

LEADERSHIP IS THE *HUMAN EDGE*



Empathy
Connects us.



Integrity
Earns trust.



Purpose
Inspires action.

TECHNOLOGY CAN SCALE.
BUT ONLY **HUMANS** CAN LEAD.



An Outline for our Discussion

- Leadership vs Management
- Developing our Leadership Capability – the 3 levels (*self, team, organization*)
- Delivering Results – accountability and motivation (*Care & Dare*)
- Effective Communication – the 3 C's (*Clarity, Connection & Courage*)
- The Human-centred Leader – managing conflict, effective decision making
- The AI Conundrum – where it's limits create human-led solutions
- Wrap up

Leadership vs Management

Leadership:

- Focuses on People
- Creates Vision and Direction
- Inspires and Influences
- Drives Change and Innovation
- Builds Trust and Engagement
- Looks to the Future



*Management ensures things are done right.
Leadership ensures the right things are done.*

Management:

- Focuses on Processes
- Creates Plans and Execution
- Organises and Coordinates
- Maintains Stability and Consistency
- Monitors Performance and Results
- Focuses on Current Operations



*Management drives performance;
leadership unlocks potential.*

Leadership vs Management

[\(7\) The Way We Speak Reveals Our Priorities | Simon Sinek - YouTube](#)

The Human-Centred Leader is incredibly aware that success comes from an organisation's People – how we make include them, challenge them and make them feel determines the level of success our businesses will experience!



3 Levels of Leadership Development

(Self, Team and Organisation)

Lead Self

Focus on personal effectiveness, self-awareness and accountability

- EQ
- Self-awareness and reflection
- Personal leadership and resilience
- Time and energy management
- Continuous learning
- Accountability and integrity

Builds credibility, confidence, and the foundation for leading others.

Lead Others

Focus on influencing, developing, and engaging individuals and teams

- Communication and active listening
- Coaching and mentoring
- Performance management
- Delegation and empowerment
- Conflict resolution
- Building high-performing teams

Creates engaged teams that collaborate effectively and deliver results.

Lead Business

Focus on organisational impact, strategy, and sustainable growth

- Strategic thinking
- Business acumen
- Change leadership
- Innovation and decision-making
- Stakeholder management
- Driving execution and results

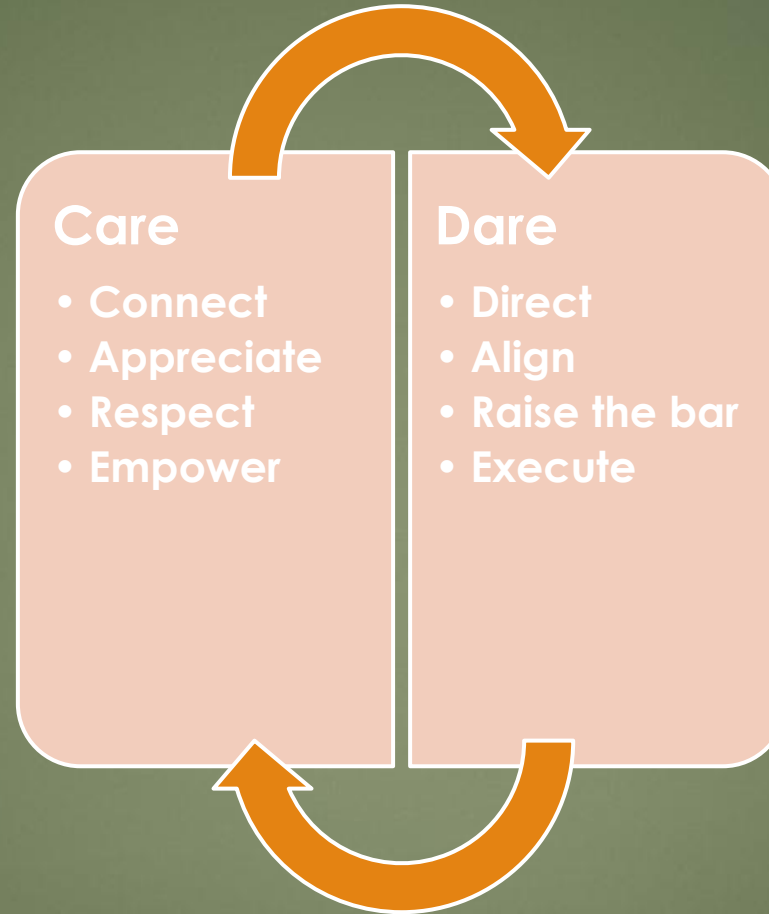
Enables leaders to align people, strategy, and resources to achieve business objectives.

