



Who Put You in Charge?

(Spoiler Alert: You Are a Leader!)

Malaika Turner, Ph.D.
Frontline Leadership – September 16, 2026

Icebreaker

Without using your title,
tell us how YOU make a
difference on your team.

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Discuss

What kind of leader would you
like to be?

“I want to be a leader who....”

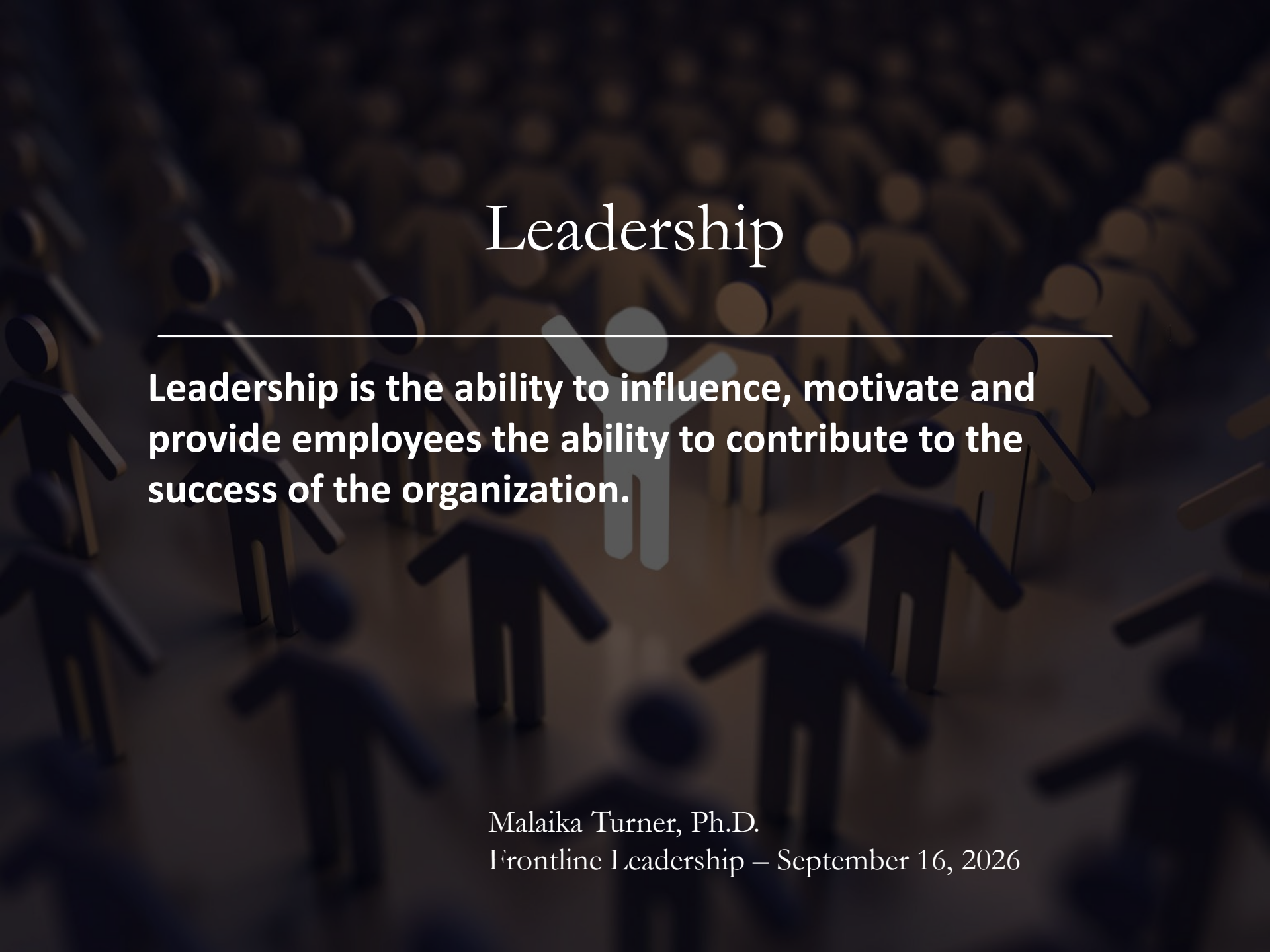
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LEARN HOW TO
~~MANAGE~~ PEOPLE
LEAD



Leadership



Leadership is the ability to influence, motivate and provide employees the ability to contribute to the success of the organization.

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***“Leadership can make or break
an organization.”***

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The Hidden Power of Frontline Leadership

70% of employees say frontline managers have the most impact on their day-to-day experience. (*Gallup*)

Quote: 'Leaders gonna lead!' – Unknown

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Discuss

What does leadership look
like for you, in your work
environment?

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Leadership Styles



Top 5 Leadership Styles

1. Transformational – Inspires change through vision and energy. (leading shifts)

2. Coaching – Builds individual strengths.

3. Servant – Leads by putting team needs first (Build team morale and trust)

4. Democratic – Encourages input before decisions (teams with diverse strengths)

5. Laissez-Faire – Gives team autonomy to deliver results (skilled, self-motivated teams)

6. Authoritative: Directs with confidence and clarity (high-stakes, urgent decisions)

Imposter Syndrome



Imposter Syndrome



IMPOSTER SYNDROME

Imposter syndrome is the psychological experience of feeling like a fake or a phony despite any genuine success that you have achieved.

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Confidence Check: Do You Believe What They See?

- Imposter Syndrome = Belief that you're not as capable as others think.
- Research tells us that 70% of people experience imposter syndrome at one time or another
- - The brain interprets new roles as risk.
- Prompt: What's one compliment you often dismiss?
- Quote: 'Confidence comes from not always being right—but from not fearing to be wrong.' – Peter T. McIntyre

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Strategies Chat

What strategies have you used to address imposter syndrome and build confidence?

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Strategy Tools to Lead With Confidence



Tool 1: The Leadership Mirror – Reflect what you want to reinforce.



Tool 2: Language of Leaders – Shift to confident language.



Tool 3: The 30-Second Reset – Breathe, stand tall, repeat a power phrase.



 Share your personal confidence reset.

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Final Reflection & Commitment

Quick question:

“If you had to capture today’s session in just one takeaway, what would it be?”

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