

# Sue Anderson



## The Unshakeable Leader

Invest in your Leaders so they can be empowered to confidently lead themselves and their team with respect, courage and integrity.

Recent and current clients include:



# Invest in your Leaders so they can be empowered to confidently lead themselves and their team with **respect, courage and integrity.**



## The current situation for many organisations:

Many Leaders are in leadership positions; however, they lack some necessary leadership skills and experience to lead effectively.

Some Leaders feel stuck by existing and long-standing cultures within teams.

Casual and hybrid working arrangements are impacting Leaders in our workplaces.

Leaders are operating in complexity and a period of uncertainty, yet are expected to lead with creativity and innovation.

Some Leaders are disengaged and not stepping up into their leadership role, while others are 'carrying' the leadership load.

Leaders are worried that existing staff will resign, and it's hard to attract good people and build trust.

Some Leaders don't consider themselves as 'Leaders' and are struggling to move from peer to Leader within their team.

There is an increased focus on psychological & psychosocial health and well-being.



## Leaders say they are:

Wanting to stress less and innovate more, but not everyone in their team is on board.

Losing time dealing with complex issues requiring high-level communication skills.

Wanting to feel more confident and courageous when having feedback conversations.

Interested in developing self-awareness around their communication styles.

Struggling with their own confidence levels, self-doubt or imposter syndrome.

Aware of the need to increase their own empathy and trust building skills.



The Unshakeable Leader

It's time to change.  
It's time for Leaders to become **Unshakeable.**

# The Unshakeable Leader Program

## What the Research Says:

**01**  
A 2023–24 Corporate Mental Health Alliance Australia survey found burnout is most prevalent among operational and middle management, with around half of people in these roles reporting persistent or complete burnout symptoms.

**03**  
The 2019–2022 Australian Workplace Wellbeing report (AHRI/Wellbeing Lab) found that workers in leadership roles were more likely to report feeling burnt out than their team members.

**02**  
An Australian Institute of Management report cited in HR Leader notes that nearly 58% of managers reported experiencing burnout in 2023, up from 42% in 2019, reflecting a sharp rise in stress among middle-level Leaders.

**03**  
The National Mental Health Commission's guidance on "A mentally healthy workplace for executives and decision-makers" highlights that high responsibility plus unrealistic expectations and limited support "can result in higher levels of stress and burnout" for executives, including anxiety and poor work–life balance.



The Unshakeable Leader

**Today's Australian Leaders, especially middle managers and Leaders, are carrying disproportionately high levels of stress and burnout, driven by workload, change, and role pressure. They are at risk of being Shakeable.**

State	Focus	Performance
Unshakeable	Choice	80-100%
Strong	Courage	60-80%
Stable	Confidence	40-60%
Stressed	Connection	20-40%
Shakeable	Care	0-20%

### The Shakeable Leader:

Believes other people and circumstances have power over them to make them react in a certain way. If someone unfairly criticises them, they take it personally, fall to pieces, become emotional and are left shaken for a few days. How good they feel about themselves depends on how they are performing at work. Their focus needs to be on care as they are struggling to keep their head above water.

### The Stressed Leader:

Believes most people and circumstances have power over them to make them react in a certain way. If someone unfairly criticises them, they usually take it personally, fall to pieces, become emotional and are left shaken for a few minutes. How good they feel about themselves usually depends on how they are performing at work. The most useful thing Stressed Leaders can focus on is building connections.

### The Stable Leader:

Some days, other people and certain circumstances have power over them to make them react in a certain way about half of the time. If someone unfairly criticises them, they usually take it personally, depending upon what the feedback is and who is offering it. How good they feel about themselves usually depends on how they are performing at work and what else is going on for them at the time. Increased confidence is what they need.

### The Strong Leader:

They believe they have the power to choose how they respond. If someone unfairly criticises them, they usually think, 'Whatever', and shake it off, like water off a duck's back. The majority of the time, how good they feel about themselves is separate from their performance at work. They are becoming more courageous in their leadership.

