



ENGAGEMENT BRIEF · 2026

FOR MDS, GMS AND HEADS OF FUNCTION · 500 TO 5,000 PEOPLE

The Six Week Reset

Your managers should be running the business, not running to you.

A fixed price engagement that finds the friction pushing decisions back up to your desk, removes it on live work, and proves the change through your managers' own line managers. One virtual hour a week. Nobody leaves the business to do it.

6 weeks One hour a week	6 to 12 Leaders in one cohort	USD 12,500 For the cohort, fixed	Jimmy Leads every session
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Jimmy Burroughes
Founder, JBL High Performance
The Leadership Consultancy and Advisory
for businesses held back by friction

Good people, held back by friction.
We find it and remove it.

Your managers aren't the problem. The friction around them is.

You have capable, committed managers. Yet decisions still travel upwards, priorities multiply and the same issues keep landing on your desk. Every hour you spend on a decision a manager should own is an hour taken from the work only you can do. And each time a manager escalates and gets the answer, they learn to escalate again.

Across JBL engagements with nearly 3,500 managers, removing friction gave each manager back **around four hours a week**, moved **40% more decisions to the right level** and cut escalations by **15%**.

That time was already being lost before the work started: to escalations that didn't need to travel, approvals nobody needed, rework, and meetings that decided nothing.

WHAT FRICTION COSTS ONE COHORT, EVERY YEAR

Managers in the cohort	12
Hours lost to friction, per manager per week	4
Fully loaded cost per manager hour	USD 75
Working weeks per year	48

Annual cost of friction

USD 172,800

Illustrative. Swap in your own headcount and loaded hourly cost. The four-hour figure is the average reclaimed across JBL engagements. It leaves out the larger costs: slower decisions, and your own time pulled into operational detail.

13.8x

The annual cost of friction in this example, against the USD 12,500 fee.

17 minutes

Per manager, per week. Recover that much and the Reset has paid for itself inside the first year.

02 WHY TRAINING HASN'T FIXED IT

Work stalls for one of four reasons. Training fixes only one.

Most businesses treat every performance problem as a skills gap and send people on a course. When nothing changes, they blame the people. The Reset starts by establishing which reason is actually at work, issue by issue, before anything is fixed.

Skill

They don't yet know how. The only one training fixes, and the rarest.

Will

They know how but don't want to. A conversation, not a course.

Blind spot

They can't see the impact of what they're doing. Feedback fixes it.

Friction

The business won't let capable people act: unclear authority, approval bottlenecks, gaps between teams. The most common, and the least diagnosed.

In most leadership teams the answer is friction. No course can remove it, because it isn't in the people. It's in how decisions and work flow around them.

03 IS IT RIGHT FOR YOU?

The Reset is built for you if

- Decisions you've delegated keep coming back to you
- Your managers feel permanently reactive, and so do you
- You've invested in leadership training and the week still runs the same way
- You need visible results this quarter without pulling people out of the business
- You want proof on your own numbers before committing to anything bigger

It isn't the right first step if

- The issue is one person's performance, which is a coaching matter
- You need technical or functional skills taught
- The business is mid-restructure and roles are still being decided
- Nobody senior will sponsor the change or act on what the Reset finds

If the scoping call shows the Reset won't fix your problem, Jimmy will tell you so and point you to a better first step.

See it. Solve it. Scale it.

The Reset is the first stage of Simplify to Amplify®, the method behind every JBL engagement. It's built into the day job, not added to it. Each session works on what's already on your managers' desks, and they apply the fix to live work before the next one.

SEE

WEEK 1

Map the friction

Where work stalls, which decisions travel upwards, and which of the four reasons is behind each one. Baseline measures are taken.

SEE

WEEK 2

Priorities and meetings

Cut the priority list to what matters and reset the meetings that clarify nothing.

SOLVE

WEEK 3

Delegation and trust

Agree who owns which decisions, and hand the work back for good.

SOLVE

WEEK 4

Decision velocity

Remove the approvals and handoffs that slow decisions down for no return.

SOLVE

WEEK 5

Escalation patterns

Break the habits that send routine issues up the line by default.

SCALE

WEEK 6

Embed and measure

Lock in the new rhythm, confirm the change with line managers, and set out what to scale next.

What it asks of you

- One hour a week from each manager in the cohort, virtual
- A senior sponsor who reviews the baseline and the result
- Five minutes from each line manager to confirm the change
- No offsite, no workbooks, no time out of the business

What you walk away with

- A friction map of your leadership layer
- Before and after measures of escalations, time reclaimed and decision level
- Line-manager confirmation of the change, not self-report
- An executive summary with a clear recommendation on what comes next

Optional add-on: Aiden, JBL's AI leadership coach, available to managers between sessions.

Measured on outcomes, confirmed by line managers

~4 hrs

Reclaimed per manager, every week

40%

More decisions made at the right level

15%

Fewer escalations to senior leaders

8.75/10

Line managers who would sponsor again

"The method is simple, and that is why it scaled across the organisation in a way training programmes never had. It became how we develop leaders."

Tim Smith, GM, Fonterra

"Simple to start and built into the day job, not added to it. It changed what our managers do every day, not just what they know, and their bosses noticed without being told."

Katrina, SkyCity Entertainment Group

Google HSBC BANK OF AMERICA AUTODESK Westpac Fonterra SKYCITY
Global Recognition Award for Excellence in Leadership Development, 2025 and 2026.

INVESTMENT

USD 12,500

For the cohort of 6 to 12 leaders. A fixed price pilot, the same fee whether you bring 6 or 12. No long-term contract and nothing recurring.

How it starts

1. **Scoping call.** Fifteen minutes with Jimmy to confirm the Reset fits.
2. **Cohort and baseline.** You choose the managers; we take the before measures.
3. **Six sessions.** Led by Jimmy, on live work, one hour a week.
4. **Result and recommendation.** Line-manager confirmed, with a clear view on what to scale.

Find out where friction is costing you

Take the free **Leadership Friction Finder** for a first read in a few minutes, or **book a 15-minute scoping call** with Jimmy if you already know something has to shift. You can also **apply for the next cohort** or email jimmy@jblhighperformance.com.