

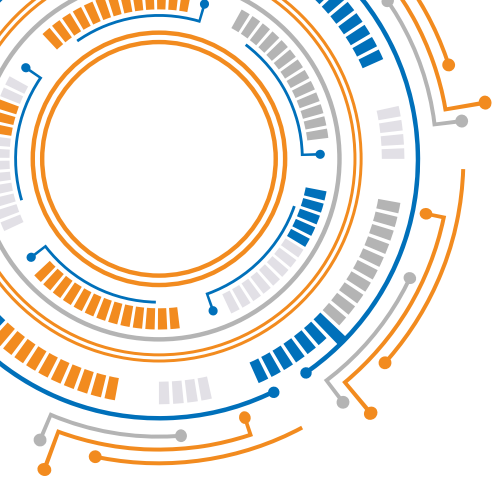


Programs **Booklet**

Building Empathic Leaders &
Committed Teams

empathic
CONSULTING

Lead with empathy **Drive performance**



EMPATHY IS A *STRATEGIC* *ADVANTAGE*

Better Leadership, Stronger Teams and Sustainable Performance

Most teams do not underperform because people are unwilling. They underperform because trust is low, conversations are unclear, pressure is high and leaders aren't able to bring people with them.

Empathic Consulting helps organisations build leadership and team capabilities to perform in complex, high-pressure environments. Through practical workshops for teams and people leaders, we equip people with the tools to communicate more clearly, build trust faster, make better decisions and strengthen the relationships that performance depends on.

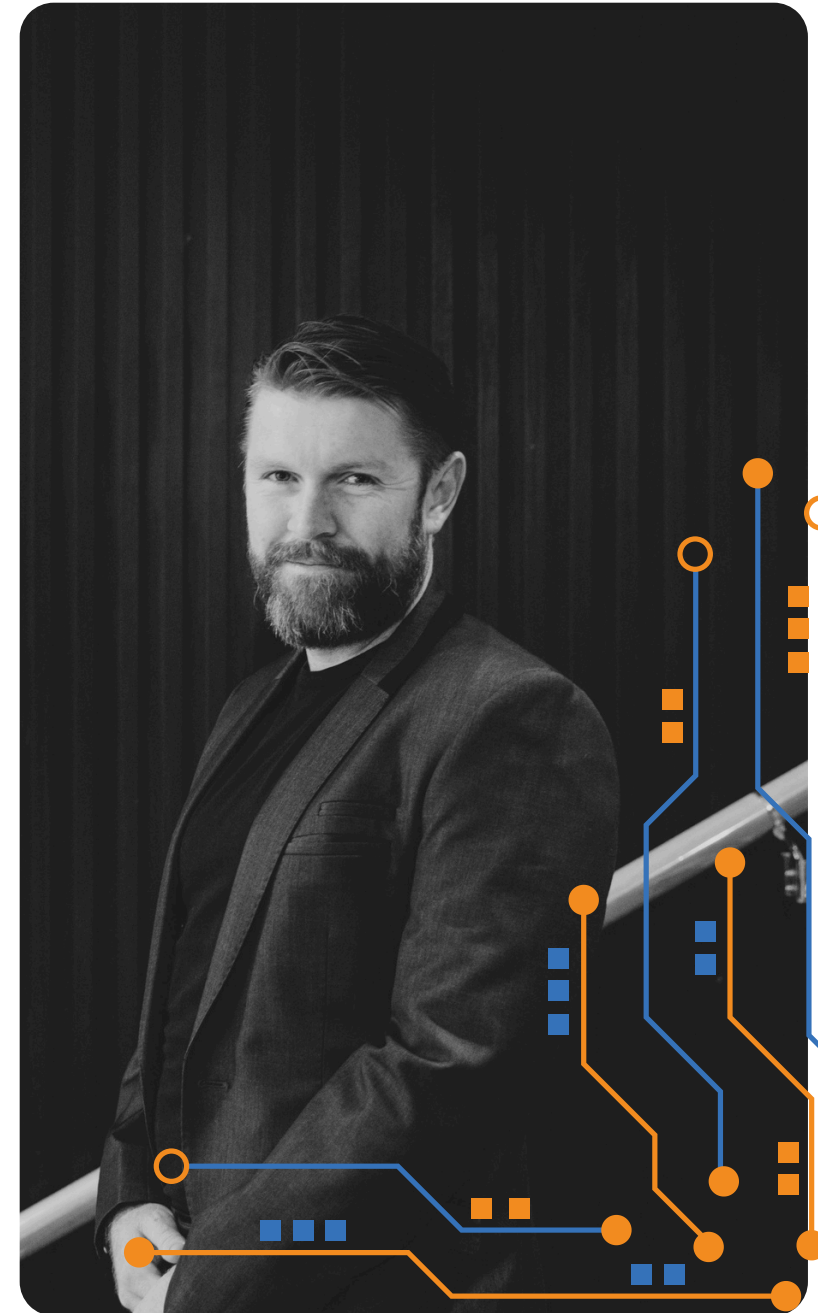
This is empathy as a strategic capability, not a feel-good concept.

