

Leadership Development Hub

What's new?

- Over **60 resources** across a range of leadership topics released so far (and more to come!)
- Over **3700 views** since March.

Most viewed resources	Views
Pearl of Wisdom: ASK ABE for Performance <i>3 min video</i>	362
'People Styles' Model <i>Overview document</i>	304
Pearl of Wisdom: 10 Habits of Positive People <i>3 min video</i>	220
Know your audience: Four questions to ask yourself <i>Tip-sheet</i>	154
Pearl of Wisdom: Asking Good Questions <i>3 min video</i>	139

Building trust and rapport

Resource	Type	Time required
Tips for building rapport	Tip-sheet	<5 minutes
The Johari Window	Overview/guide	<10 minutes
Pearl of wisdom: The Johari Window	Video	<5 minutes
The Trust Equation	Overview/guide	<5 minutes
Pearl of wisdom: 13 Trust Building behaviours	Video	<5 minutes
Team Play – Ice breaker questions	Session outline (word doc)	~5-10 minutes to run
Team Play – 'Getting to know you' BINGO	Session outline + handout (word doc)	~45 minutes to run

Leading people through change

Resource	Type	Time required
Bridges Transition model: the response to change	Overview/guide	<10 minutes
The SCARF model: threats and positive impacts of change	Overview/guide	<10 minutes
Understanding resistance: how-to-guide	Guide	<10 minutes
Pearl of wisdom: The Change House	Video	<5 minutes
Pearl of wisdom: Kubler Ross Change Curve – A Manager's guide.	Video	<5 minutes
Team Play – Team ideas for change stress busters	Session outline (word doc)	~15-30 minutes to run
Team Play – The Four Doors Activity	Session outline + handout (word doc)	~45 minutes to run

The Leadership Development Hub is a collaborative effort. The content is shaped by our leaders, for our leaders.

- If you like the content, add a like, rating or comment.
- Want to see something else? Or do you have an article, video or team activity worth sharing with your fellow leaders?
- Share feedback, ideas and content with Project Lead:
Chrissy.hammond@monashhealth.org