### The Unshakeable Leader:

Believes no one or circumstance can make them feel a certain way - they choose. If someone unfairly criticises them, they ask questions to understand more. How good they feel about themselves is separate from their performance at work. They choose how they lead.

# The Unshakeable Leader Program



## Mindset:

Concentrates on the Leaders developing useful beliefs, thinking styles, and increasing flexibility in their thinking. The benefit will be Leaders who are more open to listening to others, more agile in their approach, and more self-aware.

## Power:

Focuses on the Leaders' power to choose and be responsible and accountable for their beliefs, emotions, actions, and words. This means they are more likely to provide useful feedback and hold others accountable. They will have the courageous conversations that many Leaders avoid.

## Esteem:

Explores how the Leaders choose to value themselves and consider themselves as worthy. They learn to separate their self-worth from their performance as Leaders. This means they are better equipped to receive feedback and make the changes suggested to them to take their leadership skills to the next level.

## Confidence:

Leaders will feel more confident in their leadership role and step more into their authority, allowing them to have the difficult conversations often avoided. Lack of confidence in their leadership results in poor-performing teams.

## Courage:

Leaders will have the courage to make tough decisions and back themselves, to give and receive feedback. Lack of courage in Leaders results in an 'avoidance' culture where teams remain stable (even if they are dysfunctional), and growth is not achieved.

## Choice:

Combining Mindset, Power and Esteem in Leaders results in them having choice in how they show up as Leaders, especially in the face of challenge, change and criticism. Leaders who operate from a lack of choice lead teams who operate from blame, pain, and complain.

# Support Leaders to be more **aware, resilient** and **empowered** to communicate effectively.



## By the end of the program, your Leaders will have:

- Increased self-awareness and the ability to self-reflect.
- More skills to have flexibility in their thinking and perspective-taking.
- A greater understanding of emotions, how to recognise them in themselves and others.
- Increased their ability to connect and be adaptable in their communication style.
- Tools and strategies for demonstrating empathy.
- Strategies to provide and receive useful feedback.
- Increased resilience and empowerment in times of uncertainty.
- Reduced the level of stress they are experiencing.
- Reduced the risk of bullying, harassment, and stress claims.
- Increased retention and decreased resignations.
- More skills in creating and maintaining a psychologically safe team culture.



## The Unshakeable Leader program is ideal for Leaders who lead teams:

- With one or more 'big' or 'interesting' personalities.
- With current and/or a history of high conflict.
- Who are newly formed teams, e.g., because of a re-structure.
- Where the teams/organisation has experienced significant change.
- Where teams are about to experience significant change.
- Who face potential abuse from customers/stakeholders.
- Who have had a lack of leadership/haven't been held accountable in the past.
- Where the Leader has moved from peer to Leader.
- Where there is a low level of respect for 'Management'.
- Are fearful/resistant to receiving feedback.



## The Unshakeable Leader program is **NOT** ideal for Leaders who lead teams:

- Who are high-performing teams.
- Who have an empowered culture.
- Who always communicate respectfully with each other and others.
- Have a culture where feedback is respectfully offered and graciously received.
- Who are well-connected with each other, the organisation and the community.

# The Unshakeable Leader Program

## The Five Leadership Workshops:

### Session One:

The Unshakeable Leader Mindset

### Session Two:

Cultivating a Psychologically Safe Team Culture

### Session Three:

The Feedback Fit Leader

### Session Four:

The Confident Leader

### Session Five:

Meta Questions: A powerful Leadership Skill

## 01 Session One: The Unshakeable Leader Mindset

### Purpose:

To help Leaders strengthen their mindset, thinking styles and beliefs that allow them to lead with confidence, calm and clarity, especially when they are under pressure.



### Covers:

The Leadership beliefs that shape how Leaders show up, make decisions and influence others. How limiting thinking styles can create self-doubt, hesitation and second-guessing. Tools to help Leaders understand the thinking styles of those they lead.