Our approach blends neuroscience, behavioural economics and real-world leadership experience to make empathy practical, measurable and immediately useful. Our workshops are designed to shift not just what people know, but how they show up and the actions they take in the moments that matter.

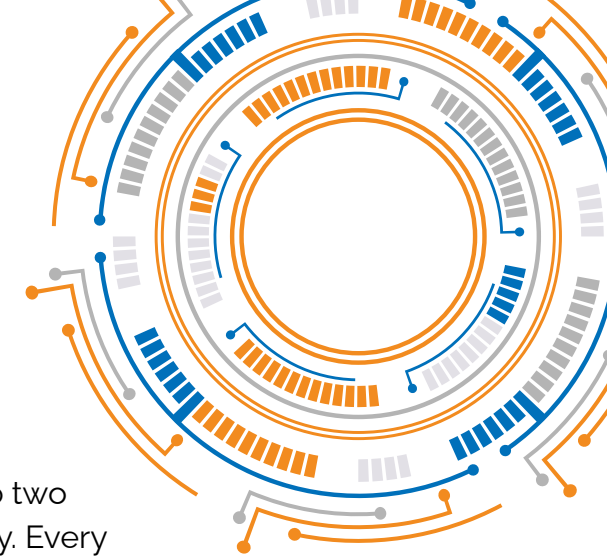
The result is stronger people leaders, better crucial conversations, more connected & committed teams and better performance under pressure.

**“Empathy isn’t soft, it’s strategic. I know, I wrote the book on it!
It’s the foundation of confidence, commitment and performance.”**

- Daniel Murray



WHY CHOOSE EMPATHIC? *LEADING PERFORMANCE UNDER PRESSURE*



TAILORED TO YOUR ORGANISATION

No two organisations are facing the same pressures, and no two Empathic Consulting workshops are delivered the same way. Every program begins with a clear understanding of your organisation's context, culture, challenges and leadership priorities. We design each session to align with the outcomes your people need. This ensures learning feels relevant, practical and immediately applicable, rather than a generic session that sounds good at first but fades quickly.

REAL-WORLD LEADERSHIP EXPERIENCE

We bring more than theory to the room. For over 15 years, he has worked with thousands of leaders across some of Australia and New Zealand's largest and most complex organisations, helping them translate empathy into real action. We have experience across industries including finance, healthcare, education, government, resources and professional services. This breadth gives us a rare ability to connect behavioural science with the realities people face every day: competing priorities, difficult conversations, fractured trust, change fatigue and the pressure to deliver results. Participants do not just learn why empathy matters. They learn how to use it to lead, communicate and perform more effectively.

ENGAGING, CHALLENGING & BUILT FOR CHANGE

Our workshops are highly engaging, but never lightweight. We create an environment that is safe enough for honest reflection and challenging enough to create real movement. Participants will examine their actions and how this impacts the people around them. Blending neuroscience, behavioural economics, practical tools and real-world examples, We help move beyond awareness into action. The result is not a room full of people nodding politely. It is leaders with sharper self-awareness, teams with stronger connection and organisations with practical behaviours that support better performance.

