



## **Courageous Leadership**

Gabrielle K. Gabrielli, Ph.D.

"True transformation to leadership begins when people overcome fears and self-limiting beliefs to get out of their comfort zone and into their strength zone."

- Dr. Gabrielle K. Gabrielli

In what ways are you courageous?

What is/are your biggest fear(s) currently?

From where do you think your fear(s) stem?

What past fears have you overcome? How?



## How to Become a Fearless Leader

1. Get over yourself.
2. Forget perfection.
3. Identify your fears and causes.
4. Do what you avoid (do it afraid).
5. Change your mindset.
6. Face your fears head on until you overcome them.
7. Fail as fast as you can.
8. Ask great questions.
9. Plan ahead.
10. Develop SMARTER goals.
11. Take calculated risks.
12. Enlist your team.
13. Visualize success.
14. Be confident in your decisions.
15. Accept responsibility no matter the outcome.
16. Reflect on efforts and results.
17. Celebrate successes.
18. Speak up for those who can't.
19. Stand up to injustice.
20. Go for it!



## Overcoming Fear of Confrontation

### CALM Model of Conflict Resolution

The CALM Model	
<b>C</b>	<b>Clarify the issue.</b>
<b>A</b>	<b>Address the problem.</b>
<b>L</b>	<b>Listen to the other side.</b>
<b>M</b>	<b>Manage your way to resolution.</b>

When conflict arises, ask yourself the following questions to clarify the emotions behind the conflict and help resolve the situation using the CALM model.

1. What am I upset about? In specific behavioral terms, what actually happened? Who else is involved? What did they do?
2. What emotions am I feeling (see SASHET)? Why am I feeling that way?
3. Have I contributed to the problem?
4. Am I just overreacting? If so, why?
5. What are my desires for an outcome to this conflict? What will successful resolution look like?
6. If I were the other person in this situation, how would I want to be approached?
7. Could the other person have been motivated by good intentions?
8. Has this happened before, or is this a first time occurrence?
9. How is this situation affecting me and my work? Are others impacted? If so, how?
10. What can I do to facilitate getting the results I want? What counter-productive behaviors do I want to avoid?

### Providing Corrective Feedback

Four components of corrective feedback (BEER method):

1. **B**ehavior
2. **E**ffect
3. **E**xpectation
4. **R**esult or Consequence

Remember with corrective feedback:

- Always start and end the conversation on a positive note.
- Avoid “never” or “always.”
- Give feedback in private.
- Follow up to either provide positive feedback if the performance has changed or more corrective feedback (including enforcing consequences) if it has not changed.



## Notes

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## Action Plan

Action Item (What You Plan to Do)	By When?