

Fierce Leadership: Taming the Tiger

Do you want to get your instruction heard clearly?

Do you want to get your employees to contribute to the organisation with heart and soul?

Introduction

Leadership today is no longer about authority alone; it is about creating authentic connections that inspire trust, respect, and commitment. Fierce leadership represents a style that blends courage with compassion, encouraging leaders to engage openly with employees and customers alike. It demands that leaders remain genuine, speak the truth even when it is uncomfortable, and uphold accountability with both firmness and care. At its heart, fierce leadership is not only a management style but also a way of living—teaching us how to interact, build sustainable relationships, and nurture an organisational culture that is transparent, human-centred, and results-driven. By mastering this approach, leaders create environments where people contribute wholeheartedly, market share expands, and work becomes meaningful.

Program Objectives

This program aims to:

- Identify practices that hinder growth and introduce strategies to overcome them.
- Enhance both performance and the sense of fulfilment in day-to-day leadership responsibilities.
- Equip leaders with tools to foster deep connections with employees, customers, and stakeholders.
- Support organisations in cultivating an authentic culture where accountability, transparency, and engagement thrive.

Learning Outcomes

After completing this program, the participants should be able to:

- Apply fierce leadership techniques in their managerial and leadership practices.
- Recruit and retain individuals who bring both capability and genuine commitment.
- Deliver constructive feedback with courage and empathy.
- Embed transparency and accountability into everyday organisational culture.
- Build stronger, sustainable relationships with customers and employees that directly support growth.

Methodology

Gamification, case study, interview, case simulation, quiz, group discussion, lecture, videos.

Who Should Attend

Executive, Managers, Senior Management, and anyone who would like to boost your leadership in a unique way.

Program Outline

Day One	
Time	Topics
9:00am – 10:30am	<p>Why Fierce?</p> <p>The programme opens with an exploration of the philosophy behind fierce leadership. Participants will examine why this style is increasingly essential in modern organisations and the specific contexts in which fierceness is most impactful. The discussion highlights both the benefits and potential challenges of adopting this approach, setting the foundation for the sessions ahead.</p>
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p>Fierce Feedback</p> <p>Feedback is often a stumbling block for leaders, particularly in cultures where saving face is valued over candour. This module introduces a framework for delivering feedback that is honest, constructive, and motivating. Participants will learn to move beyond anonymity and avoidance, instead embracing courageous conversations that highlight strengths while addressing areas for improvement.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>Recruiting People with Heart and Soul</p> <p>Hiring decisions are among the most critical responsibilities of a leader. This session equips participants with techniques to identify candidates who are not only talented but also aligned with the organisation's values. By applying fierce leadership principles during recruitment, leaders will learn to select individuals who bring both intellectual capacity and a genuine desire to contribute.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>Uphold Accountability through Fierce Leadership</p> <p>Accountability is often cited but not always practised effectively. This session demonstrates how fierce leadership fosters a culture of responsibility. Participants will practise structured conversations that reinforce ownership of tasks and outcomes, ensuring employees remain committed to their roles while feeling supported in their growth.</p>
Day Two	
Time	Topics

9:00am – 10:30am	<p>Employee Engagement with Fierce Leadership</p> <p>True engagement goes beyond job satisfaction—it requires employees to feel connected to the mission of the organisation. This module teaches participants to blend compassion with fierceness, enabling leaders to create an environment where people are energised, valued, and inspired to give their best.</p>
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p>From Customer Centricity to Customer Connectivity</p> <p>Customers today expect more than service; they seek genuine connection. This session examines how leaders can move from a customer-centric approach to one that fosters continuous connectivity. By building lasting trust and confidence, leaders will see stronger loyalty, deeper relationships, and ultimately improved sales performance.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>Transparency as a Winning Key</p> <p>Transparency is central to credibility and alignment. This module highlights practical ways to build openness across all levels of the organisation. Participants will explore how transparency builds trust, eliminates hidden agendas, and ensures that everyone is working towards common objectives.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>The Missing Script</p> <p>The closing session integrates all concepts into a personalised fierce leadership plan. Participants will design strategies for embedding fierce practices into their teams and organisations. By the end of this module, each participant will leave with a clear, actionable framework to sustain fierce leadership and foster a culture of authenticity, accountability, and growth.</p>