TRUSTED BY LEADERS, TEAMS &

COMPLEX ORGANISATIONS

Trusted by Leading Organisations

We partner with organisations across finance, government, education, healthcare, resources, technology and professional services to develop the human capabilities that drive performance. Our work supports emerging leaders and teams to build trust, communicate with clarity, navigate tension and strengthen collaboration under pressure.

Built for Real Organisational Challenges

Every workshop is tailored to your organisation's context, culture and priorities. We take the time to understand the pressures your people are facing, then shape each session around the outcomes, behaviours and capabilities that matter most. The result is learning that feels relevant, practical and immediately useful.

Evidence-Based and Highly Practical

Our approach blends neuroscience, behavioural economics and real-world leadership experience to make empathy tangible. Participants learn how to apply empathy in the moments that shape performance: feedback, decision-making, collaboration, conflict, change and pressure.

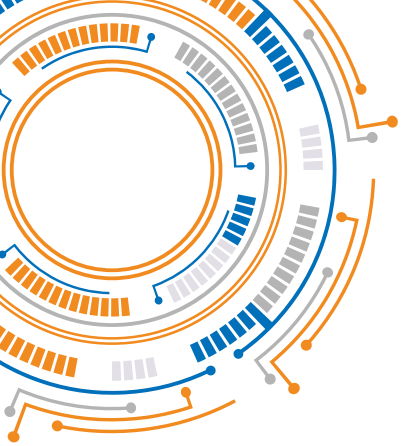
Engaging Enough to Land. Challenging Enough to Last.

Our workshops are interactive, practical and designed for real behaviour change. We create a space where participants feel safe enough to reflect honestly and challenged enough to shift how they communicate, lead and work with others. The result is stronger leaders, safer conversations, more connected teams and practical behaviours that continue beyond the workshop.

“I observed genuine behaviour changes across the team and their interactions with stakeholders. This was one of the best things I could have done for the team.”

- Rochelle Eldridge, GM, Commonwealth Bank of Australia





CHOOSE THE RIGHT PATH

PROGRAM OVERVIEW

At Empathic Consulting, we offer a range of programs to support you and your organisation to develop and thrive. Each session can be tailored in both delivery time and content to ensure you get the outcomes you need.

Team Development

For operational, project or functional teams that need stronger trust, clearer communication and better performance under pressure.

- **Best for:** intact teams, leadership teams, cross-functional teams, teams under change or tension.
- **Focus:** increased connection, stronger trust, shared accountability, open communication and improved team rhythm.
- **Programs:** The Reconnection Workshop, Performance Playbook Program, Workstyle DNA Workshop.

Leadership Training

For leaders who need practical tools to build trust, give feedback and lead performance with empathy.

- **Best for:** current leaders, people managers, operational leaders, functional managers.
- **Focus:** Giving hard feedback, implementing values for behaviour, lifting accountability, building trust and effective performance conversations.
- **Programs:** Giving Hard Feedback with Empathy, Build Real Leadership Values, Managing Pirates & Passengers

Emerging Leaders Sessions

For newly promoted and high performers stepping into leadership before bad habits become default settings.

- **Best for:** future leaders, new managers, promoted professionals, succession cohorts.
- **Focus:** identity shift, confidence, scope of leadership practice, leadership foundations.
- **Programs:** Emerging Leader Readiness and Exploring the 5 Roles of Leadership





TEAM DEVELOPMENT

BUILD CONNECTION & TEAM PERFORMANCE



When teams are under pressure, performance rarely breaks down because people do not care. It breaks down because assumptions grow, trust gets stretched, communication becomes reactive and accountability becomes harder to hold.

Empathic Consulting helps intact teams move beyond surface-level psychological safety into a stronger culture of trust, empathy, commitment and shared performance.

The Reconnection Workshop

Is it time to get your people on the same page to perform? With the incredible complexity, ambiguity and relentless pace of change in our modern world, it is hardly surprising that even the best teams feel the strain sometimes. While you might ignore the tension hoping it goes away, a far more effective approach is to address it head on... with honesty, empathy and a shared commitment to succeed

Key outcomes

- Discuss Assumptions & Perspectives
- Tools to have tough conversations
- Commitment & Action Planning

Details: Half-day (2-3hrs)

Delivery: In-person or Virtual

Workstyle DNA Workshop

Many organisations run team-building sessions or use psychometric tools to improve collaboration, but these often miss the mark. Activities can feel superficial and simple assessments pigeonhole people rather than build understanding. This session goes deeper. It uncovers the preferences and workstyles that shape behaviour. When we understand our DNA, we become stronger.

