



# THE TRUSTED LEADER

Frontline informed leadership for real-world environments.

People perform at their best when they trust their leader.

The Trusted Leader is a practical, real-world leadership program designed to develop leaders who are relied on when it matters most.

Built from decades of experience across frontline emergency response and high-pressure operational leadership, it translates high-stakes leadership into everyday workplace capability—equipping leaders to communicate effectively, make sound decisions, and lead with confidence.

The result? Stronger organisational performance, safer and more effective operations, and leaders people trust.



Sue Rondeau

Mat Deans

“We build leaders that people trust - every shift, every day.”



[www.thesixcs.com.au](http://www.thesixcs.com.au)

# Why we created The Trusted Leader

Most leadership programs focus on theory, frameworks, and ideal conditions.

But leadership in the real world is rarely ideal - it is uncertain, fast-moving, and high stakes, where decisions directly impact people, performance, and outcomes in real time.

At the same time, many leaders are promoted for their technical expertise and experience, but are not equipped to lead effectively when pressure is high and conditions are uncertain.

The Trusted Leader was created to address this gap, developing capable managers into trusted leaders who can be relied on when it matters most.

## What makes this different?

The Trusted Leader is not a traditional leadership course.

It is:

- **Practical** — focused on real workplace application, not abstract theory
- **Experience-based** — built from decades of frontline emergency leadership practice
- **Human-centred** — focused on people, not just performance
- **Calm under pressure focused** — developing clarity, not reactivity
- **Transferable** — immediately applicable across any business unit or team
- **Tailored** - designed to reflect your organisations context, challenges and leadership environment

## What participants develop

Participants build capability in:

- Leading with clarity in uncertain situations
- Making sound decisions under pressure
- Communicating effectively
- Building trust and psychological safety in teams
- Managing conflict and competing priorities
- Maintaining personal composure in challenging environments
- Strengthening team cohesion and accountability



**The Six C's**

Emergency Management Specialists

We don't develop leaders who simply understand leadership.

We create leaders, people can trust in real situations.

# The Trusted Leader

13 x 3 hour facilitated leadership sessions.  
Designed for progressive capability building.

Each session includes:

- Practical, real-world leadership scenarios
- Guided reflection to deepen learning and insight
- Evidence-based tools and techniques for immediate application
- Group discussion and shared leadership experience
- Application of learning to participants' workplace context
- Structured practice between sessions to embed capability

# Delivery Approach

- Facilitated by experienced and award winning emergency management leaders
- Highly practical and discussion-based
- Focused on real workplace challenges
- Safe, inclusive and supported learning environment
- No "pressure testing" or artificial stress environments

## Program Overview



Teams follow  
leaders they  
trust.

|                     |                                                                                                                                                                                                                                                                                 |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Session 1</b>    | <b>The Leader You Are</b> <ul style="list-style-type: none"><li>• Self-awareness under pressure</li><li>• Personal defaults, triggers and behaviours</li></ul>                                                                                                                  |
| <b>Sessions 2-3</b> | <b>Decision-Making Under Pressure</b> <ul style="list-style-type: none"><li>• Situational awareness</li><li>• Risk vs consequence</li><li>• Decision-making tools</li></ul>                                                                                                     |
| <b>Sessions 4-5</b> | <b>Leading in Systems (Real World Context)</b> <ul style="list-style-type: none"><li>• How systems shape behaviour</li><li>• Escalation, roles, clarity</li><li>• Where systems fail under pressure</li></ul>                                                                   |
| <b>Sessions 6-7</b> | <b>Trust, Communication &amp; Uncertainty</b> <ul style="list-style-type: none"><li>• Building trust in teams</li><li>• Communicating under pressure</li><li>• Leading when information is incomplete</li></ul>                                                                 |
| <b>Sessions 8-9</b> | <b>Leading People Under Pressure</b> <ul style="list-style-type: none"><li>• Stress responses (self + others)</li><li>• Conflict and difficult conversations</li><li>• Maintaining standards under pressure</li></ul>                                                           |
| <b>Session 10</b>   | <b>Continuous Improvement Through Leadership</b> <ul style="list-style-type: none"><li>• Learning from incidents</li><li>• Effective debriefing techniques</li><li>• Embedding a culture of trust and transparency</li><li>• Turning mistakes into system improvement</li></ul> |
| <b>Session 11</b>   | <b>Simulation Exercise</b> <ul style="list-style-type: none"><li>• Team based leadership challenge</li><li>• Debrief and reflection</li></ul>                                                                                                                                   |
| <b>Session 12</b>   | <b>The Leader You Choose to Be</b> <ul style="list-style-type: none"><li>• Personal leadership reflection</li><li>• Personal leadership growth planning</li></ul>                                                                                                               |
| <b>Session 13</b>   | <b>3 month follow up: Embedding Leadership in Practice</b> <ul style="list-style-type: none"><li>• Leadership reflection</li><li>• Real world application review</li><li>• The leader you are becoming</li><li>• Future leadership commitments</li></ul>                        |





# What changes for your leaders

Leaders will:

- Be confident in their decision making
- Communicate with clarity, even in high-stress situations
- Build stronger trust and credibility with their teams
- Remain composed and emotionally aware in challenging environments
- Lead with consistency, reducing confusion and inefficiency
- Support and guide their teams through uncertainty with confidence



## The organisational impact

When leadership is trusted and consistent:

- Teams perform at a higher level with less disruption
- Workplace morale improves and staff absenteeism and turnover reduces
- Communication becomes faster, clearer, and more effective
- Safety and stability increase across operations
- Downtime is reduced, supporting productivity and profitability
- The organisation is better equipped to navigate pressure and change

## Ready to develop leaders people trust?

### Contact us to discuss

- Program delivery options
- Customisation for your organisation

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At the end of the day, your organisation doesn't run on systems alone - it runs on people.

And people perform at their best when they trust the person leading them.



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