

# Refresh and Reset: How Leaders Win in the Workplace

**Purpose:** Help leaders pause, reflect, and realign their practices to remain relevant, agile, and connected in today's changing workplace.

## 1. Refresh Your Perspective

Leaders must regularly step back and ask whether their current approach still fits the environment they are leading in.

**Reflection Questions:** What trends are affecting my team, industry, or organization? | What expectations have changed? | Where have I become too comfortable? | What feedback do I need to take seriously?

**Leader Action:** *Identify one leadership practice, communication habit, or team process that needs to be refreshed within the next 30 days.*

## 2. Reset Your Priorities

Resetting requires leaders to clarify what matters most and align time, energy, and resources accordingly.

**Focus Areas:** People: talent, engagement, trust, accountability, development. Process: systems, communication, workflows, decisions, efficiency. Outcomes: service quality, mission alignment, measurable impact.

**Reflection Questions:** Are my priorities aligned with organizational goals? | What consumes time but does not create value? | Where does my team need clarity? | What decision have I delayed?

**Leader Action:** *Choose one priority to stop, one to start, and one to strengthen this month.*

## 3. Stay Agile and Flexible

Agility does not mean constantly changing direction. It means adapting when new information, risks, or opportunities emerge.

**Signs to Adjust:** Team morale is declining | Communication gaps are increasing | Customer expectations are shifting | Processes are slowing progress | Decisions lack enough data or perspective

**Leader Action:** *Hold a brief team discussion: "What is one thing we need to adjust to be more effective in the next 30 days?"*

### 4. Understand Risk Before You Act

Every leadership decision carries risk. Effective leaders consider the impact on people, process, and outcomes before moving forward.

**Reflection Questions:** Who will be affected? | What process will change? | What outcome are we trying to achieve? | What could go wrong if we do nothing? | What unintended consequences should we consider? | How will we know the decision worked?

**Leader Action:** *Use the People–Process–Outcomes lens before your next major decision.*

### 5. Reconnect With Your Team

A refresh and reset is not only an individual leadership exercise. It requires connection, listening, and shared ownership.

**Reflection Questions:** What is working well? | What is creating frustration? | Where do we need better communication? | What support do you need? | What opportunity should we pay attention to?

**Leader Action:** *Schedule one intentional listening conversation with your team or a key staff member this month.*

### 6. Create a 30-Day Refresh and Reset Plan

<b>My Leadership Refresh</b>	One thing I need to update in my leadership approach is:
<b>My Leadership Reset</b>	One priority I need to realign is:
<b>My People Focus</b>	One action I will take to better support my team is:
<b>My Process Focus</b>	One process I will review or improve is:
<b>My Outcome Focus</b>	One result I will measure over the next 30 days is:

**Closing Leadership Thought:** Refreshing and resetting are not signs that something is broken. They are signs that a leader is paying attention. Leaders who remain relevant, agile, and connected are better positioned to build trust, manage risk, and create meaningful results.