Leadership Excellence

Inclusion, Trust, Conflict & Innovation in Team Leadership

Intensives Library · Leadership & Decision-Making

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Part 1 · Overview

Leadership Excellence

Leadership excellence in treatment settings goes beyond management tasks — it means creating inclusive environments where every staff member can contribute fully, navigating conflict with skill and fairness, and inspiring genuine innovation in clinical practice. This intensive evaluates and strengthens the full spectrum of leadership dimensions.

Learning Slides

Excellence frameworks covering inclusion, trust, conflict, innovation, and team development.

Mind Map

Visual leadership excellence map for identifying strengths and targeted growth areas.

Self-Assessment

Multi-dimensional leadership excellence evaluation with actionable development insights.

Worksheet

Practical leadership development exercises for building a high-performing team culture.

Excellence Dimensions

Inclusive environment creation

Trust development and maintenance

Conflict navigation and resolution

Innovation and learning culture

Team development and coaching

Strategic vision and alignment

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Part 2 · Slides

Leadership Excellence & Team Development

Building High-Performance Teams

INTRODUCTION

Leadership Excellence & Team Development

Leading with Authenticity and Impact

Effective leadership requires more than technical competence—it demands the ability to create inclusive environments, build trust, navigate conflict, and maintain team momentum even during stress.

Creating inclusive environments

Building authentic trust

Navigating conflict constructively

Fostering innovation

Maintaining personal sustainability

CORE DIMENSION

Inclusive Environment Creation

Belonging and Equity

Building team cultures where all staff members feel valued, respected, and able to contribute their best work regardless of background or experience.

Valuing diverse perspectives

Addressing marginalization

Balancing individual & team needs

Recognizing bias

Creating equity, not just equality

CORE DIMENSION

Trust Building & Psychological Safety

The Foundation of Performance

Establishing authentic relationships where team members feel safe to take risks, admit mistakes, and express concerns without fear.

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Consistent, genuine interactions

Safe vulnerability

Transparent communication

Repairing broken trust

Humanizing leadership

CORE DIMENSION

Communication & Transparency

Connecting and Clarifying

Adapting style and content to engage different team members while maintaining appropriate transparency about decisions.

Adapting to personality types

Balancing transparency & confidentiality

Facilitating meaningful dialogue

Building confidence through clarity

Active listening

CORE DIMENSION

Conflict Navigation

Constructive Tensions

Addressing interpersonal tensions and disputes in ways that strengthen rather than damage relationships and team functioning.

Prompt, constructive address

Compassionate performance management

Effective mediation

Distinguishing healthy vs. toxic conflict

Preventative norms

CORE DIMENSION

Innovation & Change Leadership

Navigating Transition

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Balancing stability with necessary adaptation, helping the team navigate change while maintaining productivity and morale.

Supporting change navigation

Encouraging creative thinking

Developing emerging leaders

Maintaining resilience

Balancing stability and growth

CORE DIMENSION

Decision-Making & Accountability

Empowered Action

Gathering input, making informed choices, and establishing clear accountability without micromanaging.

Informed decision-making

Appropriate involvement

Clear expectations

Balancing autonomy and coordination

Learning from outcomes

CORE DIMENSION

Personal Leadership Sustainability

Leading for the Long Haul

Maintaining emotional resilience, boundaries, and perspective to prevent burnout and sustain effectiveness.

Emotional resilience

Healthy boundaries

Seeking support

Managing imposter syndrome

Stress management

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Part 3 · Mind Map

Leadership Map

Map your leadership patterns

Inclusive Environment

Creating belonging for all.

Team comfortBias awarenessDiversity celebration

Add example...

Add example...

Trust & Safety

Building safe relationships.

VulnerabilityAdmitting mistakesTransparency

Add example...

Communication

Clear and engaging dialogue.

AdaptabilityClarityListening

Add example...

Conflict Navigation

Addressing tension constructively.

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Early interventionNeutralityProductive debate

Add example...

Innovation

Fostering change and growth.

Embracing changeDeveloping leadersCreativity

Add example...

Part 4 · Assessment

Leadership Excellence Assessment

For Substance Use Disorder Treatment Supervisors

This comprehensive assessment evaluates your leadership effectiveness across seven critical dimensions specifically relevant to substance use disorder treatment settings.

Time Required: 45-60 minutes for thoughtful completion. Your responses are automatically saved.

Rating Scale

1

Never/Not at all

2

Rarely/Slightly

3

Sometimes/Moderately

4

Often/Significantly

5

Always/Extremely

Inclusive Environment Creation

This dimension evaluates challenges in creating workplace cultures where all team members feel valued, heard, and able to contribute their unique perspectives and strengths.