### Perfect for:

Leaders who are ready to strengthen their inner leadership, challenge limiting beliefs and lead with greater intention. Leaders who want to build a stronger mindset so they can bring out the best in themselves and others.



### Special Sauce:

An increase in self-awareness and actionable tools for changing the way they think.



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## 02 Session Two: Cultivating a Psychologically Safe Team Culture

### Purpose:

To increase Leaders' understanding of what supports a psychologically safe workplace.



### Covers:

Factors that impact the psychological well-being of teams. The power to choose how to respond, and encourage others to feel more empowered. Communication that promotes the idea that it is safe for everyone to speak up with ideas and ask questions. Practical strategies for dealing with defensiveness in self and others.



### Perfect for:

Leaders who want to actively connect and build relationships with their team, and who want to improve engagement and trust within their team.



### Special Sauce:

Practical tools for cultivating trust. Understanding emotions and empathy, advanced rapport building skills.



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## 03 Session Three: The Feedback Fit Leader

### Purpose:

To increase Leaders' confidence and capability to offer and receive useful feedback.



### Covers:

The Feedback Fitness Framework provides Leaders with a structure to offer useful feedback. How Leaders can choose which feedback they decide to accept and reject, tools for identifying where they are on the Feedback ladder, and the importance of a Growth mindset.



### Perfect for:

Leaders who avoid having Feedback Conversations because they are fearful of how it is going to be received. Leaders who may struggle with regulating emotions, choosing responses rather than being triggered.



### Special Sauce:

No role plays! An abundance of examples. A copy of 'Feedback Fitness' for each Leader. A 'Feedback Fit Resource Kit for Leaders', for the organisation.



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## 04 Session Four: The Confident Leader

### Purpose:

To understand how confidence and self-esteem play an important role in leadership.



### Covers:

The difference between confidence and self-esteem, how this applies to self and practical strategies for leading others who may struggle with the concepts. Practical tools for increasing both confidence and self-esteem in self and others. How to frame mistakes as learning and growth opportunities.



### Perfect for:

Leaders who can see the potential in others and are unsure of how to help them see the potential in themselves. Leaders who want to lead with more confidence.



### Special Sauce:

A takeaway card with nine practical hacks leaders can implement immediately to increase confidence and self-esteem in their team.



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## 05 Session Five: Meta Questions: A Powerful Leadership Skill

### Purpose:

For Leaders to learn the advanced leadership skill of asking Meta Questions.



### Covers:

An explanation of Meta Questions and how they are an amazing tool in the Leader's tool kit. Includes how to use Meta Questions for building connection, understanding, motivation and change.



### Perfect for:

Leaders who have repeated conversations with direct reports and feel like they are getting nowhere, understanding what motivates and drives behaviour and emotions, to save time by quickly getting to the heart of the issue.



### Special Sauce:

Brilliant additional resource document and practice cards for mastering the skill.



## The Unshakeable Leader – Inclusions

Program Design Meeting with Senior Management	
Access to the Unshakeable Leader Self-Assessment Tool	
Five x 3.5 hour The Unshakeable Leader Workshops, onsite Unlimited participants	
Preparation & Debrief meeting x 5 with Senior Management before and after delivery of each workshop – 10 hours	
Additional resources, including a copy of 'Unshakeable' & 'Feedback Fitness' for participants. Feedback Fit Resource Kit for Leaders.	
Evaluation Report of program and recommendations	

'Sue's 'Unshakeable' program is a terrific opportunity to step back and reconsider our ability to be unshakeable. The tools Sue provides through her hacks ensure people walk away with very tangible ways to practice their ability to be unshakeable. We always get fabulous feedback from those who attend Sue's sessions. I can't recommend Sue highly enough'.

**Natalie Reiter, Deputy Secretary Policy, Precincts & Innovation,  
Department of Transport**

## The Unshakeable Leader – Inclusions

### The Unshakeable Leader Self-Assessment Tool

Each Leader is surveyed to identify where they are on The Unshakeable Leader Scale. This increases self-awareness and helps to identify strengths and areas for development. This helps Sue to support the Leaders by identifying any gaps and informing them where she needs to focus the specific areas of the content. This ensures the program is aligned with the very specific outcomes of the organisation.

