

# UNSHAKEABLE COACHING

Professional Coaching for Leaders to feel more confident and empowered to get on and do their job.

Recent and current clients include:



## Professional Development for Leaders to feel more confident and empowered to get on and do their job, in the next 90 days.

### Do you want Leaders to have the skills and confidence to:

- Feel more confident to make decisions and back themselves.
- Feel more empowered to hold team members to account.
- Be more thoughtful in their responses and less reactive.
- Have more strategies and skills in how they connect and communicate.
- Gain insight into communication blind spots.
- More consistency in how they show up as leaders.
- Have increased emotional intelligence and self-regulation.
- Have a healthy and productive mindset regarding time.
- Have an increased ability to prioritise.
- Be skilled up in their rapport-building skills.
- Understand how to lead in a psychologically safe way.
- Be skilled up in providing feedback that drives performance.



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

## Create Confident and Empowered Leaders

FEELING	FOCUS	INFLUENCE
Unshakeable	Choice	80-100
Strong	Courage	60 -80
Stable	Confidence	40-60
Stressed	Connection	20-40
Shakeable	Care	0-20

### The journey to Unshakeable Leadership

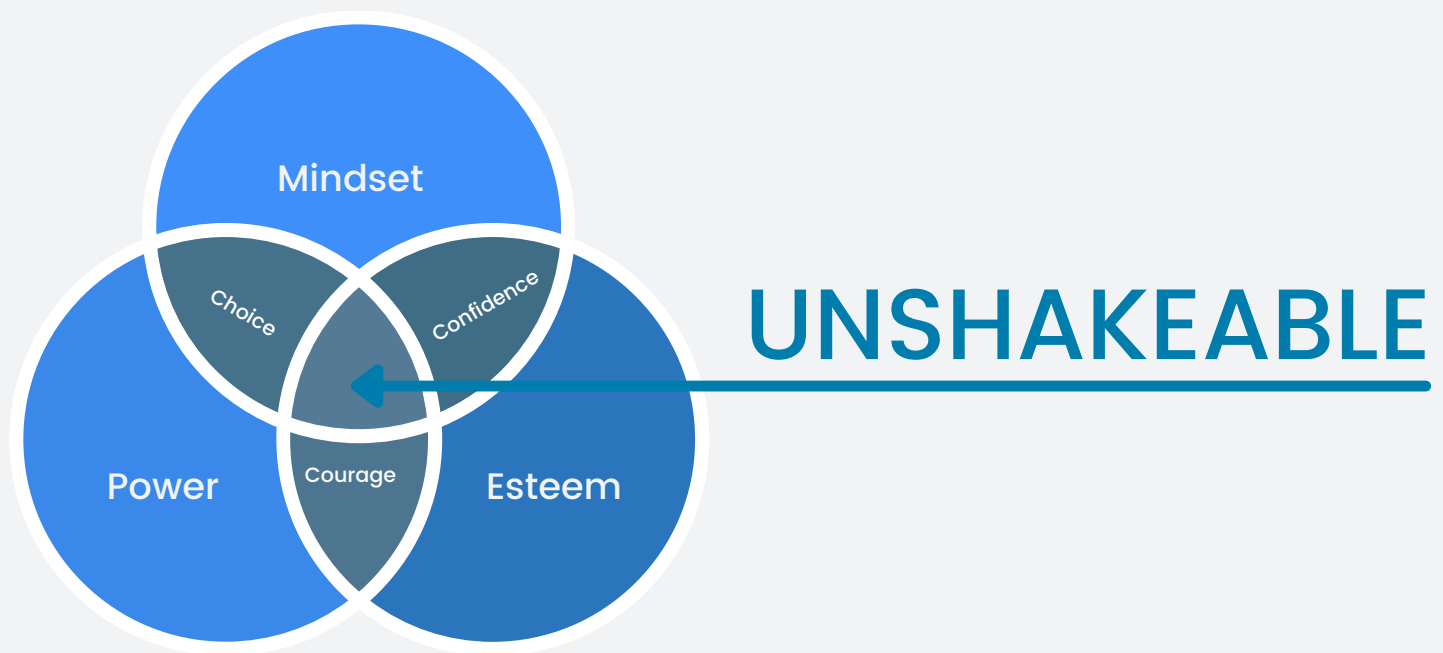
#### Shakeable Leaders:

- Shakeable Leaders are easily affected by the behaviours of others.
- Believe circumstances have power over them to make them react a certain way.
- Don't have much flexibility in their thinking.
- Believe other people can push their buttons.
- Say some people rub them up the wrong way.
- Take feedback personally
- Value themselves through their work.
- Rely on others for their sense of self-worth.
- Feel bad about themselves when they make a mistake.

#### Unshakeable Leaders:

- Believe no one can 'make' them feel anything.
- Regardless of circumstances, they believe they have choice in how they show up.
- Are flexible in their thinking.
- Believe no one can push their buttons.
- Can curiously observe other people and their own responses to them,
- Are open to and welcome feedback.
- Know their sense of worth does not come from their work performance.
- Esteem themselves unconditionally.
- Know they will make mistakes, and believe they are a work in progress.

# The Unshakeable Leader



## Mindset:

Concentrates on the Leader 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 Leader's power to choose and be responsible and accountable for their beliefs, emotions, actions, and words. This means they are more likely to be responsible and accountable.

## Esteem:

Explores how the Leader chooses 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 skills to the next level.

## Confidence:

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

## Courage:

Leaders will have the courage to make tough decisions and back themselves, and to receive feedback. Lack of courage results in 'avoidance' culture where growth is not achieved.

