



UNSHAKEABLE

LEADERS

Where are your Leaders on the Unshakeable Scale?

	STATE	% OF TIME AFFECTED BY PRICKLY PEARS
EMPOWERED	Unshakeable	0 - 20%
	Strong	20 - 40%
	Stable	40 - 60%
DIS-EMPOWERED	Stressed	60 - 80%
	Shakeable	80 - 100%

What is an Unshakeable Leader?

- Unshakeable Leaders *courageously tackle difficult issues.*
- Unshakeable Leaders can choose to be unaffected by other people.
- They have unconditional Self-Esteem.
- They are empowered to choose how they respond.
- They know how to support and inspire their staff to be Unshakeable.
- *They are highly capable, optimistic, confident, innovative and engaged with staff.*

What is a Shakeable Leader?

- Shakeable Leaders often avoid tackling difficult issues.
- Shakeable Leaders can be negatively affected by other people.
- Their Self-Esteem is caught up in their performance.
- They are dis-empowered and often blame others for how they respond.
- They don't have strategies for supporting or inspiring their staff to be Unshakeable.

Benefits of developing Unshakeable Leaders:

- Unshakeable Leaders know how to support their staff and *make people the heart of the organisation.*
- Unshakeable Leaders are more in control of how they feel at work.
- Unshakeable Leaders have the skills to manage their emotions.
- Unshakeable Leaders respond rather than react.
- Unshakeable Leaders have choice rather than constraint.
- Unshakeable Leaders look forward to work rather than dread it.

This means...

- Less stress claims
- Less absenteeism
- Less turnover

This means...

- Increased Customer Service
- Increased productivity
- Reduced staff costs

The program is about developing great teams with great leaders.

It's about helping your Leaders empower themselves so they can excel in the pressures of your workplace, so they don't go home mentally and emotionally drained.

They are *genuine, inclusive and courageous.*

It's about your Leaders empowering themselves so they can encourage their staff to be Unshakeable at Work.

Why Unshakeable Leaders for your organisation?

Common Themes identified

Summary of Coaching Topics raised by Staff (based on over 1000 hours coaching / training with Sue Anderson):

Empowerment:

- Feeling unheard / powerless
- Feeling judged
- Wanting to increase confidence in themselves as Leaders
- Feeling walked over by others
- Lack of self-awareness
- Lack of confidence in their own decision making

Understanding others:

- Working with / Managing Large personalities (Prickly Pears)
- How can I help my team get along?
- I want to know how to understand my team
- How do I motivate my team?
- How do I better connect / communicate / engage with my staff?
- Giving feedback / receiving feedback and not taking it personally
- How to deal with complaining staff?

Understanding Emotions:

- Anger about perceived unfairness
- All or Nothing Thinking and Discounting thinking styles
- How do I respond when staff take feedback personally?
- Feeling trusted / lack of trust / lack of respect
- Stressed / not coping / not sleeping / not wanting to come to work
- Managing emotions of self and others

The Unshakeable Leaders Concepts:



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Workshop One: Unshakeable Leading

Leaders explore current beliefs about their work, and how they are experiencing it. They learn useful strategies for being Unshakeable. Topics such as choices, emotions, responsibility, blame and accountability are covered. Leaders learn many tools and strategies for thinking, speaking, feeling and acting, in an empowered way. It supports genuine, inclusive and courageous leaders who show the way.

Workshop Two: Unshakeable Coaching

The Unshakeable Coaching Framework helps Leaders develop performance and talent by engaging with their staff, developing their potential, building their passion and purpose, holding them accountable, and engaging them in their own development both personally and professionally.

A *solutions* focused coaching approach for Leaders to understand:

- How to ask questions to create more precise and fuller communication.
- How to use Meta-Questions for expanding awareness.
- How to use questions for state elicitation.
- The three essential coaching skills of Supporting, Listening and Questioning.

Workshop Three: Figuring Out People

Leaders develop the *flexibility* in their thinking to understand, support and motivate their staff by detecting perceptual patterns. We explore the common thinking styles that are related to being Unshakeable. We also explore how to listen for thinking styles in staff and learn the flexibility to engage effectively with staff.

The Deliverables:

- Design meeting with Managers.
- Delivery of three full day Workshops, usually delivered fortnightly.
- Participant Manuals.
- Pre and Post program measures (Diagnostics).
- Evaluation Report.
- Final Report Presented to Managers within two weeks of the completion of the program.
- Up to twenty-five participants per group.

About Sue Anderson

Sue Anderson works in the field of Emotional Intelligence and Resilience. Her specialty is helping people develop mental toughness so they can excel (not handle) in the pressures of the modern workplace. A highly sought-after coach, mentor, trainer, author and speaker, Sue Anderson works with organisations and businesses to develop highly functional and productive workplaces, with confident, resilient and motivated employees.

As a Thought Leader in the areas of resilience building in the workplace, Sue utilises her cutting edge methodology to help individuals and teams move from a place of fear and dysfunction to a highly engaged, confident workforce. By integrating and refining areas including communication, motivation, beliefs and emotion, Sue's programs empower employees, enabling ongoing positive human interaction in the workplace and beyond.

With qualifications in psychology, management, quality assurance, training and coaching, Sue's unique approach is accessible, fun and builds capability. Sue passionately believes that developing resilient and **Unshakeable Leaders** is critical to improving everyone's wellbeing and quality of life.