### Additional Resources, including books, links, articles etc:

As well as receiving a copy of 'Unshakeable at Work', and 'Feedback Fitness', Leaders will receive additional resources to support their growth and development. The organisation will also receive a 'Feedback Fit Resource Kit for Leaders'. A carefully selected collection of books, articles, links to Ted Talks, podcasts, etc., will be provided after each session. Leaders can choose to dive deeper on the content – or not.

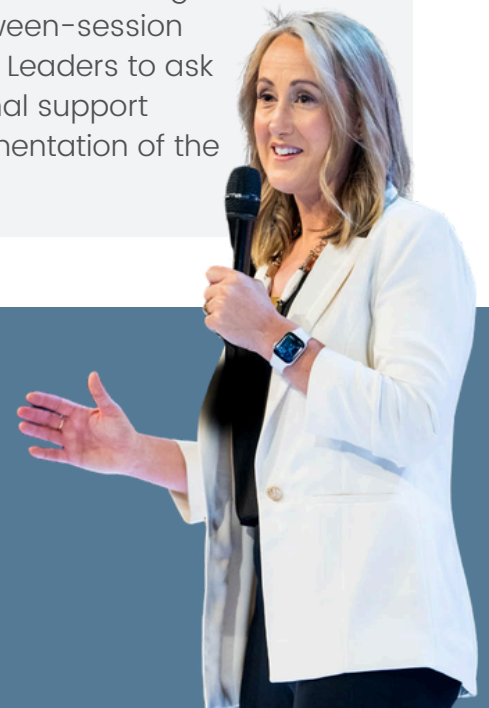
### Five Leaders' Development Sessions:

The sessions are 3.5 hours in duration and are delivered on-site. These are highly interactive, engaging sessions where Leaders have the opportunity to connect, collaborate and ask questions. Content is delivered and Leaders are asked to apply to their own specific leadership challenges.

### Unlimited contact between sessions for all participants:

Sometimes Leaders face an especially difficult situation, and they have an urgent question. Contact between sessions provides an opportunity for leaders to reflect on the information, apply to their own specific challenges and share their learnings. The between-session support provides opportunities for Leaders to ask questions in real time. The additional support creates an environment for implementation of the learning.

The Unshakeable Leader program is designed to be a collaborative and connected experience that gives each person an opportunity to contribute and be heard, whilst driving the ideal outcome for them to become Unshakeable.



## Frequently asked Questions

### Who would benefit from The Unshakeable Leader program?

All Leaders in your organisation, especially new Leaders, or Leaders with especially 'interesting' teams (some organisations also choose to include emerging Leaders). Sue has expertise in helping Leaders develop the skills to lead more effectively.

01

### How long does the program usually take to complete?

The program can be delivered in a time frame that suits the needs of your Leaders. The program is usually delivered anywhere from a three, to nine-month period. It is common for the programs kick off in February and conclude by November the same year.

02

### Where is the program facilitated?

The five sessions take place on-site, or at an agreed off-site venue.

03

### Who facilitates the program?

Sue Anderson facilitates all delivery, and her amazing Business Manager, Maria, coordinates logistics.

04

### Can the program design be changed to meet the specific needs of my Leaders?

Yes! While the program design has been based on over ten years of delivery experience and feedback, Sue is happy to accommodate the specific needs of your Leaders and offer flexible delivery options.

05

### Should I, (Senior Manager) participate in the program?

Let's have a conversation about this, as it depends on many different factors. In general, yes, Sue would love to have you there

06



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The Unshakeable Leader Program helps Leaders build the confidence, mindset and inner steadiness to lead with calm, clarity and courage, while creating psychological safety for others.