Key outcomes

- Individual TMS Profiles
- Shared Team Understanding
- Skills for Constructive Conflict

Details: Full-day (6-7hrs)

Delivery: In-person or Virtual

Performance Playbook Program

Most organisations have values, but often they are wallpaper not performance drivers. Real impact comes when values are lived behaviours that guide actions and accountability. This workshop builds those commitments. Challenging discussion and practical tools lead your team to translate values into clear behavioural standards that lift trust, alignment and performance.

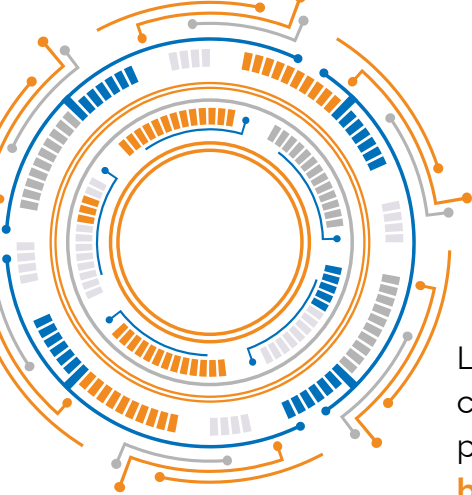
Key outcomes

- Develop a shared Values Playbook
- Accountability with confidence
- A culture of trust, clarity & performance

Details: 4 x Half-days (3-4hrs)

Delivery: In-person





LEADERSHIP TRAINING

BUILD TRUST & DRIVE PERFORMANCE WITH EMPATHY



Leadership training should not produce leaders who can recite a model. It should produce leaders who can have better conversations, build trust faster, hold expectations more clearly and lead people through pressure. **Empathic Consulting develops leaders worth following by making empathy practical, behavioural and performance-focused.**

Giving Hard Feedback With Empathy

Giving hard feedback is one of the most feared and poorly performed skills in leadership, but it is also one of the most vital. When feedback is done poorly, it can lead to disengagement, animosity and even accusations of bullying. However, this leads to avoidance and silence, which is even more toxic. This highly practical session will rewrite the old laws of feedback and provide leaders with very clear tools, a changed mindset and the practiced skill to give hard feedback that supports performance.

Key outcomes

- Setting your feedback intention
- The 4 sentence Feedback Formula
- Behavioural Actions & Transformation

Details: Half-day (2-3hrs)

Delivery: In-person or Virtual

Build Real Leadership Values

How do you show up today? How do you want to be known as a leader? Is there a gap between the values you say and real-world behaviours people experience? Moving beyond platitudes, participants will explore how to embed values into everyday actions, ensuring decisions, behaviours and conduct consistently support your leadership reputation. Through challenging exercises, leaders identify their deeper values and translate them into commitments and actions to foster trust, accountability and high performance.

Key outcomes

- How to become a trusted leader
- Develop personal Guiding Principles
- Aligning Strategy, Culture & Conduct

Details: Full-day (6-7hrs)

Delivery: In-person

Managing the Pirates & Passengers

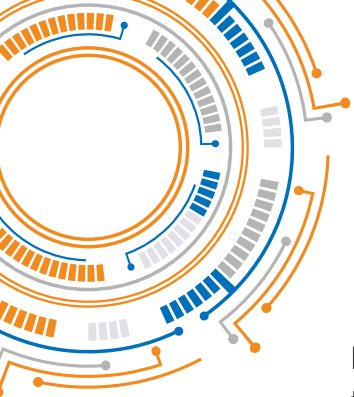
Even strong teams can struggle when tensions rise, productivity wanes and accountability fades. This is so often driven by Pirates and Passengers. Teams where undermining, misaligning or underperforming become the norm. This engaging and practical workshop helps leaders recognise and manage these behaviours, rebuild commitment and restore trust in the group. Participants learn to manage conflict with empathy, set clear expectations and drive accountability to get teams back on course.