Driving Results

Accountability and Motivation

Focuses on building trust, relationships, and engagement.

Higher engagement, trust, collaboration, and employee wellbeing.



Focuses on driving performance, growth, and results.

Strong performance, innovation, accountability, and business success.

CARE & DARE Model - leadership framework balances empathy with accountability, helping leaders create high-performing, people-centred teams.

Lead Self → CARE for Others → DARE Others → Lead Business Results.

Effective Communication

THE 3 Cs OF COMMUNICATION

Simple principles. Powerful impact.



CLARITY



Be clear and concise.

- Use simple language.
- Organize your thoughts.
- Make your message easy to understand.



CONNECTION



Connect with your listener.

- Listen actively.
- Show empathy and respect.
- Build trust and strong relationships.



CONFIDENCE



Communicate with confidence.

- Be authentic and positive.
- Speak with clarity and purpose.
- Your confidence inspires others.



**CLARITY TO BE UNDERSTOOD. CONNECTION TO BE HEARD.
CONFIDENCE TO BE REMEMBERED.**

The Human-centred Leader

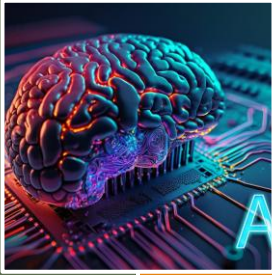
The Human Edge Perspective

In an age where technology and AI can automate many management tasks such as reporting, scheduling, tracking performance, and process optimization, the enduring value of leadership lies in uniquely human capabilities:

- Empathy
- Trust-building
- Coaching and development
- Purpose creation
- Ethical judgment
- Courageous decision-making
- Relationship building



The AI Conundrum



AI

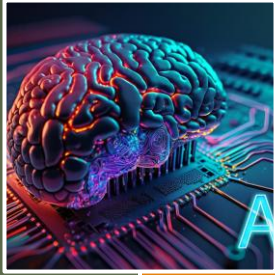
- Process information
- Identify patterns
- Support decision-making



Human

- Genuine Empathy
- Ethical Judgement
- Building Relationships
- Inspiring and Motivating People
- Navigate Ambiguity
- Organisational Culture
- Accountability

The AI Conundrum



AI

- ✓ Analyzes large volumes of data
- ✓ Identifies trends and patterns
- ✓ Automates repetitive tasks
- ✓ Supports decision-making
- ✓ Provides real-time insights
- ✓ Improves productivity and efficiency



Human

- ✓ Create vision and purpose
- ✓ Build trust and relationships
- ✓ Demonstrate empathy and care
- ✓ Make ethical decisions
- ✓ Lead change and culture
- ✓ Coach and develop people
- ✓ Take accountability

The most effective leaders of the future will combine AI-powered intelligence with human-centered leadership, balancing technology with empathy, judgment, and authentic connection.

Wrap-Up!

AI can replace some leadership tasks, but not human leadership itself.

The more interesting question?

Which parts of leadership AI can do better than humans, and which parts will remain distinctly human.

AI is a great tool/resource to enhance our leadership efficacy and to remove daily distractions that can be outsourced freeing up time for more impactful matters.

People follow leaders because they believe in them, not because they produce optimal recommendations.

Consider a major organizational restructuring. AI can model scenarios, forecast impacts, and suggest options. But employees typically want reassurance, empathy, authenticity, and a visible human who accepts responsibility for the outcome.

Focus on becoming the best LEADER, allow AI to become your great MANAGER!