**NEWSLETTER | 2026:11**




# Feeling triggered? Your next move matters!

Have you ever walked away from a conversation thinking, *"I wish I'd handled that differently"*? Perhaps someone challenged your decision, questioned your intentions or simply caught you at the wrong moment. Before you knew it, your emotions took the driver's seat, and your response wasn't quite what you'd hoped for.

We've all been there. I certainly have!

The reality is that leadership comes with pressure, and even the most experienced leaders experience frustration, disappointment, uncertainty and stress. The difference isn't whether we feel these emotions, but **what we choose to do with them**.

One of my favourite reminders is:
***"Calm is a choice. Clarity is power. Connection is the outcome."***

It's a simple philosophy that captures something I've come to appreciate more and more: the better we understand ourselves, the better equipped we are to understand and positively influence others.

In this month's Leadership Talk, we're exploring how emotional intelligence can help us respond more thoughtfully, strengthen relationships and create environments where people feel valued and supported.

I've also included a **free four-question leadership reminder** that you can keep handy for those moments when emotions start running high. Let's dive in!

*Keep scrolling!*
*Martin*

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*Have you ever considered how your everyday reactions might influence whether others feel comfortable speaking up, sharing ideas or asking for help? Sometimes, our intentions and our impact are two very different things.* 👇

## 3 leadership habits to stop undermining psychological and psychosocial safety

We all want to create positive working environments. Yet even with the best intentions, some of our everyday leadership habits can unintentionally create uncertainty, tension or disengagement.

How we respond to mistakes, handle difficult conversations and communicate under pressure can significantly influence the trust and confidence others place in us.

In this article, I explore three common leadership habits that can undermine psychological and psychosocial safety, along with practical insights to help you recognise their impact and make more conscious choices.

**Because effective leadership isn't just about what we do. It's also about how others experience our behaviour.**

👉 **Read the article here:**
[https://profoundleadership.com.au/3-leadership-habits-to-stop-undermining-psychological-and-psychosocial-safety/]

### Reflection

*"When emotions run high, are you responding to the situation or reacting to how it makes you feel?"*

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## Quick win [leadership tip]



**Check your emotional footprint 👣**

Ever walked into a room and immediately sensed that something was wrong, even though nobody said a word?

As leaders, our emotions can be contagious. Our tone of voice, facial expressions and body language can influence how others feel and respond, often without us realising it.

**Here's your challenge for the week:**
At the end of each day, think about one interaction and ask yourself: ***"Did I leave this person feeling more confident, supported and capable, or more uncertain, tense and discouraged?"***

If the answer isn't what you'd hoped for, consider one small adjustment you could make next time.

**Remember:** People don't just respond to what we say. They also respond to how we make them feel.

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### Four Questions Calm Leaders Ask: A little reminder for those challenging moments

We've all experienced situations where emotions can cloud our judgement. The good news? A few thoughtful questions can help us regain perspective and respond with greater clarity.

I've put together a simple **one-page leadership reminder** based on four essential components of emotional intelligence:

1. **Self-awareness:** What am I feeling right now?
2. **Self-management:** How do I choose to respond?
3. **Social awareness:** What might be happening for them?
4. **Relationship management:** What's the best outcome for both of us?

These four questions can help you turn emotional reactions into more constructive conversations, strengthen relationships and make better decisions.

**My suggestion:** Download the visual, print it and keep it somewhere visible. Sometimes, a gentle reminder is all we need to make a better choice.

👉 Get the Readers Exclusive Download

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## Support that meets you where you are

Understanding your emotional triggers is a great starting point. Developing the confidence and skills to manage them consistently takes awareness, practice and sometimes a little support.

**Here are a few ways we can help you turn insight into action.**

### One-on-one leadership coaching




**Build confidence, gain clarity and lead with intention.**

Sometimes, the biggest leadership challenges aren't about managing others. They're about managing our own thoughts, emotions and responses.

Through personalised coaching, I can help you explore real-life challenges, develop greater self-awareness and strengthen your ability to navigate difficult situations with confidence and composure.

Check out the coaching programs

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## Group training: Unlocking emotional intelligence




**Develop the skills to lead with clarity, empathy and confidence.**

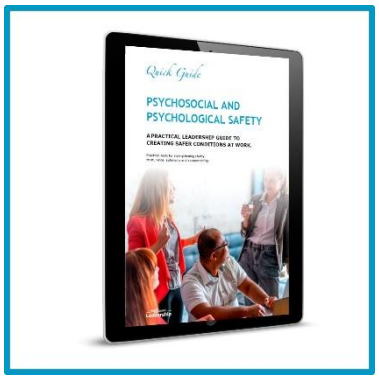
Emotional intelligence plays a significant role in how we communicate, make decisions and build positive working relationships.

Our interactive group training helps leaders recognise emotional triggers, manage their responses and develop stronger interpersonal connections, even when things get challenging.

Explore the emotional intelligence workshop

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## A little extra support: Psychological and psychosocial safety




Looking to explore how everyday leadership behaviours influence workplace trust, wellbeing and psychological safety?

Our practical 14-page Quick Guide offers additional insights, reflection activities and strategies.

[Get the Quick Guide]

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Being an emotionally intelligent leader doesn't mean getting every interaction right. We're human, after all! What matters is our willingness to become more aware, reflect on our impact and make better choices moving forward. **Sometimes, the smallest shift in how we respond can make the biggest difference to someone else's experience.**

So, the next time you find yourself in a challenging situation, remember those four questions. They might just help you turn a difficult moment into an opportunity for connection and growth.

As always, if something in this month's message resonates with you, or you'd like to explore how we can support your leadership journey, please reach out.






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