

Leading Through Friction™

Turn Tension, Emotion, and Change into Performance



Leadership doesn't break down when things are easy.

It breaks down in the moments that matter most.

Leadership today is defined by friction. Work is faster, more complex, and more emotionally demanding than ever.

Leaders are expected to navigate constant change, manage competing priorities, and lead through tension and uncertainty—while staying composed and delivering results.

But most leadership development doesn't prepare them for that reality.

Friction shows up every day at work.

- In the hard conversation you've been avoiding.
- In the moment before a decision, when doubt creeps in.
- In tension between people that goes unaddressed.
- In systemic norms that quietly create burnout and disengagement.

These aren't interruptions to leadership. They are leadership.

When friction goes unmanaged, it slows execution, erodes trust, and leads to burnout.

But when it's handled well, it becomes a source of clarity, alignment, stronger relationships, and better results.

THE FRICTION MINDSET SHIFT



LEADERSHIP = EMOTIONAL WORK
Not just what you do, but how you show up under pressure



FRICTION LIVES IN THREE PLACES
Internal, interpersonal, and systemic



FRICTION = DATA
A signal pointing to what matters most



EQ MATTERS MOST WHEN THINGS GET HARD
Not when they're easy

PROGRAM OVERVIEW

Leading Through Friction™ is a half-day, facilitator-led experience designed to help leaders navigate the pressure, complexity, and emotional dynamics of modern work.

This is not a passive learning experience.

Participants actively work through high-pressure, time-bound scenarios that mirror real workplace friction—practicing how to respond with clarity, intention, and emotional intelligence in the moments that matter most.

What Participants Learn

- Recognize friction early, before it escalates
- Identify whether friction is showing up: internal, interpersonal, or systemic
- Regulate reactions and respond with intention under pressure
- Improve decision-making in complex, fast-moving situations
- Leverage friction to navigate tension, conflict, and ambiguity
- Drive alignment when priorities compete
- Use friction to strengthen relationships and team effectiveness

What's Included

- Facilitator-led experience (virtual or in-person)
- High-pressure friction simulations based on real leadership challenges
- The Friction Model: internal, interpersonal, and systemic friction
- Real-time application of emotional intelligence skills
- Guided reflection, structured debriefs, and peer discussion
- Video-based learning using film & TV clips to illustrate leadership in action
- Practical tools, frameworks, and job aids for ongoing application

The Impact of Leading Through Friction

Organizations that build leaders who can navigate friction effectively see:



**Stronger
decision-making
under pressure**



**More effective
communication
and alignment**



**Healthier,
more resilient
teams**



**Reduced burnout
and unproductive
conflict**



**Improved
performance
and execution**

Most leaders try to eliminate friction. **The best leaders learn how to use it.**

Ready to turn friction into a leadership advantage? Learn more at TalentSmartEQ.com or contact us at 858.509.0582 to bring Leading Through Friction™ to your organization.