



## COLLABORATIVE LEADERSHIP

We work with leaders to help them to build a culture of trust, collaboration and achievement within their teams. We do this by supporting leaders to build the skills, habits and attitudes that build relationships, generate outcomes and that facilitate a culture of learning and growth.

Leadership is exercised in conversations and relationships with others, and therefore building the capacity of leaders to prepare for and have these conversations and build relationships is a direct path to improve leadership. Being effective as a leader is a set of skills that can be learnt and mastered.

We work with leaders in the following areas:

- **Setting Direction** – this is about developing a strong sense of purpose and commitment for the team. This includes articulating your team’s reason for existence, what services the team will provide and the standards on which you and your team will be accountable.
- **Coordination Action** – One of the leaders main roles is to get things done through others. We work with leaders to help them build the skills and work practices so that the team delivers on their commitments and that clients (internal or external) are satisfied. Skills involve planning, how to secure reliable promises, negotiating commitments, holding people to account and showing appreciation.
- **Relationship Building** – A key role for leaders is to build strong relationships with team members, peers and customers. It is also important that leaders have the skills to repair broken relationships.
- **Leading Yourself** – this is about being the change you want to see in others, and includes building learning skills, observing and managing moods, being receptive to feedback, and being able to independently self-reflect.

- **Educating** – part of a leader’s job is to develop others, and having conversations with staff to identify skills, identifying stretch assignments, provide feedback, ask challenging questions, and empower staff to develop. Coaching and mentoring fits in here.
- **Problem Solving and Decision Making** – leaders will be confronted with challenges for which there are no precedents, and we work with leaders to develop different perspectives on issues by listening to others, make balanced assessments and to communicate decisions.

We provide:

- A holistic approach to conversations by exploring the key factors that affect human beings in all conversations. Namely, how to be more proficient in the language we use, how we listen, and the impact of moods and emotions and what to do about them. We provide a precise set of distinctions, skills and a typology of the different types of conversations that happen inside organisations so that leaders can recognise these conversations and participate more effectively.
- Skills that we will be able to be applied by leaders immediately in a range of situations including managing staff, dealing with stakeholders, coordinating work and in building relationships across the business.
- An action learning approach that engages people in building skills and habits over time through practice, feedback and accountability. We ensure that any learning outcomes are aligned to the needs of the business and the leader by setting personal learning and business goals which we review during and at the end of the program.

We provide one-on-one leadership coaching and group learning programs.

## Clients



HERBERT  
SMITH  
FREEHILLS



Department of  
Treasury and Finance



RSM Bird Cameron  
Chartered Accountants



iCareHealth



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