

# UPSKILLING LEADERS PROGRAM

**Building Capacity for the  
Construction Industry**

**TASMANIA**

**Facilitator & Coach**

Ben Pangas

Ben Pangas *Be.*

# IS THIS WHAT YOU NEED?

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Let's be honest. In construction, the work gets done — tough jobs, long hours, high standards. No one's questioning that. But working with people? That can be the hard part. Technical skill alone won't fix the real challenges of leading people.

**How many of these questions have you wrestled with lately?**



If you've ticked some of these, you're not alone.

If you've ticked most of these, then this program is for you.

## **A WORD ON UPSKILLING VS. SENIOR LEADERSHIP**

This program is for construction leaders moving from technical know-how to people leadership—shifting from outer-game skills to inner-game capacity: trust, culture, and resilience.

If you need a senior executive program focused on strategy, culture at scale, and whole-organisation impact, that's a different pathway.



## **READY TO GO DEEPER?**

If this sounds like your world and your challenges, then keep reading.

This is where we move from frustration and firefighting to clarity, capacity, and consistent leadership impact.

# WHY UPSKILL?

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‘What got them here,  
won't get them there’

(Adapt.) – Marshall Goldsmith



Construction leaders don't fail because of technical skills. They fail because they can't lead people under pressure.

A technically skilled leader who never develops people skills or emotional intelligence creates predictable problems:

- Hard to work with
- Doesn't listen
- Can't manage the team

In construction, technical training builds competence – but it doesn't create leaders. The skills that make or break a career are rarely taught on site, yet they determine whether your people succeed, burn out, or step up with impact.

This program upskills technically experienced professionals with the capacities that come from inner development.

## What developmental growth actually looks like:

- Reading the room before speaking
- Staying calm under pressure
- Building trust fast and holding it

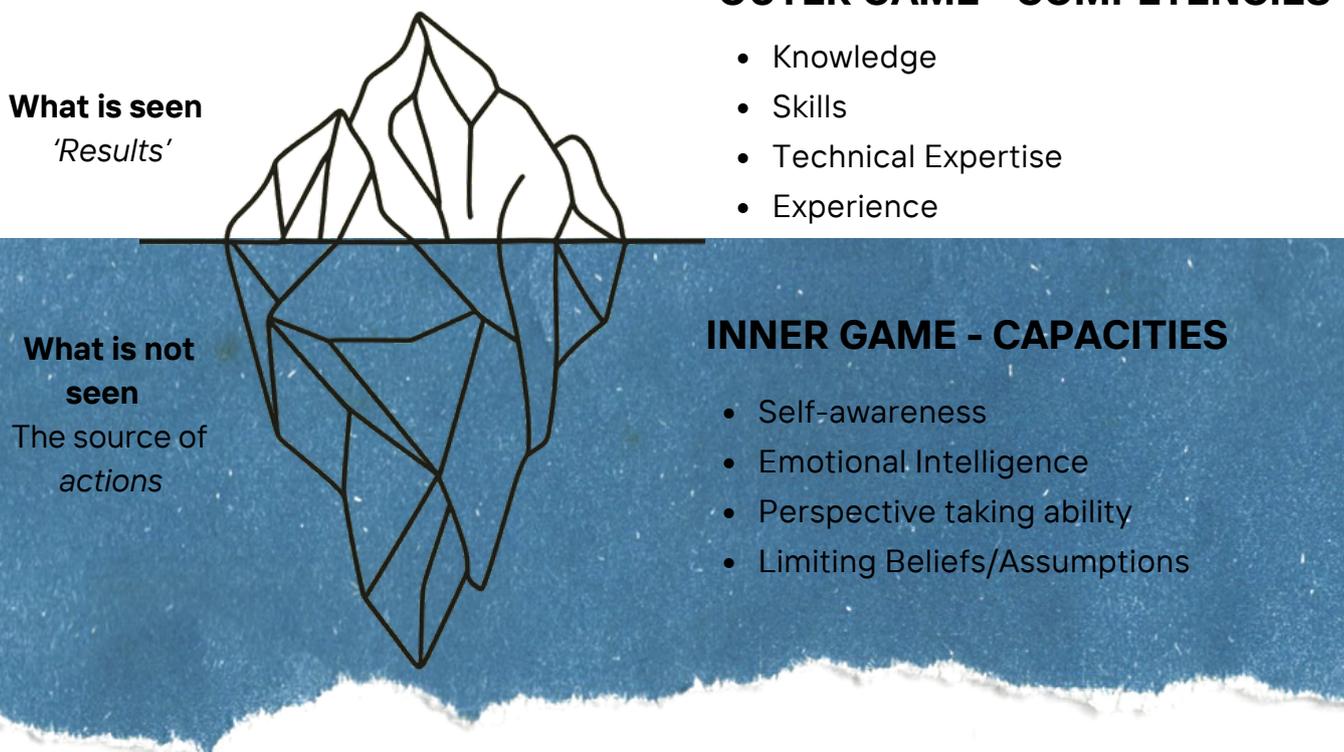
While technical skill earns respect on site, it's developing the inner game that wins trust and leads people.