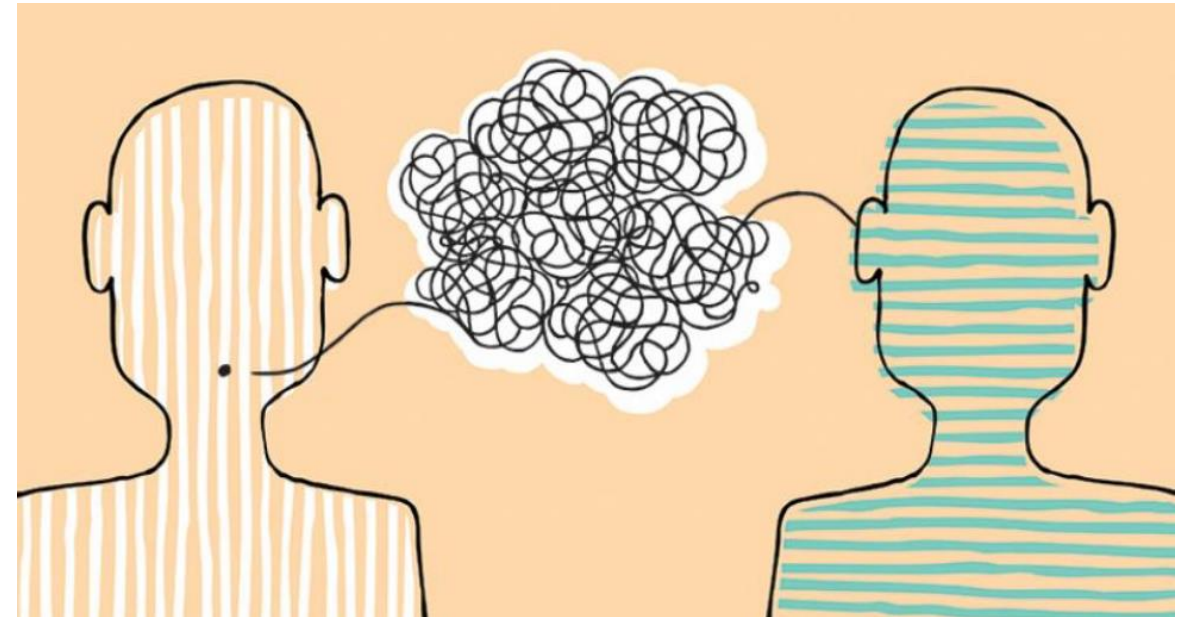
Manager Forum

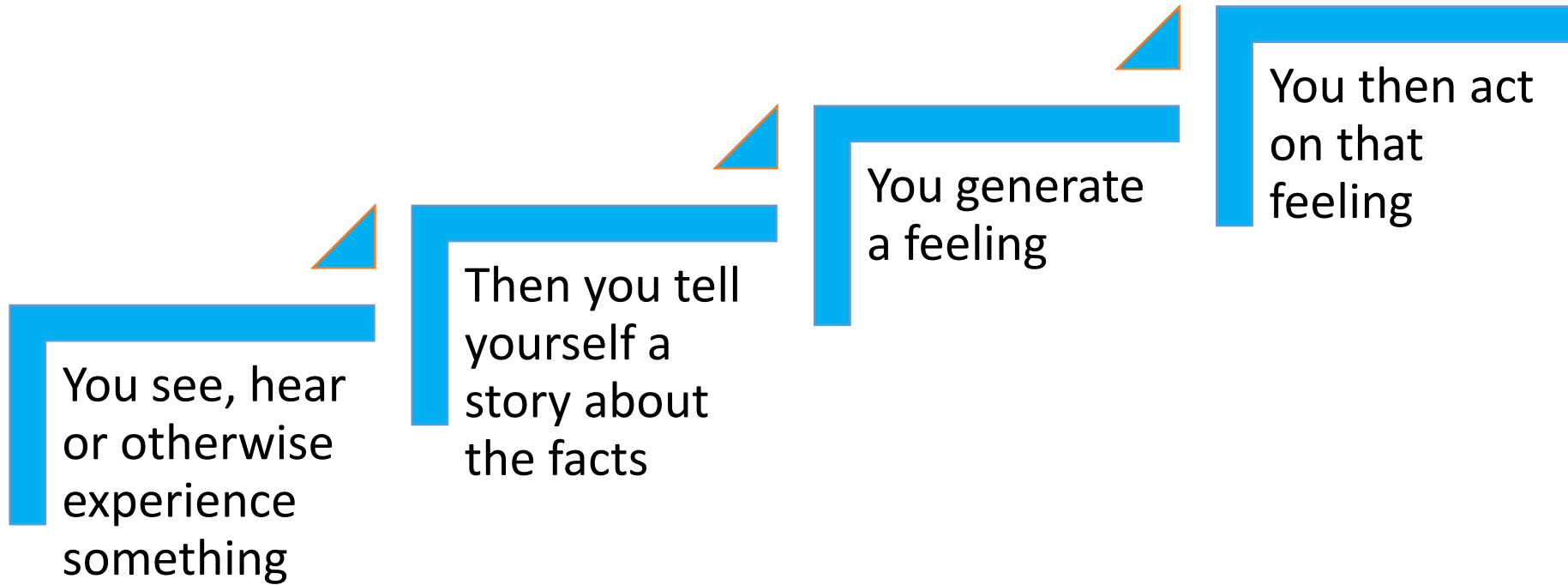
The Lines of Leadership

Presented by:

Cynthia Wilson

- Avoid them altogether and things stay the same or they usually get worse
- Face them and handle them poorly which can also make the situation worse
- Face them, handle them well which leads to enhanced relationships and increased productivity





- **Flight**
 - Avoiding and withdrawing
- **Fight**
 - Controlling and attacking
- **Flow**
 - Acting assertively and constructively



