

## The opportunity

**Q: My organisation wants me to speak up and listen in. How do I do this without upsetting others?**

**Q: When I'm given feedback it is often unhelpful and I feel defensive. What can I do to be more open to what's being said and challenge where appropriate?**

**Q: I know I should give my staff feedback and I have the best of intentions, but it seems to go wrong.**

**Q: When confronted with challenging behaviours, I want to be assertive and respectful, but what do I say?**

**Q: We can be in the same meeting and hear the same thing and walk out with two totally different stories about what's going to happen. What can I do to overcome this?**

**Q: How do I say no?**

**Q. How can I become more resilient in the workplace?**

**Q. How do I lead, not just manage?**

**Q. How do I respond to increasing conflict and stress in my workplace?**

**Q. How do I cut through the interpersonal and organisational mush?**

### Contact Us

**Team HR (Australia) Pty Ltd**  
PO Box 19 Woden ACT 2606  
1300 669 436  
info@teamhr.com.au  
www.teamhr.com.au

# clear leadership

## sustaining real collaboration and partnership at work

At Team HR we share the belief that most people want to be in partnership with their boss, their staff, their colleagues, stakeholders and customers – they want to be working with others who are committed to their mutual success.

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***“Sustaining collaboration is not a motivation problem, it's a skill problem.” – Gervase Bushe***

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We think the core skills required are the ability to talk skillfully about the partnership and learn from the collective experience of those in the partnership. However, there are two things about how the human mind works, and one thing about how we typically manage anxiety, that make it challenging for two or more people to learn from their experience and sustain or improve their partnership. **Clear Leadership teaches people how to overcome those challenges.**

Clear Leadership is a practical skills-focused program to directly enable individual effectiveness and confidence in: modelling behaviour; both sides of a performance conversation; dealing with challenging behaviours; conflict resolution; managing up; assertiveness; resilience under pressure; coaching; negotiation and facilitation. We believe the core skills of Clear Leadership are fundamental competencies in all contexts, situations and at all levels.

For leaders, if people you work with are not telling you what they



really observe, think, feel and want, then you can't really lead them – in fact, you can't really know the consequences of your own attempts to lead, manage or influence.

The Clear Leadership program may be delivered for teams and across organisations. We further support the development of Clear Leadership through customised individual and team executive coaching.

The core skills of Clear Leadership now form the basis of our development programs and services, including, mediation, facilitation, stakeholder consultation and team building.