



LEAD with C.A.R.E

COMPASSION

RESILIENCE

AWARENESS

EMPATHY

Transforming Corporate Culture
through Human-Centered
Leadership

Employee Assistance Program | Leadership Development

Program Overview



Leading with C.A.R.E is a sustainable leadership development program built on the philosophy that true organisational change starts at the top. It is designed to help build a culture of empathy within organisations, focused on helping leaders understand, practice, and embed empathetic behaviours in their teams, starting from the top, since culture change must be modelled by leadership.

Who Should Attend?



This program is for managers at all levels - especially people managers. It is relevant for team leads, supervisors, project and operations managers, and senior leaders who shape everyday team communication, workload norms, and performance. Designed for any function (including technical teams), it equips managers with practical, on-the-ground tools to support employee wellbeing, respond early to concerns and build a more sustainable work environment.

Duration & Format

Format: 5-module instructor-led program

Duration: 6 hours (including breaks)

Ideal Batch Size: Up to 25 participants (maximum 30)

Delivery Mode: Preferably on-site to ensure engagement and experiential learning

The Curriculum: 5 Pillars of Impact

Mental Health Awareness

Builds understanding of stress, emotional wellbeing, and the importance of recognizing mental health challenges within teams.

Psychological Safety & Trust

Explores the four levels of psychological safety (as defined by Timothy Clark) and helps leaders foster an environment where team members feel safe to express themselves, share ideas, and take risks without fear.

Empathy in Action

Focuses on developing the skill of empathy, emphasizing active listening, presence, and practical empathy-building exercises to enhance team relationships.

Conflict Management

Introduces the Thomas-Kilmann Conflict Resolution Model and a proprietary EASE (E-A-S-E) framework to help leaders manage and navigate conflict effectively and empathetically.

Self-Care and You

Encourages leaders to practice self-empathy and prioritize personal wellbeing as a foundation for creating a culture of empathetic leadership.



What Will Participants Gain?

Empathy as a leadership standard by embedding leadership empathy as a core cultural value that guides everyday decisions and behaviours.

Psychological safety, trust, and stronger relationships by strengthening how they listen, connect, and respond to others to build more open and cohesive teams.

Practical tools for conflict and sustainability by navigating conflict empathetically using structured models, while building self-awareness and self-care to sustain empathetic leadership over time.



Why Choose Leading with Care?



By modelling empathetic behaviours, leaders do more than just manage - they create a high-performance environment where people feel seen, heard, and valued. This program is your roadmap to building a resilient, psychologically safe, and deeply connected workforce.





Additional Program Inclusions

Manager Readiness Toolkit: Supplementary reading material aligned to each module.

Participant Workbook: A structured guide to reflect, apply learnings, and capture key insights.

Two Self-Assessments:

1. Psychological Safety Self-Check
2. Conflict Management Style Assessment

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