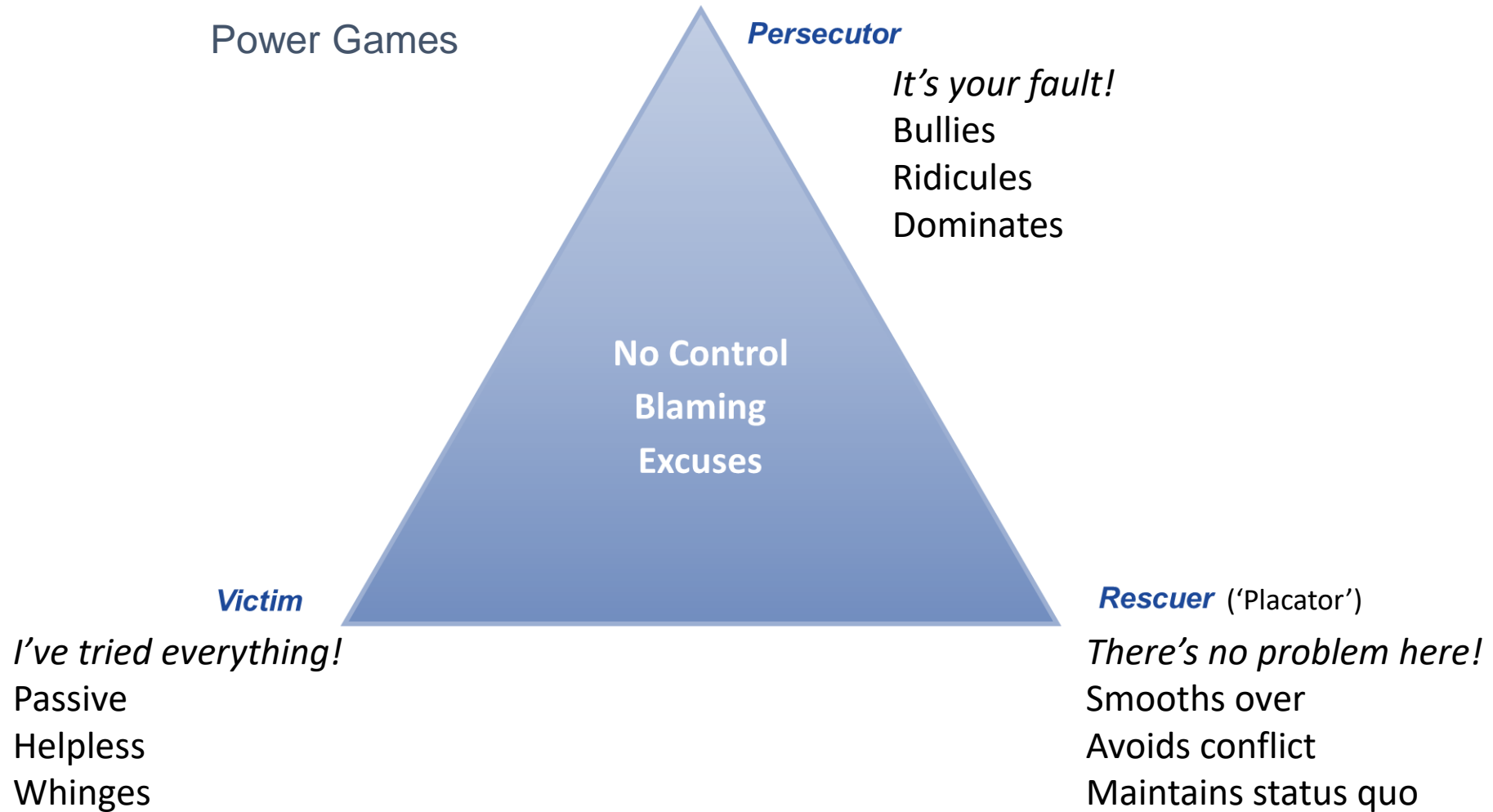
Fight



Freeze

Flight







- We can't connect with someone unless we're clear about where we end and they begin
- When we fail to set boundaries and hold people accountable we feel used and mistreated
- If there's no autonomy between people, then there's no compassion or empathy, just enmeshment

