

Resilient Leaders Program

Creating Transformational Leadership

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From Tactical Origins

I've spent two decades in environments where leadership under pressure determines whether missions succeed or fail - from counter-terrorism operations to managing 1M+ guests annually at Thredbo Alpine Resort.

The pattern was always the same: leaders who can manage stress, create psychological safety and coach effectively, build teams that perform under pressure. Leaders who can't, don't.

The Resilient Leaders Program builds these capabilities through experiential learning, not classroom theory. Over two intensive days, your leadership team experiences controlled stress scenarios, dives into coaching conversations with real-time feedback, and develops the practical skills needed to lead effectively under pressure.

You'll walk out with tools you can use then and there, not inspiration that fades by the weekend.

The Problem

Leadership capability doesn't match operational complexity.

People get promoted for technical expertise, not leadership ability - that's common practice. Without learning how to actually lead, we default to patterns that don't work: micromanagement that stifles teams, or avoidance that lets problems escalate.

The result? Teams underperform. Turnover increases. Culture suffers. Change initiatives fail because leaders can't coach people through them.

That's what the Resilient Leaders Program builds: leaders who perform under pressure, create environments where people speak up, and coach teams that exceed expectations.

Leadership: The Foundation

Leadership is the multiplier for organisational performance.

When leaders can manage stress, create psychological safety, and coach effectively, culture improves and systems actually have uptake and pay off. The Resilient Leaders Program builds this capability through experiential learning - controlled stress scenarios, practice with real-time feedback, and practical tools you can use immediately.

What You Build:

- Stress management and emotional regulation under pressure
- Understanding of psychological safety and why people resist change
- Practical coaching skills to develop teams, not just manage them
- Role clarity and accountability
- Honest examination of leadership patterns that damage teams

This isn't theory.

You'll experience controlled stress scenarios, build real coaching capability through practice, and walk out with tools you can use immediately - whether as standalone team development or as part of broader transformation with the Resilient Teams Program or The DRIVE Framework.

What Makes This Different

1. Experiential, Bringing The Outside In.

Most leadership programs lecture theory. The RLP puts you in controlled stress scenarios so you experience how pressure affects decision-making, then teaches you to manage it.

You'll dive into coaching conversations with real-time feedback, examine your own leadership patterns honestly, and build skills through repetition - not passive listening.

2. Practical Tools, Immediate Application

You walk out with frameworks you can use tomorrow to coach, build trust, create clarity and deal with conflict.

No fluff. No inspirational speeches. Just practical capability you can apply immediately.

3. Built From Operational Reality

The program is designed by someone from counter-terrorism teams, who managed \$96M retail operations, and built high-performing safety cultures in complex environments.

Stress scenarios are informed by tactical operations experience - how pressure is safely applied and released, how to build capability under realistic conditions.

4. Proven ROI

Whether it's reducing turnover from 22% to 7%, halving inventory losses, increasing operational reporting by 420%, or reducing workers compensation rates by 50% - the principles you take away from this program are the same principles that drive measurable results.

Get the culture right, and systems, change initiatives, and performance improvements all follow.

5. Standalone or Integrated

RLP works as immediate leadership capability development, or as the foundation for our transformative DRIVE framework. Either way, you're building permanent internal capability, not dependency on consultants.

What This Isn't

This program doesn't include war stories or battlefield leadership analogies. There isn't time - every moment is focused on building your capability, not showcasing mine.

My tactical operations background informs how stress scenarios are designed and how pressure is safely applied and released. But you'll be experiencing controlled stress yourself, running real coaching conversations, building skills you can put into play immediately.

Who This Is For

Leadership teams who need practical skills to perform under pressure.

You're managing operational complexity that your current organisations capability doesn't quite match. Teams aren't performing at the level you know they're capable of. Change initiatives aren't landing the way they should. Feedback doesn't flow freely and lands badly.

The Resilient Leaders Program builds the stress management, psychological safety, coaching capability, and role clarity that unlocks team performance.

This works when you're ready to invest two days in genuine skill development, not bandaids or motivational speeches.

The Program

Two-day intensive, experiential workshop

Day 1: Leadership of Self & Leading Others Understanding stress physiology and managing performance under pressure. Identifying and stopping leadership patterns that damage teams. Role clarity and accountability. Authenticity, vulnerability, and leadership presence.

Day 2: Aligning People & Performance Building psychological safety in teams. Practical coaching skills to develop people, not just manage them. Extensive practice with real workplace scenarios. Embedding coaching capability across your leadership team.

What you'll experience: Controlled stress scenarios, honest examination of your leadership patterns, repeated practice with real-time feedback. Tools you can put into play as soon as you walk out.

Enterprise Deployment: Scaling Leadership Capability

The program can be cascaded from senior leadership through middle management to frontline supervisors - same principles, same frameworks, adapted to each level.

When everyone speaks the same language and has the same capability, transformation sticks.

The principles in practice:

At Thredbo Alpine Resort, applying these principles across all levels created alignment where frontline teams operated with the same standards as senior leadership. Clear behavioural expectations, explicit accountabilities, and consistent communication protocols demolished silos and built psychological safety.

The result: a 420% increase in safety reporting alongside a 50% reduction in workers compensation claims. When every team has clear foundations and people at every level feel safe to speak up, performance and risk management improve simultaneously.

When team capability is consistent across the organisation, systems work, change lands, and performance improves at every level.

Next Steps

Schedule a Conversation

We'll discuss your specific operational challenges, current state, and whether the Resilient Leaders Program is the right approach. No cost, no obligation.

If we proceed, every engagement begins with scoping to ensure the approach is tailored to your Leadership team's needs.

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About Brendan May

20+ years building leadership capability in high-pressure environments - from tactical operations to commercial settings where margins, risk, and efficiency matter.

Experience: Australian Army → NSW Police Tactical Operations Unit (Counter-Terrorism) → ALDI (Operations & People Leadership, \$96M area) → Thredbo Alpine Resort (Head of WHS, Risk & Training, 1M+ guests annually)

Qualifications: Master of Occupational Health & Safety (2026) | Certified OHS Professional | Organisational Coach (University of Bath) | Advanced Diploma Leadership & Management | Diploma Security & Risk Management

Proven ROI:

ALDI - \$96M Area: 260% ROI

- 52%/\$320k reduction in area inventory loss ~5 month ROI
- Staff turnover: 22% → 7% additional ~\$90-120k annual cost reduction
- Methodology validated by ALDI corporate - pushed nationally across Australia and globally by ALDI Germany

Thredbo Alpine Resort - 1M+ guests annually:

- 420% increase safety reporting
- 50.3% reduction workers compensation claims ~\$230k annual cost reduction
- EVT Group Executive Leader of the Year and COVID-19 crisis management awards

Combined impact: \$650k+ annual value creation