Sue Anderson

## What clients are saying:

I would like to take this opportunity to thank you for your caring approach through the recent Unshakeable Leader program. The program has seen Leaders within my team reflect on leadership challenges and focus on their own mental health and wellbeing as they continue to build resilient and empowered teams through this difficult time. The Leadership team appreciated your guidance and the tools that were provided through the program.

**Sam Romaszko, Manager Engineering Services, Melton City Council**

Sue gave our team a lot to think about with her Unshakeable program, in easy-to-apply and understand language. Sue is warm and engaging and I would strongly recommend her training.'

**Michelle Childs, Team Leader Assessment, Frankston City Council**

Sue provided both 1:1 Coaching and Group Coaching support for our Leadership team. Feedback from participants was that the information provided was practical and things they can apply on the job. The questioning and insights provided during the sessions also provided some important reflection moments for the Leaders involved.

**Jodie Hill, Director of People and Safety, Pacific Hydro**

I found Sue Anderson's 'Unshakeable' approach to be highly engaging and thought-provoking. Her calm, easy-to-work-with style was complemented by practical, simple-to-implement tips and hacks. She has an amazing ability to turn complex concepts into digestible, easy-to-use tools through the use of stories and examples from her many years of coaching.'

**Kevin Leddin, Director Community & Corporate Services, Moyne Shire Council**

Sue's program and facilitation skills were evident in working with a diverse group of individuals from our organisation, providing them with the tools to tackle difficult issues, inspire their staff, and build their own leadership capability and confidence. This has assisted us in delivering improved customer service outcomes for our communities.

**David Lavithis, District Manager, VicRoads**

Sue has been great to work with for the past couple of years, tailoring and delivering 'The Unshakeable Leader' program to different levels of leadership within our organisation. Sue utilises case studies as examples of her evidence-based model in a most engaging way.

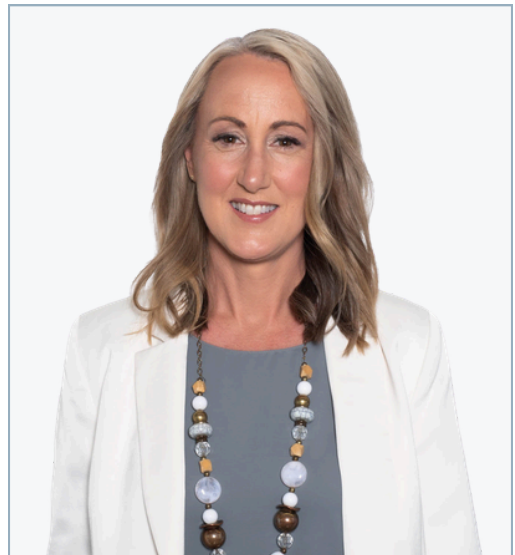
**Chris Forbes, Executive General Manager, Mallee Family Care**



# Sue Anderson

Sue Anderson is one of Australia's leading experts in Emotional Intelligence in the workplace. Her specialty is helping Leaders develop mental toughness so they can excel (not handle) in the pressures of leading teams.

A highly sought-after speaker, coach, trainer, mediator and author, Sue Anderson works with organisations and businesses to develop highly functional and productive workplaces, with confident, resilient, and motivated Leaders.



As a Thought Leader in the areas of resilience building and individual empowerment, Sue utilises her cutting-edge methodology to help Leaders and teams move from a place of fear and dysfunction to a highly engaged, confident workforce. By integrating and refining areas including communication, motivation, beliefs and emotion, Sue's programs empower Leaders, enabling ongoing positive human interaction in the workplace and beyond.

With qualifications in psychology, management, quality assurance, training and Neuro-Semantics, Sue's unique approach is accessible, fun and builds capability rather than taking a punitive or Band-Aid approach to improving productivity in the workplace. Sue has worked successfully in the area of resilience with children and adults since 2007. Her third book, 'Feedback Fitness' was recently released. Sue believes that developing Unshakeable Leaders is critical to improving everyone's well-being and quality of life.

# Sue Anderson

*Sue Anderson*



**The Unshakeable Leader**