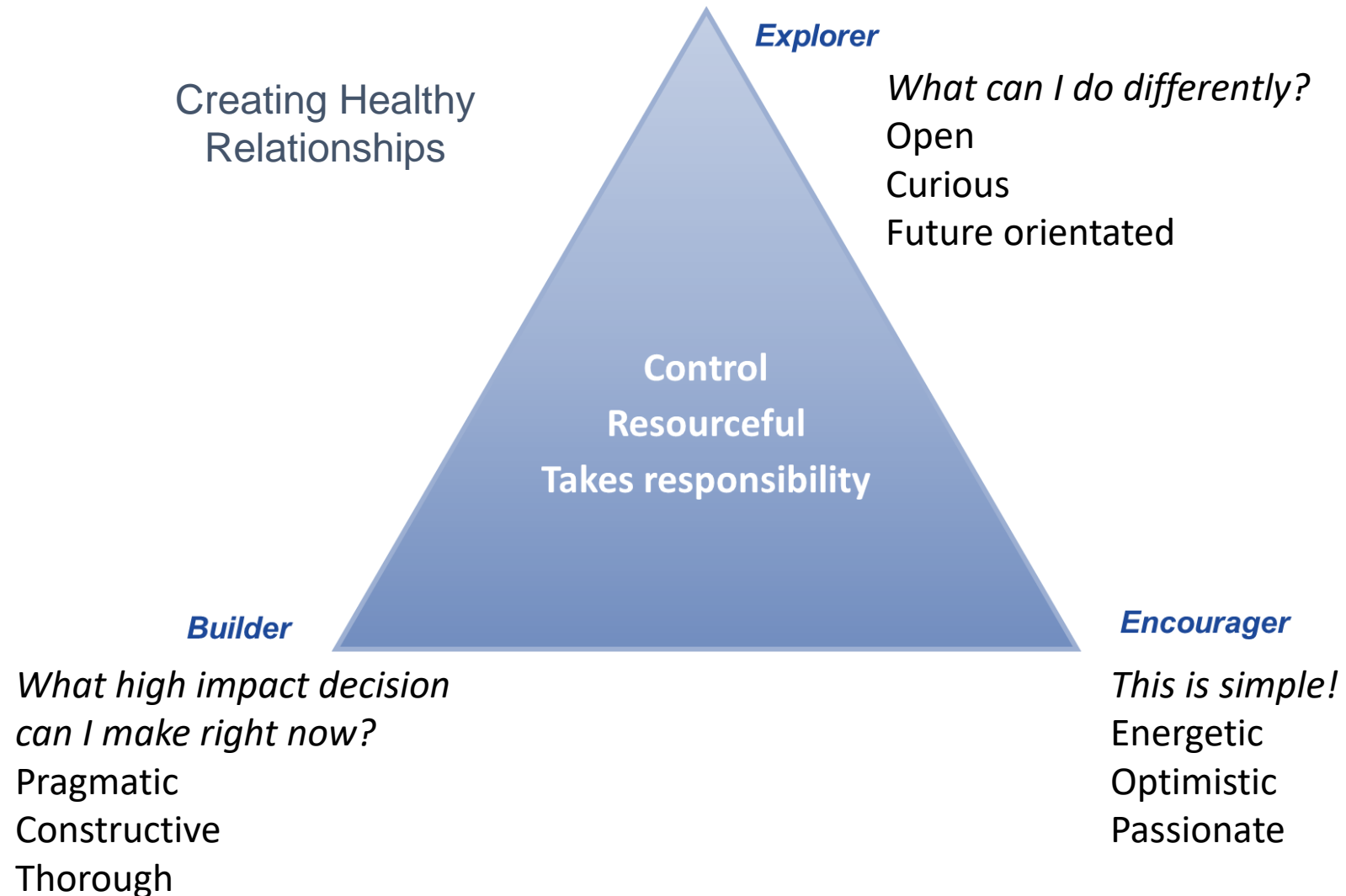
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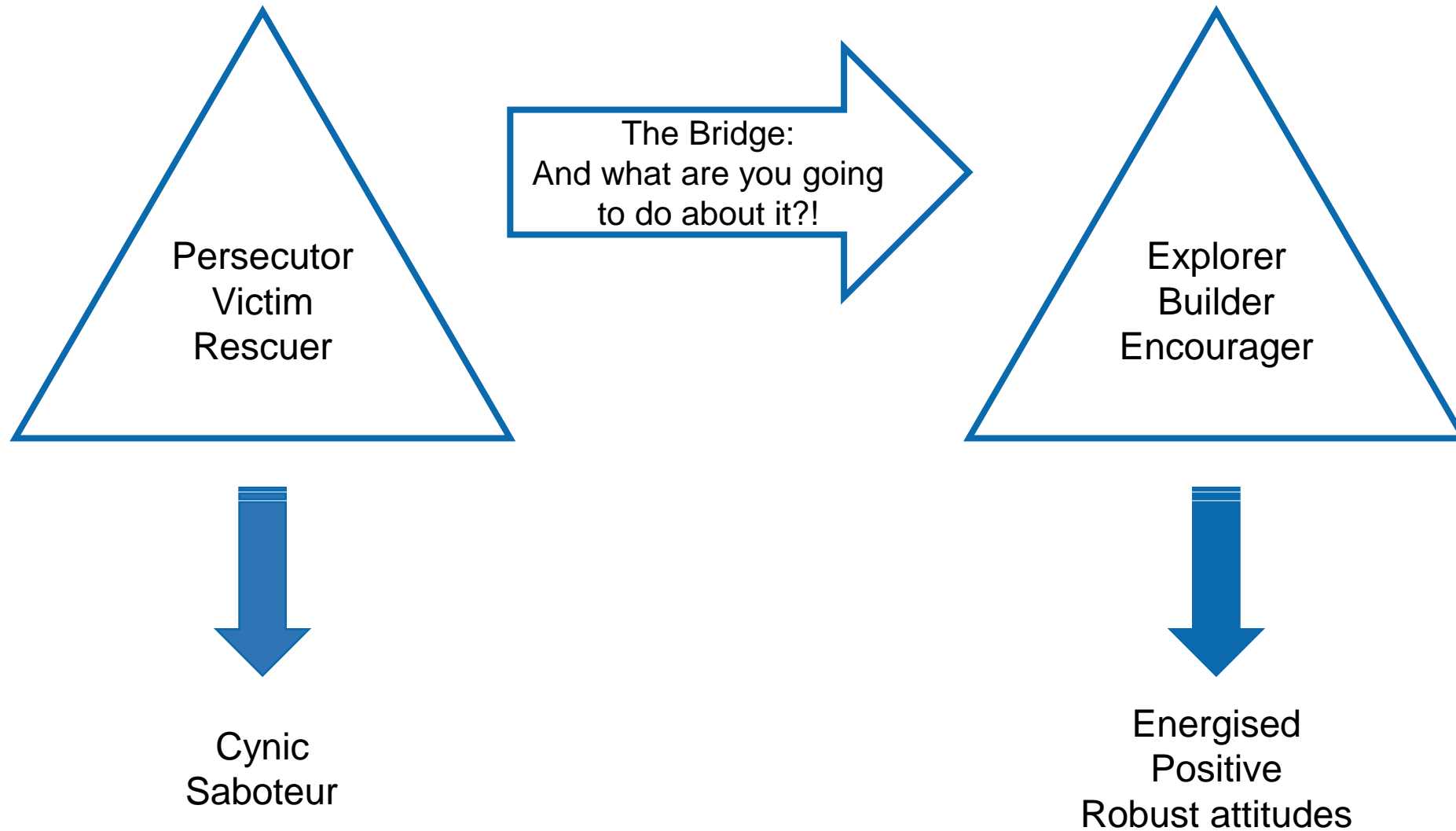
“Boundaries are a prerequisite for compassion and empathy”