## Choice:

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

## By the end of the Individual Coaching Program the Leader will (for example):

- Be feeling more empowered to hold team members to account.
- Be more thoughtful in their responses and less reactive.
- Have more strategies and skills in how they connect and communicate.
- Gain insight into communication blind spots.
- More consistency in how they show up as leaders.
- Have increased emotional intelligence and self-regulation.
- Have a healthy and productive mindset regarding time.
- Have an increased ability to prioritise.
- Be skilled up in their rapport-building skills.
- Feel more confident to make decisions and back themselves.
- Understand how to lead in a psychologically safe way.
- Be skilled up in providing feedback that drives performance.



Working with Sue Anderson has been one of the most transformative experiences of my professional life. Her ability to hold space with both compassion and challenge helped me uncover blind spots, shift limiting beliefs, and step into a more grounded, authentic version of leadership. Sue doesn't offer quick fixes. She guides you toward deep, lasting change. I've walked away with greater clarity, confidence, and refined feedback skills that I'll carry with me throughout my career.

**Kiera Outlaw, Digital Marketing Manager, Communications and Fundraising, Anglicare Victoria**

## The Individual Coaching Program Inclusions

Pre-Program Diagnostic	✓
Identification of Individual Coaching Goals	✓
Nine x one-hour, online Individual Coaching Sessions	✓
Unlimited SOS calls	✓
Access to additional coaching resources	✓
Copy of all Sue's books	✓
Three month check in after the completion of the program	✓



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**

# The Individual Coaching Program Inclusions

## Pre-program Diagnostic:

Leaders will be surveyed to identify where they are on the Unshakeable Scale. This helps to identify any gaps and informs us of the specific areas of the content. This ensures the program is aligned with the very specific to their outcomes.

## Identification of Coaching Goals:

Coaching is working on what each Leader wants to work on, it's very different to mentoring where the mentor offers advice and guidance. In the Pre-program Diagnostic meeting we work through what the Leader thinks their coaching outcomes will be. In other words, what they want to gain from the coaching. It's ok to not be 100% clear - that's where Sue can support them.

## Nine Individual Coaching Sessions:

The purpose of the Individual Coaching sessions is to empower and increase their confidence. These are safe spaces where leaders can share their previously unspoken fears and concerns about their role. Common topics explored include feelings of frustration, self-doubt, imposter syndrome and burnout.

## Unlimited SOS calls

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

## Resources, includes books, links, articles etc:

As well as receiving a copy of Sue's books, they will receive additional resources to support their growth and development. A carefully selected collection of books, articles, links to Ted Talks, Podcasts etc will be provided after each session. That way, they can choose to dive deeper on the content – or not.

## Three month check in after the completion of the Coaching Program:

It's always great to stay in touch to ensure changes are sustained. Sue will reach out three months after the final session, and provide a 30 minute check in call.

## What Leaders are saying about Coaching with Sue Anderson:

Sincere thanks to Sue for strengthening my leadership skills during my coaching program, it has been extremely rewarding and a privilege. Sue's personalised coaching approach and practical strategies empowered me to overcome team challenges, set and achieve my goals and provided fantastic tips to improve my performance and team culture. Sue provided a judgement-free space and unwavering support, helping me become more confident, focused and self-aware. I would absolutely recommend Sue to anyone looking to unlock their full potential.

**John Messfeldt, Park Ranger Coordinator, Melbourne City Council**

Sue's role as my coach has transcended into that of an invaluable informal mentor, guiding me through my professional journey in a unique way. Her focus on mindset has profoundly impacted my effectiveness as a leader. These frameworks have made me more prepared and equipped to handle any situation. Under Sue's guidance, I've learned how to encourage feedback during our work-in-progress sessions. Sue has helped me find my voice and confidently claim my space within the management and executive group. I recommend that all companies, especially not-for-profits, consider formal leadership coaching through Sue Anderson as part of a comprehensive approach to supporting team leadership. Investing in her programs will enhance your skills and significantly improve your team's overall performance and cohesion.

**Rosanna Wilson, Anglicare Victoria**

I would highly recommend Sue to anyone seeking to develop their leadership and feedback skills. Throughout my 1:1 coaching sessions, I learnt so much about myself, my capabilities and in 'finding my voice'. Sue provided me with a range of easy-to-apply tools that have assisted me with defining my leadership skills both within my team and the broader organisation. I have gained a renewed sense of purpose and more confidence in my current role and in whatever the future may hold for me.

**Lydia Winstanley, Coordinator, City Planning, Manningham City Council**

Thoroughly enjoyed the coaching journey with Sue. Sue's calm and engaging presence really helped make the most of our sessions. I always left our time together having experienced development or growth in some way that I know will help me on both my leadership and whole-of-life journey.

**Fiona Henningsen, Manager, Department of Transport and Planning**

Sue's approach to coaching has had a positive impact to my development and targeted skill areas in Management. By being able to go through key learning areas, using references and resources, I have developed my skill and delivery in management, in particular areas of facilitating the management of a large service area. Sue's approach is of an individualised level. Sue has always encouraged me to self-identify areas of conversation and tailoring a dedicated coaching approach to my style and needs. I have loved every minute of engaging in my coaching session with Sue.

**Kelsey Hayes, Program Manager, Residential Care, Anglicare Victoria**



# Sue Anderson

## About Sue:



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 employees.

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 employees, 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 new book 'Feedback Fitness' was recently released. Sue believes that developing a feedback-fit workplace culture is critical to improving everyone's wellbeing and quality of life.

**If you are ready to invest in your leadership,  
let's set up a time to discuss:**

Sue Anderson  
0417 052 739  
[sue@sue-anderson.com.au](mailto:sue@sue-anderson.com.au)



*Sue Anderson*✕