Key outcomes

- Setting Clear Expectations
- Manage Conflict with Confidence
- Rebuilding Commitment & Trust

Details: Full-day (6-7hrs)

Delivery: In-person or Virtual



EMERGING LEADERS

HELP GREAT PERFORMERS BECOME LEADERS WORTH FOLLOWING



Most organisations promote the technically strong, operationally reliable and long-serving people. But they ask them to lead teams without giving them the tools to make the transition. This is where emerging leaders get stuck. The skills that made them great individual contributors are not the skills to help them build trust, manage performance, navigate tension and lead others. **At Empathic Consulting, we help emerging leaders make the shift from doing the work to leading the people who do the work.**

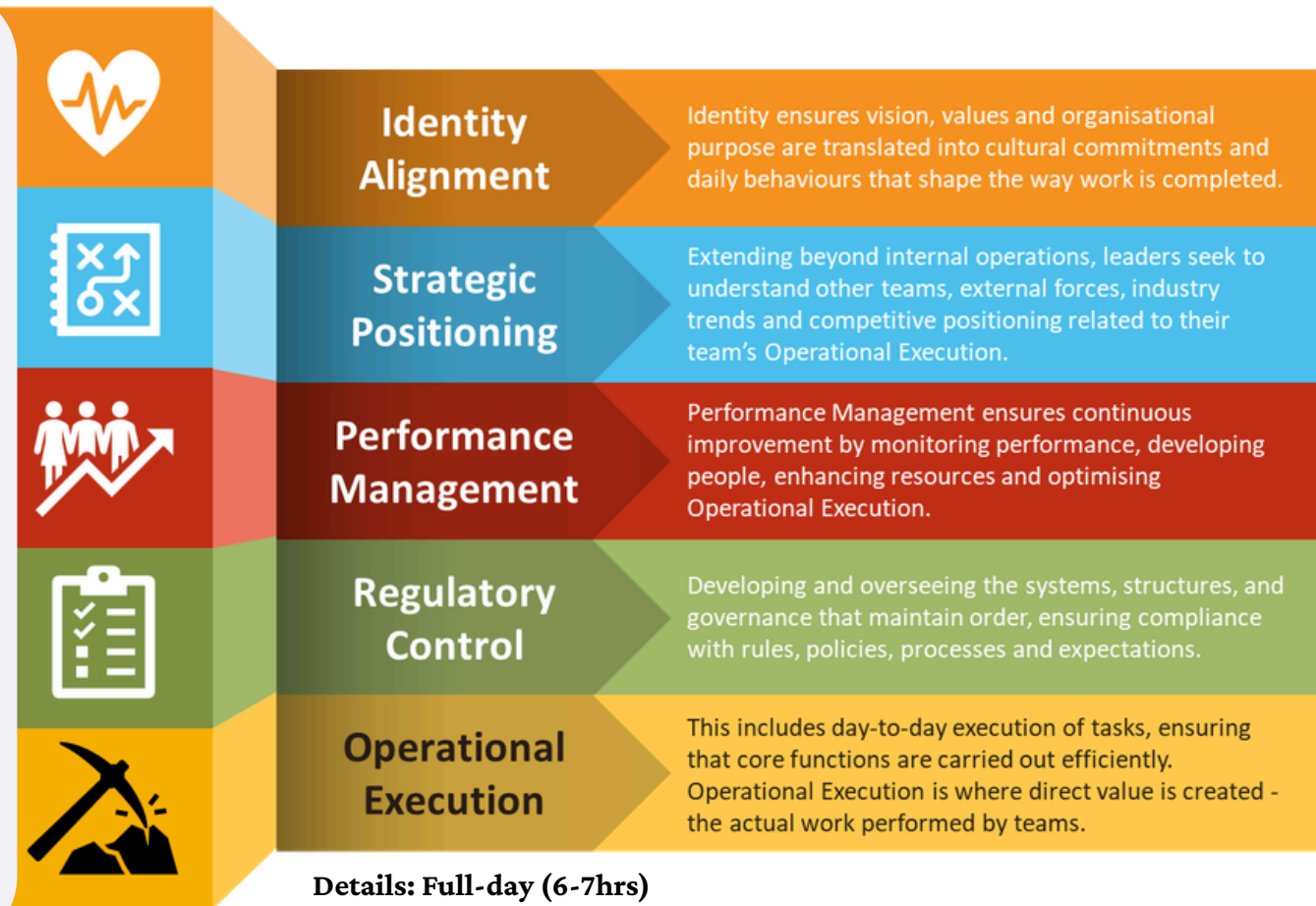
Exploring the 5 Roles of Leadership

Drop your people into a transformative session that redefines what it truly means to lead. The 5 Roles of Leadership goes beyond theory to unpack the real work of leadership. We explore the shift from managing tasks to inspiring people, aligning purpose and driving performance.

Across the session, participants explore five distinct roles: Operational Execution, Regulatory Control, Performance Management, Strategic Positioning and Identity Alignment. This is not about adding more, it's about elevating how they think, act and influence. Gaining a clearer sense of leadership identity, the gaps holding back teams and the skills to lead with purpose and confidence.

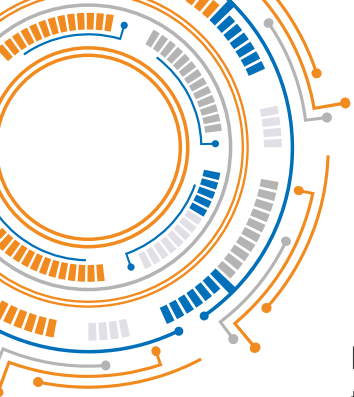
Key outcomes

- Lead with Clarity and Confidence
- Skills to Shift from Doing to Leading
- Becoming Inspiring, Strategic Leaders



Details: Full-day (6-7hrs)

Delivery: In-person or Virtual



EMERGING LEADERS *HELP GREAT PERFORMERS BECOME LEADERS WORTH FOLLOWING*



Most organisations promote the technically strong, operationally reliable and long-serving people. But they ask them to lead teams without giving them the tools to make the transition. This is where emerging leaders get stuck. The skills that made them great individual contributors are not the skills to help them build trust, manage performance, navigate tension and lead others. **At Empathic Consulting, we help emerging leaders make the shift from doing the work to leading the people who do the work.**