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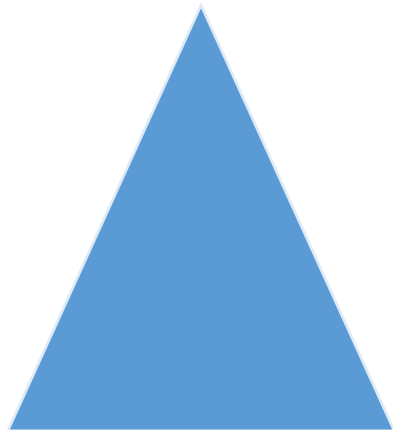
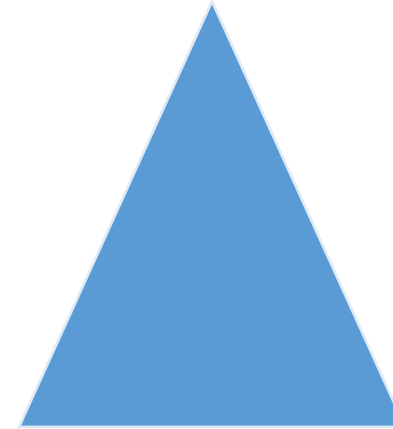
Brene Brown | Dare to Lead / Atlas of the Heart

Healthy Venting	Emotional Dumping
Does not blame others	Blames others
Sticks to one topic	Overwhelms the other person with multiple issues
Owens up to their mistakes	Does not own up to their mistakes
Does not victimise	Plays the victim
Open to constructive feedback	Not open to finding a solution
Does not repeat the same issue over and over	Defensive to constructive feedback
Does not take up unnecessary time	Repeats the same issue over and over
Listens and acknowledges other's perspectives	Inconsiderate of time
Feels beneficial	Does not respect or listen to other's perspective
	Feel's toxic





Constructive Behaviours
“Above the Line”



Destructive Behaviours
“Below the Line”

Boundaries | You respect my boundaries, and when you're not clear about what's okay and not okay, you ask. You're willing to say no.

Reliability | You do what you say you'll do. At work, this means staying aware of your competencies and limitations so you don't over promise and are able to deliver on commitments and balance competing priorities.

Accountability | You own your mistakes, apologize, and make amends.

Vault | You don't share information or experiences that are not yours to share. I need to know that my confidences are kept, and that you're not sharing with me any information about other people that should be confidential.

Integrity | You choose courage over comfort. You choose what is right over what is fun, fast, or easy. And you choose to practice your values rather than simply professing them.

Nonjudgment | I can ask for what I need, and you can ask for what you need. We can talk about how we feel without judgment.

Generosity | You extend the most generous interpretation possible to the intentions, words, and actions of others.