out people who are knowledgeable and who stand up to them, say what they think, and argue persuasively.

Famous ENTJs



Charlize Theron, Actor

"[To be a model] wasn't ... satisfying for me because I like to say what's on my mind."



David Letterman

"Nothing, believe me, nothing is more satisfying to me personally than getting a great idea and then beating it to death."

The Foxtel Values

The Foxtel Values provide guidelines as to 'how we work' at Foxtel, they help us be successful in our teams and deliver on our vision.

The purpose of the information below is to help you understand how your MBTI personality type relates to the Foxtel Values. Please be aware that this information is a pointer and not comprehensive or final. You should consider all of the information provided about your MBTI type to help you decide what you think is most relevant and authentic for your development.

Why is this important?

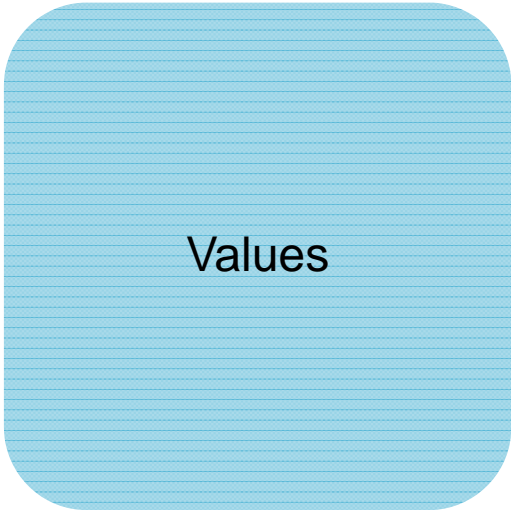
Understanding your MBTI type may help you understand where your strengths and development areas lie against these Values and provide insight into how you can adapt your leadership style accordingly.

{Insert values image here}

For further details on the Foxtel Values please check out Flash.



Transformation at Foxtel



√ We Start With the Customer	
We put ourselves in our customer's shoes and strive to delight them at every interaction.	
Potential Strengths	Potential Development
<p>You:</p> <ul style="list-style-type: none"> *Are a great strategist who plans for the future of the business and its customers. *Will identify inefficiencies that could be improved to benefit the customer. Are able to identify opportunities in the marketplace. 	<p>You:</p> <ul style="list-style-type: none"> *May overlook specifics and realistic factors that should be considered in your service delivery. *May benefit from checking with others to see if their solutions are practical and realistic before forging ahead.
√ We Work as One Team	
We support each other, show respect and listen. We work together to achieve our shared business goals.	
Potential Strengths	Potential Development
<p>You:</p> <ul style="list-style-type: none"> *Are a strategic visionary and share this vision persuasively. *Are outgoing, energised by interactions with people and are a natural at team activity. *Are keenly aware of the intricate connections within organisations and how to maximise them. *Are an effective critic and love to debate ideas. 	<p>You:</p> <ul style="list-style-type: none"> *May sometimes be viewed as overly impersonal and abrasive in team situations. *May sometimes give orders without listening to others. *Can be seen as overly critical. *Can be overly dominant. *May fail to notice or value another's contribution on occasion.
√ We Make it Simple	
Everything we do should be intuitive, efficient and elegantly simple. In a complicated world, simplicity wins.	
Potential Strengths	Potential Development
<p>You:</p> <ul style="list-style-type: none"> *Readily see illogical or inefficient procedures and feel a strong urge to correct them. *Provide clear and simple direction to your team by being decisive and assertive. *Are intuitive – creating insight and clarity with your intuitive capability. 	<p>You:</p> <ul style="list-style-type: none"> *As a conceptual and global thinker your ideas may be perceived as too high level or complex by others on occasion.



The image features a white background with decorative geometric shapes in the corners. In the top right, there is a blue triangle pointing downwards and a light blue triangle pointing upwards. In the bottom right, there is a green triangle pointing upwards and a light green triangle pointing downwards. The text "Thank You" is centered in the middle of the page.

Thank You