

Human Centered Leader

Today's leaders are navigating a landscape of unprecedented challenges. Rapid technological disruption is demanding exceptional change leadership, making it an essential skill in every successful leader's toolkit.

At the same time, employee expectations are evolving dramatically. Today's workforce seeks not just a job, but meaning and connection in their professional lives—and they look to their leaders to guide them in finding it.

This is where our Human Centered Leadership Programme comes in. Grounded in the principle that wellbeing and strong relationships drive performance, the programme empowers leaders to foster compassionate leadership and psychological safety to unlock the full potential of their teams.



Who

Leaders at all levels



Format

Face-to-face
Virtual training
Self-study



Duration

3-months or one-off
skills sessions

Our Solution

1

Compassionate Leadership

- Develop EI to understand and respond to the needs of your team with empathy and care
- Foster a culture of kindness and accountability that strengthens trust and relationships within teams
- Lead with courage and authenticity to inspire loyalty, engagement and shared commitment to success

2

Building psychological safety

- Cultivate environment where teams feel safe to express ideas, take risks & constructively challenge
- Strengthen listening and communication skills to create transparency and foster openness
- Recognise which stage of psychological safety your team has reached and how to continue to improve

3

Resilience and leading change

- Understand and address the emotional impact of change on teams to ensure smoother transitions
- Articulate the purpose, benefits and steps of change with clarity and compassion to inspire alignment
- Build personal and team resilience to navigate challenges

4

Strategic visioning and influence

- Strengthen your influence by communicating with clarity, credibility and empathy to unite teams behind a shared purpose
- Adapt strategic plans with agility while maintaining focus on long-term results

5

Inclusive and equitable leadership

- Identify and address barriers to inclusivity and safety in workplace dynamics
- Embrace diversity by championing equity and ensuring every team member feels valued and included
- Lead with transparency and openness to foster trust and model ethical leadership behaviours

6

Coaching and talent development

- Develop coaching techniques to empower team members and nurture professional growth
- Provide clear, actionable and empathetic feedback that drives accountability and continuous improvement

Programme Objectives

The Human Centered Leadership Programme is designed to equip leaders with the skill and mindset to inspire, support and empower their team. As a result of attending this training, participants will be able to:

- **Cultivate compassionate leadership**
Understand and respond to team needs with empathy and care. Foster a culture of kindness and accountability
- **Build psychological safety in teams**
Create an environment where team members feel safe to express ideas, take risks and challenge constructively
- **Enhance resilience and change leadership**
Understand the emotional impact of change and learn to lead smoother transitions with clarity and compassion
- **Strengthen strategic vision and influence**
Communicate with credibility and empathy to unite teams behind a shared vision
- **Lead inclusively and equitably**
Model ethical leadership by championing equity and embracing diversity



Key Benefits of the Programme

- This programme can be tailored to fit your business need
- Complete learning journey that covers all aspects of leader development
- Can be run in multiple languages via our global network of trainers
- Focused on practical application and real situations
- Participants will benefit from a blended learning journey incorporating face-to-face sessions, individual coaching and self-study
- Learning cascades through leaders' teams into wider organisation
- Builds a culture that prioritises results and achieves success through relationships and innovation

The Learning Journey

We offer a range of different approaches to developing Human Centered Leadership capability. Our Strategic HCL Programme is an intensive 6 month programme aimed at senior leaders. Our targeted HCL skills sessions offer a deep dive into a specific HCL topic in a three hour virtual session and can be tailored to support people leaders, managers or employees.

Strategic Human Centered Leadership Programme (6 months)

Preparation

- Reflect on leadership journey
- Read assigned material

2 hours

Face-to Face

- Understanding HCL
- Self awareness & growth mindset
- Compassionate leadership & Emotional Intelligence

1 day each

Individual Coaching sessions

90 mins

Face-to-Face

- Inclusive & equitable leadership
- Resilience & leading change
- Coaching & talent development

1 day each

Virtual Follow up

- Wrap up of programme
- Action and next steps

2 hours

Targeted skills sessions (3 hours)

- **Session 1:** The Power of People - An Introduction to Human Centered Leadership
- **Session 2:** Foundations of Trust - Creating a safe & collaborative workplace
- **Session 3:** Building resilience - Thriving through change and challenge
- **Session 4:** Embracing growth - Unlocking potential through a growth mindset
- **Session 5:** Being the difference - Creating inclusion in every interaction

Why Train with us?

Our customers tell us that we are different and that working with us is different too. Here's what sets us apart:

- **We customise all our solutions:** We pride ourselves on developing fully tailored solutions for each and every client
- **We have global expertise:** Our specialism is rolling out global Programmes in 20+ languages
- **We are dedicated to changing behaviour:** Our solutions are not about delivering content, our aim is to change behaviour so that our people behave differently & improve performance
- **We are transparent and open:** We're good at building long-term client relationships because we are friendly, approachable and have a transparent approach to pricing.



People
Development
Specialists

Business Linked Teams is a global people development company headed by Samantha Caine, FCIPD. We empower development and enhance capability through bespoke learning solutions and carefully curated change initiatives.



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