

Use this guide to brief your teams. Share your personal reflections from the day and discuss key insights and actions for your people.

Slide/ session	Notes and supporting resources
	<p>Acknowledgement of Country</p> <p>The day began with Champions of Change for Aboriginal Diversity and Inclusion, Matt Fuller and Rachel Wheeler, leading a special Acknowledgement to Country to mark the recent launch of our inaugural Reconciliation Action Plan.</p> <p>The welcome began with a moving video and all leaders were invited to stand and read the Acknowledgement to Country together.</p> <p>It was all about taking an active, unified step towards reconciliation and you are encouraged to take this approach when running your own meetings or events in future.</p>
	<p>Opening – Matt Fuller, A/Deputy Secretary, Regional and Outer Metropolitan</p> <p>Matt welcomed more than 700 leaders to the event. He introduced our new leadership model, which presents opportunities and tools for leaders to be more empowering, sustainable, caring, creative and courageous.</p> <p>Matt honed in on key aspects of the leadership model. In particular, being caring, which was a focus for the day and coincided well with RUOK? Day.</p> <p>Matt shared a moving video in which three of our people courageously shared their challenges with mental health in the hope of helping others.</p> <p>>> Play the video >> Watch Matt's welcome</p>
	<p>Keynote address - Grant Trebilco, OneWave</p> <p>Grant Trebilco from OneWave shared his personal battle with mental health and encouraged leaders to think about how they can contribute to an open, caring culture at Transport. He was diagnosed with bipolar in 2012, and it was surfing and talking with his family and friends that helped him the most.</p>

Grant's advice for leaders:

- Be courageous - sharing your story is the best thing you can do.
- Be kind to yourself and remember that asking for help is strength not a weakness. If you don't look after yourself it's hard to look after others.
- If you think someone is struggling, trust your instinct and ask them *twice* if they are okay. Often when you ask the second time they will start to open up and ask for help.
- If they say they aren't okay, don't go into fix mode. Just listening, or a simple hug, can help. Point them to the resources available on the [StayWell hub](#) or suggest they go to their GP.
- Think about how you can create an open and caring culture in your team - start your meetings by asking how your people *really* are.



Keynote address – Rodd Staples, Secretary

The Secretary shared key highlights from the past 12 months and set his expectations of the leadership group.

He shared our [10 Year Blueprint](#) - a 10 year horizon of how we're going to deliver our Future Transport strategy and vision. He explained how our Evolving Transport program is setting us up to do this successfully.

Rodd also talked about our [leadership model](#) and tasked leaders with adopting a more caring, empowering and vulnerable leadership approach, where our people are trusted to deliver and given the space thrive.

Key takeaways:

- Read and familiarise yourself with Future Transport and the 10 Year Blueprint - view this [2-page overview](#).
- Live the new [leadership model](#) and think about how you can be more caring, empowering and vulnerable with your people.
- Visit our dedicated website fivewaysofleading.com.au for a suite of tools and resources, including videos, challenges and surveys to help you and your people to live the leadership model. Note some pages require you to log in with your transport email address.
- Thank and acknowledge your people for the great work they've done over the past 12 months.

>>[Watch Rodd's presentation](#)

