

Lead Others Toolkit



To *lead others* is to serve. Heart-centered leaders create the conditions for people to thrive and succeed, they listen deeply, remove obstacles, and empower their teams to grow.

Leading others means recognising the unique strengths of each individual and showing respect through everyday actions. It is not about being the loudest voice but about enabling every voice to be heard.





Difficult Conversations Framework

Every leader faces difficult conversations, moments where honesty, emotion, and accountability intersect. When handled with respect and clarity, these conversations strengthen trust, repair relationships, and create genuine alignment. The key is to approach them with preparation, empathy, and intention; not to win, but to understand, learn, and move forward together.

Steps:

1. **Prepare** - clarify purpose, check your intentions, anticipate reactions.
2. **Listen** - start with curiosity and openness.
3. Name the Issue with **Respect** - focus on behaviours, not character.
4. Invite **Response** - ask for perspective, explore options.
5. Co-Create **Next Steps** - agree actions and commitments.
6. Close with **Care** - acknowledge the effort, reaffirm support.

Before your next difficult conversation, ask yourself: *Am I seeking to understand or to be right?*
That small shift changes everything about how the conversation unfolds.



Service in Action

Heart-centered leadership is built around serving others, not commanding them. Service doesn't make leaders weaker; it makes teams stronger.

Use this tool to build a habit of service in your daily leadership.

Weekly commitments:

- I will remove one obstacle that's slowing my team down.
- I will create space for someone to share an idea or concern.
- I will ask, *"What do you need from me to succeed?"*
- I will share information openly to help others do their jobs better.
- I will recognise effort and contribution, not just results.
- I will invest time in mentoring, coaching, or developing someone.

When you lead through service, you show respect in action. Every time you listen deeply, remove a barrier, or help someone grow, you create an environment where people feel valued, supported, and capable. Service, at its heart, is how leadership becomes a shared act, one that lifts everyone.



One-on-One Meeting Template

Use this structure to create safe, supportive, and productive one-on-one conversations. The goal isn't to cover everything every time, it's to stay connected, remove barriers, and create space for honest dialogue.

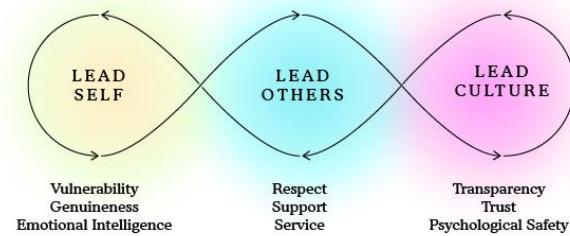
Frequency Guidance

Fortnightly one-on-ones should focus on connection, progress, and support with an aim to keep communications open and momentum steady. Quarterly or formal conversations can go deeper into growth, career development, and long-term goals.

Suggested Sections

- Check-In: How are you — personally and professionally? What's on your mind this week?
- What's Working Well: Acknowledge wins, progress, and moments of success.
- Challenges or Obstacles: What's getting in the way? How can I support you or remove barriers?
- Growth & Development: (Fortnightly: light touch. Quarterly: deeper.) What skills or experiences would you like to build? What opportunities could help you grow?
- My Commitments: What have I committed to doing that supports you or the team?
- Closing: What else do you need from me? How are you feeling as we finish this conversation?





Tip for Leaders *Consistency builds safety. Keep the structure familiar so the conversation feels predictable but stay flexible, sometimes people just need to be heard.*