Key Indicators

- Difficulty recognizing and addressing unconscious biases
- Challenges adapting leadership style to diverse team needs
- Struggles creating equitable participation opportunities
- Tension between individual accommodation and team consistency
- Difficulty navigating cultural differences in communication and work styles

Assessment Questions

I struggle to recognize when my personal biases might be affecting my leadership decisions or team interactions.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it challenging to create meetings where quieter team members contribute as much as more vocal ones.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

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I have difficulty adapting my communication style to match different team members' cultural backgrounds and preferences.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I struggle to balance accommodating individual needs with maintaining consistent team standards.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it hard to address microaggressions or exclusionary behaviors without creating defensive reactions.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Reflection Questions

What specific team dynamics suggest that some members might feel less included or valued?

Your reflection...

How do cultural differences in your team affect communication and collaboration patterns?

Your reflection...

What unconscious biases might you hold that could impact your leadership effectiveness?

Your reflection...

How do you currently gather feedback from team members who may be less comfortable speaking up?

Your reflection...

Action Strategies

- Implement structured check-in processes that ensure equal speaking time
- Create anonymous feedback channels for sensitive inclusion concerns
- Develop cultural competency through training and self-education

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- Establish mentoring relationships with leaders from different backgrounds
- Regular audit of team practices for hidden barriers to inclusion

Trust Building and Psychological Safety

This dimension examines difficulties in establishing authentic relationships and creating environments where team members feel safe to take risks, make mistakes, and express vulnerability.

Key Indicators

- Team members hesitate to share concerns or admit mistakes
- Difficulty maintaining authority while being approachable
- Challenges rebuilding trust after conflicts or changes
- Struggle to create safe spaces for difficult conversations
- Tension between transparency and maintaining professional boundaries

Assessment Questions

I struggle to maintain professional authority while also being approachable and vulnerable with my team.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it difficult to rebuild trust after organizational changes or team conflicts.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I have trouble creating an environment where team members freely admit mistakes without fear of judgment.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I struggle to balance being transparent with maintaining appropriate professional boundaries.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it challenging to address trust issues directly without making the situation worse.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Reflection Questions

What behaviors or responses from you might inadvertently discourage openness?

Your reflection...

How do you currently model vulnerability while maintaining leadership credibility?

Your reflection...

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What past experiences might be affecting current trust levels in your team?

Your reflection...

How do power dynamics in your organization impact psychological safety?

Your reflection...

Action Strategies

- Model vulnerability by sharing your own mistakes and learning experiences
- Implement "failure celebrations" to normalize learning from errors
- Create structured debrief processes that focus on learning, not blame
- Establish clear boundaries about what information is safe to share
- Regular one-on-ones focused on building relationship, not just tasks

Communication and Transparency

This dimension evaluates challenges in maintaining clear, consistent, and appropriately transparent communication while managing confidentiality and complex organizational dynamics.

Key Indicators

- Confusion about what information to share and when
- Difficulty explaining decisions without overwhelming details
- Challenges adapting communication for different audiences
- Struggle with timing and frequency of updates
- Tension between transparency and confidentiality requirements

Assessment Questions

I struggle to determine what information should be shared with the team versus kept confidential.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it difficult to explain complex decisions in ways that team members understand and accept.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I have trouble maintaining consistent communication practices when under pressure or stress.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I struggle to adapt my communication style for different team members' needs and preferences.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it challenging to address rumors or misinformation without creating more confusion.

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○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Reflection Questions

What patterns do you notice in when communication breaks down in your team?

Your reflection...

How does your natural communication style help or hinder team understanding?

Your reflection...

What organizational constraints limit your ability to be transparent?

Your reflection...

How do you currently gauge whether your messages are being understood as intended?

Your reflection...

Action Strategies

- Create communication protocols that clarify what gets shared when
- Develop templates for common communications to ensure consistency
- Implement feedback loops to verify message understanding
- Schedule regular "ask me anything" sessions with clear boundaries
- Practice explaining complex topics using multiple formats and examples

Conflict Navigation and Resolution

This dimension addresses difficulties in recognizing, addressing, and resolving conflicts constructively while maintaining team cohesion and individual dignity.

Key Indicators

- Avoidance of necessary difficult conversations
- Difficulty remaining neutral in team disputes

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- Challenges addressing conflict without escalation
- Struggle to rebuild relationships post-conflict
- Tension between addressing issues and maintaining harmony

Assessment Questions

I tend to avoid addressing conflicts until they become too big to ignore.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I struggle to remain neutral when mediating conflicts between team members I work closely with.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it difficult to address performance issues without damaging the relationship.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I have trouble helping team members move past conflicts once they've been "resolved."

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I struggle to differentiate between healthy debate and destructive conflict.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Reflection Questions

What personal experiences or beliefs make conflict particularly challenging for you?

Your reflection...

How do cultural differences in conflict expression affect your team dynamics?

Your reflection...

What early warning signs of conflict do you tend to miss or ignore?

Your reflection...

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How does your conflict resolution style align with your team's needs?

Your reflection...

