

COACHING PROGRAM

# HIGH PERFORMANCE LEADERSHIP

EMPOWERING LEADERS TO  
BUILD A CULTURE THAT  
DRIVES RESULTS



**empathic**  
CONSULTING

LEADING PEOPLE IS THE HARDEST AND MOST  
IMPORTANT ROLE WITHIN ANY ORGANISATION.

The challenge many people leaders face is that the skills that they used so successfully to build their career are not the ones that will deliver high performance. Leadership is not about being an expert, it is not working the hardest or telling others how they should do things. It is a whole other ball game. We need to build leadership skills of trust, understanding and empathy.

Sadly, for too many people become leaders and this new set of challenges can become overwhelming. Unsure of how to manage people and provide effective feedback, they revert to their area of expertise frustrating their direct reports by meddling in their work, giving unclear instructions and micro-managing.

A high performance culture is developed on deep trusted relationships, clarity of vision, values and strategy, and, a constant sense of curiosity and enthusiasm for ways to grow and improve.

Building a high performance culture is the critical role of modern leadership, this program is designed to build high performance leaders.



# PROGRAM OVERVIEW

## CRITICAL COMPONENTS

THE COACHING PROGRAM IS DESIGNED TO FOCUS ON BUILDING UNDERSTANDING AND CONFIDENCE IN LEADERSHIP SKILLS WHILE SUPPORTING THE APPLICATION OF THESE SKILLS IN PRACTICE.

### How it works

The initial program is designed to be delivered through a series of 8 x 2 hr individual sessions across a 16 week period to allow time for implementation, reflection and adaptation by the leader.

We explore core concepts, practical tools for application and targeted advice to support the progression out of a Managerial or Expertise focus, to developing the increased understanding that builds trust and fosters commitment.

	<i>Leader with...</i>	<i>Focus on...</i>	<i>People feel...</i>	<i>Outcome</i>
Them focus ↑	Empathy	Understanding	"We <u>trust</u> you"	Commitment
	Kindness	Rapport	"We like you"	Compliance
	Expertise	Answers	"We follow orders"	Reliance
You focus ↓	Managerial	Consistency	"We're just cogs"	Resentment

Key outcomes include:

- Clarity and implementation of the tools to lead with empathy
- Developed confidence in having crucial conversations
- Ability to challenge, explore and become a more curious leader
- Supported implementation of elements of a high performance culture

Our focus on blending proven strategies with a pragmatic approach to empathy enables our clients to implement, engage and deliver immediate results.

# PAST CLIENTS

who we've helped had this to say...

"He took my group on a pathway from 'busy' to 'strategic'. He presented a cogent and rational case for the pathway, gave usable and accessible tools for the group to move along the pathway and asked them to commit to action. His style is impressive. He is a natural presenter and teacher. He uses style, substance and some humour to deliver and engage the group in his deep knowledge of his subject."

Mike Logan AM, Advisory Board Chairman

"Fantastic both in content and delivery. I was looking for someone to open up other ways of approaching leadership and looking at our business environment and they delivered!- Michaela Flanagan, Head of Branch Operations, Swiss Re

"I can honestly say it was one of the best sessions I have been a part of. The content was unique & very interactive. I highly recommend Empathic Consulting to build empathy & understanding to drive performance." - Daniel Markovski, Group Sales Manager, Nova

"They engaged people who I didn't think would ever respond, let alone take-away actions. Post this session, I observed genuine behaviour changes. This was one of the best things I have done for the team." - Rochelle Eldridge, Executive Manager, CBA



For more information on how Empathic Consulting can support with specific programs and the key steps to implementation, contact:

**Daniel & Miranda Murray**

**daniel@empathicconsulting.com**

**+61 418 920 412**

**miranda@empathicconsulting.com**

**+61 439 905 901**