 <p>EMPOWERING CONNECTING TO THE BIGGER PICTURE</p> <p>TRANSPORT FOR NEW ZEALAND</p> <p>anecdote</p>	<p>Empowering Lab - Shawn Callahan, Anecdote</p> <p>Shawn is the author of 'Putting Stories to Work' and one of the world's leading business storytelling consultants. He helps leaders find and tell their stories so their message is clear and memorable.</p> <p>This lab was all about sharing storytelling techniques to help you communicate our strategy to your people so they understand who we are and where we're going.</p> <p>This session followed on from 2018 Leader Alliance and focused on how to use storytelling in conversations by creating story threads. Story threads are smaller stories that demonstrate how you're delivering on your strategy.</p> <p>Shawn also spoke about story triggering. This is when someone does something remarkable and it triggers others to talk about it.</p> <p>Shawn's advice for leaders:</p> <ul style="list-style-type: none"> • Familiarise yourself with the Transport story for our people and make it your own. • Find ways to tell small parts of the story in your day-to-day conversations. • Keep an ear out for great examples happening across the business that you can use to explain elements of our strategy and jot them down. • Practice regularly to get better at it. • Use the structure – In the past, Then something happened, So now..., In the future... • Have a read of these story threads/examples that demonstrate how we're delivering on key aspects of our strategy. • Share your story examples with Corporate Communications so we can use them more widely.
 <p>Being Courageous Positive • Honest • Ownership • Tenacious • Challenging</p> <p>Accepting the challenge and committing to doing the right things. Seeing things as they are, speaking up, pushing through barriers and challenging the status-quo.</p>	<p>Courageous Lab – Cassandra Goodman, Thrive Global</p> <p>Cassandra is a facilitator and executive coach with Thrive Global - helping individuals, companies and communities improve their wellbeing and performance and unlock their greatest potential.</p> <p>In her presentation, Cassandra explored what courageous leadership looks like, how we can grow courage and what can get in the way.</p> <p>She said that anyone can be a courageous leader and that it's about tapping into small ordinary acts of courage, rather than big grand gestures.</p> <p>She encouraged leaders to grow their courage and to be mindful of the things that can get in the way like unwritten ground rules for how things have always been done, or the armour we wear to protect ourselves when we feel challenged.</p>

	<p>Cassandra's key takeaways for leaders:</p> <ul style="list-style-type: none"> • Embrace opportunities to be courageous – what's one small thing you can do? • Get comfortable with vulnerability • Find your own unique way of displaying courage – it's different for everyone • Be aware of the barriers - Challenge unwritten ground rules and be aware when you're wearing armour to protect yourself.
<p>Creativity belongs to everyone</p> 	<p>Creative Lab – Nigel Colin</p> <p>Nigel Collin is an innovation and creative thinking expert. He helps organisations and their people make innovation happen using a proven framework that focuses on two areas - Mindset and process.</p> <p>In this lab, Nigel hit home the fact that creativity belongs to everyone and how as leaders it's our job to get people involved and encourage everyone to feel a sense of ownership for being creative.</p> <p>He also talked about finding the gaps e.g. in processes or with problems that need to be solved and encouraging people to cultivate creative ideas. This should be a two stage process – idea generation and idea filtering.</p> <p>Nigel's key takeaway for leaders:</p> <ul style="list-style-type: none"> • Ideas for change don't necessarily need to be big, grand and revolutionary. Leaders should focus on taking action – one small doable step at a time.
	<p>Panel discussion: For the greater good</p> <p>In this session, leaders learned about the 'greater good' – the social impact we have in transport and how we can work across government and with partners to achieve outcomes that benefit the broader community.</p> <p>Pete Allaway, A/Chief Executive NSW TrainLink chaired a fascinating panel discussion including:</p> <ul style="list-style-type: none"> • Paul Vevers, Deputy Secretary Department of Communities and Justice • Kerry Graham, Collaboration for Impact • Ronni Kahn AO, OzHarvest <p>Key takeaways:</p> <ul style="list-style-type: none"> - At Transport, we can have an enormous impact on communities that is far broader than transport. - Join the 'order of the teaspoon' – a problem might be big, but if we all do our bit to help, we can help solve it together - Encourage your team to look at problems from a different perspective and empower them to 'have a go' - Walk in the shoes of our customers

	<p>- Passion is infectious – if you have an idea, share it!</p> <p>>> Watch the video</p>
	<p>Keynote address – Mark Hassell, KPMG</p> <p>Mark joined KPMG in 2017 from Virgin Australia where he transformed their customer experience.</p> <p>In his presentation, Mark said that engaging and empowering our people is the single most important thing you can do to drive up customer satisfaction. He shared his top imperatives for successfully delivering a customer-focused strategy.</p> <p>>> Watch Mark’s presentation and Q&A with Rachel Wheeler</p>