Emerging Leader Readiness Program

The Emerging Leader Readiness Program is a transformational experience designed to prepare new and aspiring leaders for the steep transition from doing to leading. Many first-time leaders are promoted for their technical excellence but are suddenly expected to motivate, influence and guide others... but they need these skills.

This bridges that gap. Throughout the program, participants unpack the realities of leadership through experiential learning, storytelling and reflective practice. Each session builds confidence in managing up, influencing across teams and creating psychological safety for others, while strengthening the ability to make sound decisions in complex environments. More than a workshop, this is a readiness journey.

Key outcomes

- Sense of Leadership Accountabilities
- Practical Tools for Real Leadership
- Confidence to Lead People Performance

Details:

- 3 x Full-day (6-7hrs)
- 2 x Group Coaching Sessions
- Workbooks & Toolkits

Delivery: In-person



“The session was inspiring, Daniel shared excellent tips and techniques to lead with empathy and had the right level of humour to keep the audience engaged virtually. Feedback has been excellent and I would highly recommend.”

- Amy Vig, KPMG

DESIGNED AROUND YOUR PEOPLE, YOUR PRESSURE

AND YOUR PERFORMANCE GOALS

1. DISCOVERY

We clarify the audience, context, pressure points, leadership priorities and desired outcomes.

2. CUSTOMISATION

We adapt the examples, scenarios, language and exercises so the workshop feels built for the organisation, not pulled from a shelf.

3. FACILITATION

Workshops are practical, interactive and challenging, with short concept inputs followed by discussion, reflection, rehearsal and application.

4. TRANSFER

Participants leave with practical tools, behaviour commitments and action plans they can apply immediately.

WANT TO DISCUSS MAKING YOUR CHANGE REAL?

