

## MANAGING PIRATES & PASSENGERS

WHEN PERFORMANCE DROPS  
WE NEED TO BOOST  
COMMITMENT & CONVICTION

Have you ever been part of a great team but then things began to change?

Tensions grew, productivity began to fall and no one seemed to want to address the issues?

This is far too common for too many teams. Often these are caused by **Pirates or Passengers**.

Pirates are those who pull in a different direction, undermine the team and look to recruit others to their ways. On the other hand, Passengers just take up a seat, aren't upholding the standards and inspire others to sit down too. This is exactly when we need courageous and kind leadership to manage the pirates & passengers.

In this fun, relatable and highly practical session, you will learn the critical steps and missteps we make when pirates and passengers emerge. Explore the impact that they have on team performance and provide you the tools you must deploy to rebuild commitment and conviction and lead your team to safety.

### KEY TAKEAWAYS

- **Better Conflict Management:** healthily disagreement & challenge to balance fairness, performance & accountability.
- **Effective Feedback:** the power of immediate, direct & kind feedback to foster a transparent & constructive environment
- **Empathy and Understanding:** a strong call to action for empathic support of team members to truly understand their perspectives & behaviours.
- **Personal Accountability and Growth:** inspire personal growth & accountability at all levels with leadership becoming the way we behave not a title or position



Leaders who are...	Focus on...	The result...
EMPATHIC	CLARITY	COMMITMENT
CURIOUS	UNDERSTANDING	EMPOWERMENT
BOSSY	CONTROL	DISENGAGEMENT
BUSY	DOING	BURN-OUT



WHEN TENSION PULLS  
A TEAM APART,  
WE NEED PEOPLE WHO  
CAN GIVE FEEDBACK,  
INSPIRE COMMITMENT  
OR BID A FAREWELL  
WITH KINDNESS

## EVEN VIRTUAL CAN BE GREAT

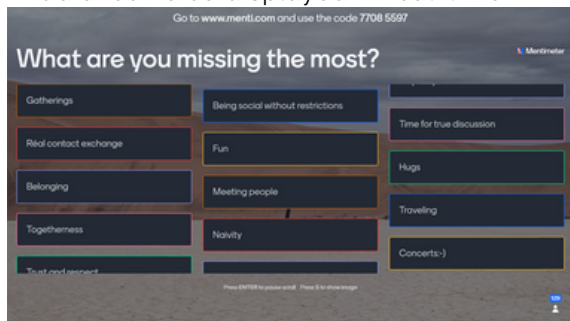
We use technology to ensure audiences large or small, loud or quiet are engaged, participating and taking away critical actions to implement in their leadership journey.

For example:

- Slides-in-video improves visual experience



- Audience voice displayed in real-time



## MORE ABOUT DANIEL

Daniel Murray (BSc, MBA Exec) helps frustrated people leaders unlock the true performance of their people by developing curious & empathic tools to harness the 'tough skills' of leadership.

His degree in mathematics & background in corporate strategy provides Daniel with a unique perspective blending strategic thinking with empathy & emotional intelligence in practical & pragmatic ways.

His clients rave about his ability to bring humour & fun to the challenges of people leadership & make complex neuroscientific concepts simple & practical to implement.

As a professional speaker, trainer, coach & consultant, Daniel is able to help clients harness their most powerful assets, their people, through leadership skills that work. Building a committed team is one of the hardest and most important skills for every leader,

Daniel helps clients become empathic leaders worth following.

## PAST CLIENTS INCLUDE



## TESTIMONIALS

"Thought inspiring, provoking and interesting. Took you through the emotional journey of using empathy in your business."

Robbie Cooke, CEO, Tyro Payments

"Exceptional storytelling brought to life the value of empathy. He made a really large group of people feel like he was talking to each of them as individuals. I felt moved to take a different approach."

Anthea Piening, Marketplace Best Practice Leader, Lion

"As a master storyteller, he led us as willing volunteers, on a journey of change. Daniel speaks and people not only listen but are compelled to do better."


Lorraine Murtagh, Global Head of Learning, Partners in Performance

## CONNECT WITH DANIEL

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