# WHATS A DEVELOPMENTAL PROGRAM?

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Most leadership training teaches competencies. But a developmental program expands capacity - the inner game.

- **Outer Game** (Skills & Competencies): communication, delegation, conflict resolution, strategy, know-how.
- **Inner Game** (Capacities): self-understanding, emotional intelligence, perspective-taking, and resilience.



In construction, tradespeople are continually upskilled technically, but this constant focus on the **outer game** can actually undermine progress. It assumes that more technical skill will solve people problems—when in reality, it doesn't touch the root. The **inner game** remains unseen, but it's what holds everything up. It is the hidden source from which actions arise. Without developing that deeper capacity, the results don't change.

While technical skill earns respect on site, it's the inner game that wins trust, leads people, and ultimately delivers the outcomes organisations are looking for.

# WHY YOUR ORGANISATION NEEDS MORE THAN TECHNICAL TRAINING

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Leaders who have advanced on technical skill and experience, quickly realise these roles demand more: managing people under pressure, handling conflict, and creating a safe and productive site culture. Without support, the step up can be overwhelming and costly for the organisation.

In order to thrive, the capacities most organisations must invest in are:

- **Emotional Intelligence** – the foundation of trust, collaboration, and team morale.
- **Nervous System Regulation** – staying calm and resourceful when the pressure is highest.
- **Communication Under Pressure** – clarity, confidence, and respect in the moments that matter most.
- **Stress Recovery** – bouncing back fast to sustain long-term performance and well-being.
- **Situational Awareness** – reading the room, seeing the bigger picture, and making smarter decisions.

Developing these inner capacities transforms good workers into confident leaders.

When your supervisors, managers, strengthen this side of leadership, your organisation benefits from:

- **Reduced conflict and burnout**
- **Stronger, more resilient teams**
- **Higher retention of top talent**
- **A culture of trust and accountability**



# WHO IS THIS PROGRAM FOR?

This program is designed for **site supervisors, leading hands, coordinator,** and mid-level managers—the people who carry day-to-day responsibility for leading crews, managing safety, and keeping projects on track.

Through this program, participants will:

- Build confidence in decision-making under pressure.
- Strengthen communication and conflict resolution on site.
- Learn practical tools they can apply immediately—in toolbox talks, site meetings, and daily crew management.
- Develop the capacity to motivate teams, lift morale, and sustain productivity.
- Gain a safe, supported space to reflect on their leadership and grow into more capable, reliable supervisors.

For organisations, the payoff is clear: stronger frontline leaders mean safer worksites, higher-performing crews, and better retention of skilled people.

## HOW DEVELOPMENTAL GROWTH ACTUALLY SHOWS UP IN THE WORKPLACE:

- Checking in on progress without micro-managing; asking “What’s your next step?” instead of telling.
- Starting toolbox talks on time; setting and keeping realistic deadlines.
- Confirming instructions by asking the team member to repeat back what they’ve heard.
- Asking “What do you think?” before giving the answer.
- Stepping in to mediate early when conflict sparks; redirecting focus to shared goals.
- Debriefing after a setback, identifying the lesson, then resetting expectations.
- Addressing disrespect or unsafe behaviour in the moment, calmly and directly.

# THE POWER OF INDIVIDUAL + TEAM DEVELOPMENT

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Our program blends individual coaching and group workshops for maximum impact:

- **Group workshops** – shared learning, connection, and practice in real time.
- **Individual coaching** – personalised feedback and strategies in a confidential space.

Each element builds growth on its own. Combined, they multiply impact.

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**A Better Me + A Better You = A Better Us**

## WORKSHOPS

Starting and finishing together is key. Group workshops enable new and different conversations to be had. They create:

- A shared space for reflection and dialogue, where participants can bring challenges and explore fresh solutions together.
- Opportunities to practise new skills in real time, building trust and psychological safety.
- Intentional pauses in the busyness of work, allowing participants to step back, notice patterns, and reorient with clarity.

## INDIVIDUAL COACHING

1:1 Coaching provides a structured space for participants to reflect, problem-solve, and apply new strategies. Sessions are tailored to real workplace challenges, ensuring practical results.



- **Growth-Focused** – Enhances self-awareness, decision-making, and emotional intelligence.
- **Solution-Oriented** – Helps leaders implement effective workplace strategies immediately.
- **Accountability-Driven** – Encourages ownership of development and measurable progress.

