

LEADERSHIP FOUNDATION

MODULE 1

# Your Leadership Identity

*Who you are as a leader shapes everything — your team, your standards, your results.*

MODULE OVERVIEW

# What You'll Learn

Lesson 1

**Understanding Your Leadership Style**

Lesson 2

**Personal Standards & Non-Negotiables**

# Understanding Your Leadership Style

- Self-assessment: are you directive, coaching, affiliative, or democratic?
- The power of knowing your default style and when to shift
- Emotional intelligence as the foundation of effective spa leadership
- How your leadership style affects team morale and guest outcomes

# Personal Standards & Non-Negotiables

- Defining what you stand for as a leader
- Creating your personal standards charter
- The gap between intention and daily behaviour
- Why consistency is the most underrated leadership trait

KEY CONCEPT



*You cannot lead a team to a standard you haven't defined for yourself. Write it down, live it daily, hold yourself to it first.*

## PRACTICAL EXERCISE

# Apply What You've Learned

Complete a leadership self-assessment. Write your personal standards charter. Ask three team members to describe your leadership style — compare their answers to your self-assessment.

## LEARNING OUTCOMES

*By completing this module, you will be able to:*

- 1 Identify personal leadership style and its impact on the team
- 2 Build a personal standards charter for daily reference
- 3 Conduct honest self-assessment against leadership benchmarks
- 4 Align personal values with operational leadership behaviours

# Required Submissions

## **Leadership Self-Assessment**

Completed analysis of your leadership style with evidence from real scenarios.

## **Personal Standards Charter**

A living document defining your non-negotiables, signed and dated.

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# Module 1 Complete

*Next: Module 2*