

Self- Leadership

Masterclass



Learn. Grow. Shine.





Introduction

This session will cover:

- Your strengths and personal values
- Personal leadership styles
- Emotional intelligence (EQ) and interpersonal skills
- Personal and team motivators
- Priorities for self-development
- Self-management and -regulation practices
- Build a simple plan to support overall wellbeing

Strengths and values

As a leader, your strengths determine **how** you lead. Your values determine **why** you lead the way you do.

STRENGTHS

- Influence how you communicate and make decisions
- Shape how you motivate and support your team
- Help you delegate effectively
- Build confidence and trust

VALUES

- Guide decisions under pressure
- Shape your standards and expectations
- Influence team culture
- Drive ethical behaviour and accountability

“Everyone is a genius. But if you judge a fish by its ability to climb a tree, it will live its whole life believing that it is stupid.”

Albert Einstein



Strengths

Delegation

**Visionary
thinking**

Decision-making

Adaptability

Problem-solving

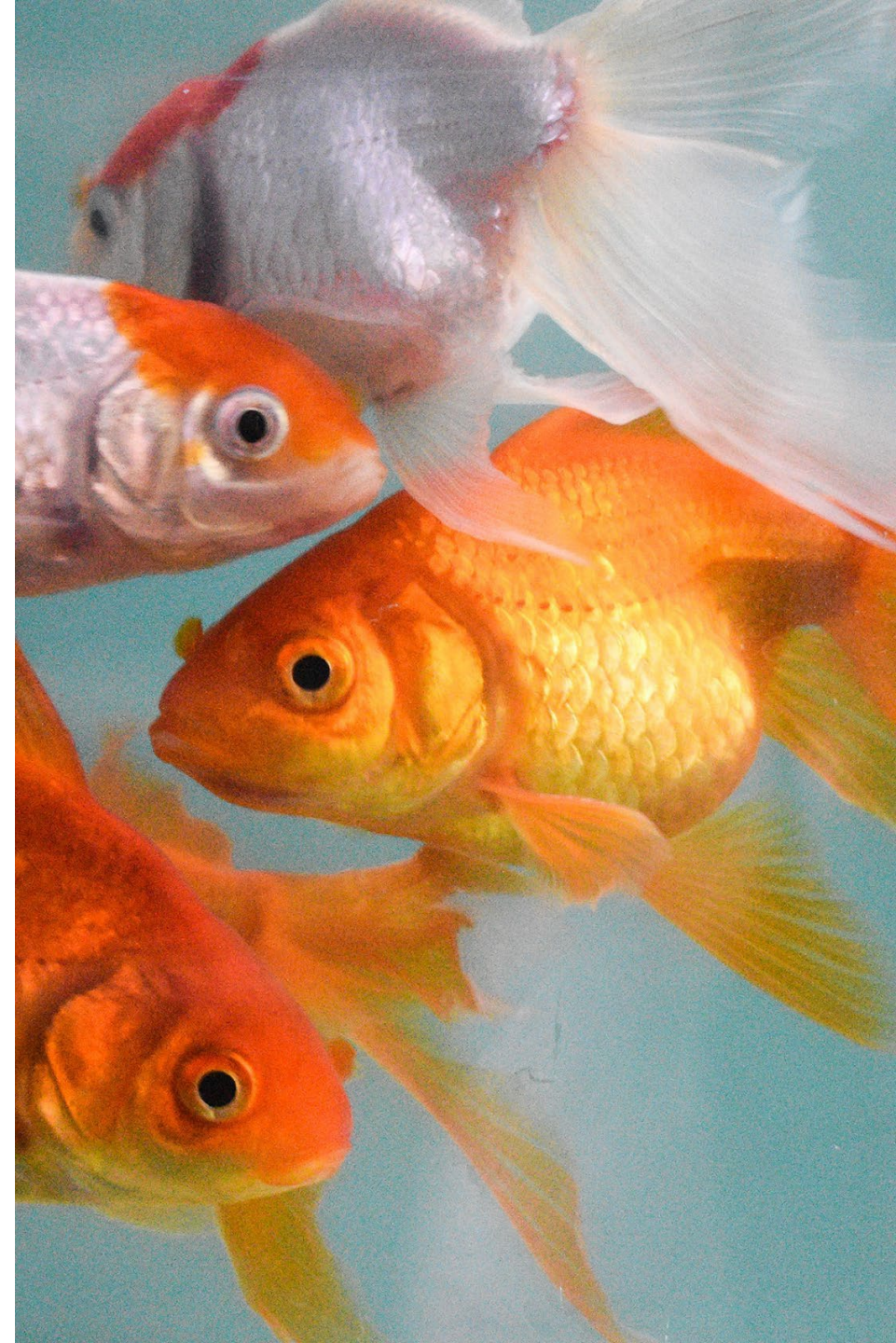
Communication

**Conflict
resolution**

**Emotional
intelligence**

For reflection

- Which of my skills have the greatest positive impact on my team's performance and guest experience?
- When under pressure, which of my abilities consistently help me make the best decisions?
- Do my daily actions reflect the values I want my team to see and follow?
- How do I respond when my values are challenged—by a guest, a team member, or a situation?



Lewin's Leadership Framework



Autocratic



Democratic



Laissez-faire

Pillars of Emotional Intelligence



Self-Awareness

Recognise your emotions and their impact on your behaviour.



Self-Regulation

Manage impulses, adapt to change, stay calm under pressure.



Motivation

Drive to achieve beyond external rewards, stay committed and resilient.



Empathy

Understand and consider the feelings of team members and guests.



Social Skills

Build strong relationships, communicate effectively, and resolve conflict.

Atomic Habits – Small Changes, Big Impact

Based on James Clear's Atomic Habits, the core idea is to introduce **small, consistent improvements** that will compound into significant **long-term** results.

Key principles:

- Habits shape identity
- Systems matter more than goals
- Make good habits obvious, easy, attractive, and satisfying.
- Reduce friction



What is one 1% improvement you could implement this week?

A large, circular splash of water is captured in mid-air, forming a ring shape. The water is clear and blue, with many small droplets and bubbles visible within the ring and around it. The background is a solid, deep blue.

Contact Us

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