You can send through a message directly:

Email - daniel@empathicconsulting.com

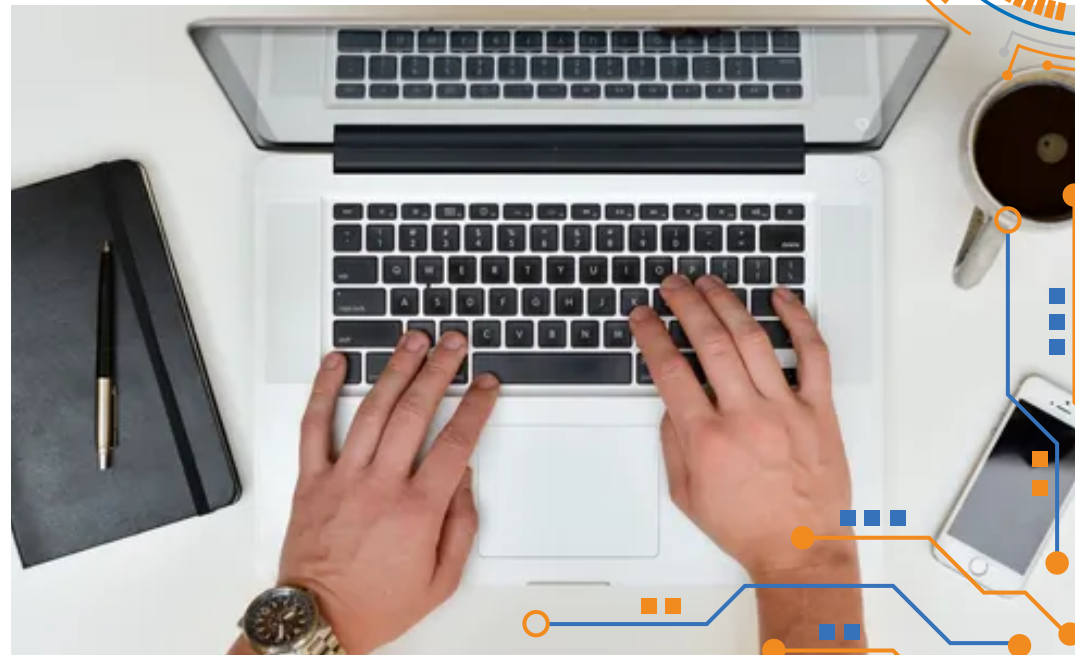
Phone - +61 418 920 412

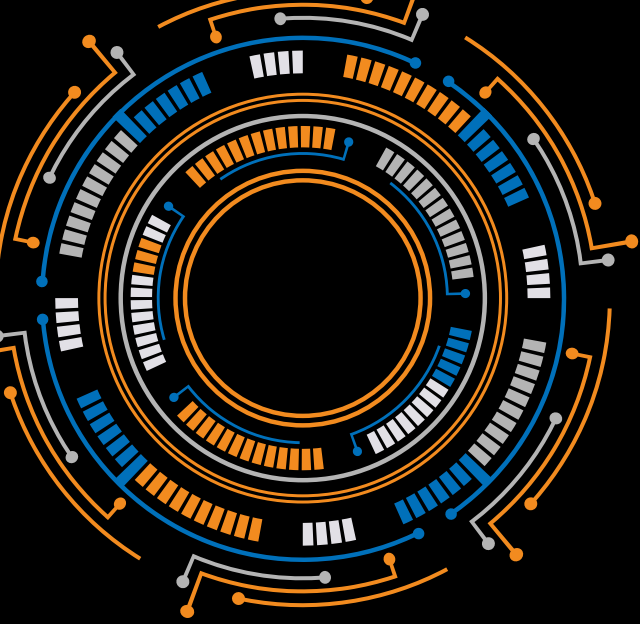
Or QR Code -

ALWAYS IN SERVICE, EASY TO WORK WITH

We ensure your team is set up for success through:

- detailed discovery sessions
- tailored content aligned to your theme
- crafted messages relevant to your people
- workbooks, QR codes and handouts to leave a lasting impression





empathic

CONSULTING

Lead with empathy **Drive performance**

