

Leadership Training



Priority[®]

A Better Way To Work

Course Overview

True leadership rests on the ability to create clarity, build trust, and drive accountability through consistent behaviour. At its core, leadership is not about authority or position, but about influence - the capacity to guide others toward shared goals while maintaining respect and credibility.

Effective leaders communicate expectations clearly, model the standards they expect, and take responsibility not only for results but for the environment in which those results are achieved. They demonstrate self-awareness and emotional regulation, understanding that their reactions set the tone for the team. By aligning direction, behaviour, and performance expectations, strong leaders create stability, encourage ownership, and enable others to contribute at their best.

Program Format

This is a 4-hour program that can be delivered face-to-face or virtually.

Course Objectives

By the end of this course, users should be very comfortable:

- Explain the difference between managing tasks and leading people.
- Develop self-awareness and personal leadership accountability.
- Communicate clearly and confidently in leadership conversations.
- Build trust and influence productivity within teams.
- Establish clear expectations and team norms.
- Create a personal leadership action plan.

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Course Outline

The Shift from Individual Contributor to Leader

- Responsibility shift: from “doing” to “enabling”
- Accountability expands beyond your own performance
- You are always modelling behaviour

Leading Self First

- Self-awareness
- Emotional regulation
- Accountability
- Personal leadership standards

Communication Foundations for Leaders

New leaders often fail due to unclear communication.

Learn how to focus on:

- Clarity of expectations
- Active listening
- Non-verbal leadership signals
- Checking for understanding

Delegation & Ownership

- Delegate outcomes, not just tasks
- Match task to capability
- Follow-up without micromanaging

Leading Team Culture & Norms

Culture is shaped by what leaders:

- Reward
- Tolerate
- Ignore

Learn how to establish productive norms which include behaviours, attitudes and energy management norms.

Personal Leadership Action Plan

Participants complete:

- My top 3 leadership strengths
- My 3 risk areas
- One conversation I will initiate
- One behaviour I will stop
- My leadership standard statement

Peer accountability partner assigned.