# STRUCTURE



## Opening Workshop – Leading Self

- Core concepts of Conscious Leadership.
- Conscious Leadership Frameworks: understanding above/below the line leadership.
- The Empowerment Dynamic: shifting from drama (victim–persecutor–rescuer) to empowerment (creator–challenger–coach).

## Individual Coaching (5 sessions)

- Enneagram report + debrief.
- Coaching conversations applied to live workplace challenges.
- Focus on emotional intelligence, decision-making, and resilience.

## Team Debriefs – ‘Leading others’

- Enneagram Team & DiSC Mapping: reveals dynamics, strengths, and conflict patterns.
- Explore: Team life, dynamics, managing performance, conflict and motivation

## Closing Workshop

- Applying insights to collective challenges.
- Embedding drama-free collaboration and empowerment practices.
- Building habits and rituals for sustained team culture.

## THIS EXPERIENCE IS DESIGNED TO BE::

**Engaging** – Real-world leadership challenges and practical application.

**Practical** – Directly relevant to your role in the construction industry.

**Expanding** – Broadening your leadership perspective and capacity.

**Action-Oriented** – Applying learning immediately for tangible results.

# POWER TOOLS

**PRACTICAL PEOPLE DON'T NEED COMPLICATED TOOLS, THEY JUST NEED THEM TO WORK.**

## iEQ9 Enneagram Reports

The iEQ9 Enneagram System is a powerful personality assessment that uncovers core motivations, behaviours, and growth areas. It categorises individuals into nine distinct types, each with unique thinking, feeling, and behaviour patterns. The system provides a detailed report highlighting strengths, challenges, and blind spots, promoting self-awareness and leadership development. With **95% accuracy**, it helps leaders recognise triggers and habits while fostering adaptability and emotional intelligence, making it a leading tool for personal and professional growth.



[Download Sample Individual Report](#)

[Download Sample Team Report](#)

## The DiSC Profile

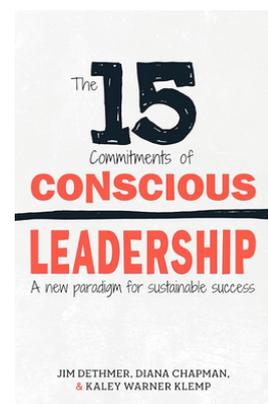


The DISC Profile is a widely used assessment that helps leaders understand their communication style, behavioural tendencies, and team interactions. By identifying strengths and areas for growth, DISC provides clear, actionable insights into how leaders influence, collaborate, and make decisions. This tool is practical, easy to apply, and enhances workplace dynamics, helping leaders manage diverse teams, improve communication, and boost overall effectiveness. Used across industries, DISC fosters self-awareness and adaptability, equipping leaders with strategies to build stronger, more cohesive teams.

## Conscious Leadership

These create profound shifts through simple, pragmatic language that leaders can immediately apply.

The real power of this approach is that it gives your leadership team a common language and reference point. This ensures that development isn't just an individual exercise, but becomes an ongoing resource for the whole company — a shared way of noticing, learning, and leading together.



# IS YOUR TEAM READY FOR THIS PROGRAM?

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**TO GET THE MOST FROM THIS PROGRAM, PARTICIPANTS SHOULD BE:**

- **Willing to reflect** on their leadership approach and try new strategies.
- **Committed to applying** what they learn in real workplace situations.
- **Open to feedback** and willing to grow in both skill and mindset.

<b>TIME COMMITMENT</b>	<b>DETAILS</b>
<b>Workshops</b>	3 × full-day workshops, off-site
<b>Coaching Sessions</b>	5 monthly sessions, 60 minutes each (90 minutes for report debriefs)
<b>Additional Time</b>	~1 hour per week for practices, readings, and reflection

## OUTCOMES

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By completing this program, participants will:

- **Lead with confidence** in high-pressure situations.
- Improve **communication and conflict resolution** skills.
- Develop **greater self-awareness and emotional intelligence**.
- Enhance **team collaboration, morale, and performance**.
- Reduce **stress and increase overall well-being**.
- Strengthen their ability to **motivate and inspire teams**.

# WHO IS BEN?



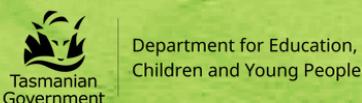
## BUILDER. COUNSELOR. CERTIFIED COACH.

With 20 years of experience in construction, human, and community development, Ben collaborates with organisations to build programs that grow their people and amplify their impact. He is an accredited counsellor and certified developmental coach.

- Masters in Coaching Psychology
- BA in Counseling & Coaching.
- CIV in Training and Assessment
- Trade Certificate - Carpentry & Joinery
- 12 year experience in construction
- 20 years experience in helping people grow

## GROWING ORGANISATIONS THROUGH GROWING THEIR PEOPLE

### CLIENTS



**For inquiries, contact us.**

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