Action Strategies

- Develop clear conflict resolution protocols before conflicts arise
- Practice crucial conversation techniques through role-play
- Create team agreements about healthy conflict behaviors
- Schedule regular "tension checks" to address issues early
- Seek mediation training or coaching for complex situations

Innovation and Change Leadership

This dimension examines challenges in fostering innovation while managing resistance, balancing stability with necessary change, and maintaining team morale during transitions.

Key Indicators

- Resistance to new ideas from team or organization
- Difficulty balancing innovation with operational demands
- Challenges managing change fatigue in the team
- Struggle to encourage risk-taking within safety constraints
- Tension between preserving what works and embracing change

Assessment Questions

I struggle to balance encouraging innovation with maintaining necessary stability and consistency.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it difficult to manage team resistance to changes I believe are necessary.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I have trouble creating space for innovation within operational pressures and deadlines.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I struggle to help my team see failed experiments as learning opportunities rather than mistakes.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it challenging to advocate for team innovations within a risk-averse organizational culture.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Reflection Questions

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What beliefs about change and stability influence your leadership approach?

Your reflection...

How does your organization's culture support or hinder innovation?

Your reflection...

What past change experiences might be affecting current team receptivity?

Your reflection...

How do you currently balance honoring team concerns with pushing necessary changes?

Your reflection...

Action Strategies

- Create protected time and resources for experimentation
- Develop change communication strategies that address emotional needs
- Implement small pilot projects to build change confidence
- Celebrate learning from failures as much as successes
- Build coalition of change champions within the team

Decision-Making and Accountability

This dimension evaluates difficulties in making timely, informed decisions while establishing clear accountability structures and managing the consequences of choices.

Key Indicators

- Paralysis when facing complex or high-stakes decisions
- Difficulty balancing consultation with decisive action
- Challenges in establishing clear accountability structures
- Struggle with delegating decision-making appropriately

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- Tension between flexibility and consistency in decisions

Assessment Questions

I struggle with analysis paralysis when facing complex decisions with multiple stakeholders.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it difficult to establish clear accountability without creating a blame culture.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I have trouble determining when to make decisions independently versus seeking team input.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I struggle to maintain consistency in decision-making while adapting to unique situations.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it challenging to help team members accept decisions they disagree with.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Reflection Questions

What fears or concerns typically slow down your decision-making process?
Your reflection...

How do you currently balance being consultative with being decisive?
Your reflection...

What patterns do you notice in decisions that have backfired?
Your reflection...

How clear are your team members about their decision-making authority?
Your reflection...

Action Strategies

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- Develop decision-making frameworks for different types of choices
- Create clear RACI matrices for key responsibilities
- Implement decision logs to track patterns and outcomes
- Practice making reversible decisions more quickly
- Establish regular decision review process for learning

Personal Leadership Sustainability

This dimension addresses challenges in maintaining personal resilience, managing stress, and sustaining leadership effectiveness over time without burning out.

Key Indicators

- Difficulty maintaining work-life boundaries
- Challenges delegating due to control or quality concerns
- Struggle to prioritize self-care without guilt
- Tendency to absorb team stress and emotions
- Difficulty saying no to additional responsibilities

Assessment Questions

I struggle to maintain healthy boundaries between work responsibilities and personal life.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I find it difficult to delegate important tasks without feeling guilty or worrying about quality.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I have trouble prioritizing my own development and self-care amid team needs.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I tend to absorb my team's stress and emotional challenges, affecting my own wellbeing.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

I struggle to say no to additional responsibilities even when already overwhelmed.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Reflection Questions

What beliefs about leadership and service contribute to your sustainability challenges?

Your reflection...

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How do you currently recognize early warning signs of burnout?

Your reflection...

What would need to change for you to feel more sustainable in your role?

Your reflection...

How does your own wellbeing impact your team's performance and morale?

Your reflection...

Action Strategies

- Establish non-negotiable boundaries and communicate them clearly
- Develop succession planning to reduce single points of failure
- Schedule regular leadership reflection and renewal time
- Create peer support networks with other leaders
- Practice self-compassion and model it for your team

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Embrace, Empower & Evolve

Scoring guide

Your Leadership Assessment Results

Overall Leadership Challenge Level

Focus on 1-2 areas at a time for sustainable improvement. Start with either your highest challenge areas or those most critical to your current team needs.

Review your reflection responses for this dimension

Choose one action strategy to implement immediately

Share this challenge area with a trusted colleague or mentor

Track specific situations where this challenge arises

Seek feedback from team members on progress

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Areas with lower challenge scores represent your current leadership strengths:

Part 5 · Worksheet

Leadership Excellence Worksheet

Profile Understanding

Which leadership dimension affects you most powerfully?

What specific challenges have you noticed?

How have your leadership patterns evolved?

Psychology of Leadership

How do you view leadership challenges?

What early warning signs indicate emerging issues?

Action Planning

Priority Area 1

Specific Challenge

E.g., Communication

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Measurable Goal

Action Steps

Timeline

Accountability

Priority Area 2

Specific Challenge

Measurable Goal

Action Steps

Timeline

Accountability

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